

Success Story

Building Excellent Local Relationships and supporting with cost savings for PCT's

A Southern branch of Advantage Healthcare was contacted by their local PCT in January of this year as they were unhappy with the service that was being offered by their current provider.

A meeting was arranged with the PCT Continuing Care Manger and the palliative care team to gather knowledge about their individual needs and staffing requirements. A trial period of 10 months was agreed.

Advantage Healthcare has provided care to over 100 service users (Adults and Paediatric) year to date with a wide diversity of complex needs. The local branch identified a strong base of staff that received service user specific training and work solely within PCT Care packages. The staff are locally based and have a wealth of knowledge of the facilities available locally to encourage, when appropriate, rehabilitation and social inclusion.

Advantage is proud to be able to say that the branch serviced every referral that they have received from the PCT, which has given the PCT confidence in Advantage's ability to meet their needs.

Due to the successful working in partnership relationship that now exists, Advantage Healthcare have implemented a number of cost saving initiatives which the PCT have been extremely happy about e.g.:

- **Through Delegation of nursing tasks to relevantly trained Healthcare Assistants we have provided cost savings for the PCT and supported continuity of care for the service user**
- **Where a 24 hour care package was requested from the PCT, Advantage Healthcare carried out their assessment and recommendations a Live-in Care Assistant with waking night cover which provided cost saving for the PCT**

"As a national Provider working with over 70 PCT's we are keen to share our experiences of managing both Clinically complex and challenging social dynamic's"