

The One Gloucestershire Way



Priority Summary:

Complex Care at Home

Cheltenham, Gloucester and the Forest of Dean

Our ambition

We want to support people with complex health and wellbeing needs to identify and achieve their goals so they are better able to manage their conditions and live in their own home for longer.

What are we doing?

- Since April 2018, we have supported 744 patients in Cheltenham, Gloucester and since April 2019 in the Forest of Dean. The service supports an additional 54 patients every month.
- Following their first appointment with the service, patients are far less likely to need to visit their GP. It is estimated that 828 GP appointments were avoided during a 6 month period following their referral.
- Patients are also less likely to need an emergency visit to hospital, with 45 fewer emergency admissions reported in the same 6 month period amongst this group of patients.

Case Study

Betty is an 86 year old widow who lives alone. She was referred to the service after falls which led to hospital stays. She has heart problems, arthritis, cataracts, depression and anxiety. Since her husband died, she had lost confidence and was not leaving the house independently.

Betty said that what mattered to her was walking to the shops, putting her own rubbish bins out and going on holiday. The team worked with Betty to change her medication, introduce exercises to improve pain and movement and equipment to build confidence and support mobility.

Within seven months, Betty was meeting her goals and maintaining her independence, including going on a cruise. She was reporting less pain, and had no further falls or hospital stays.



What next?

The Complex Care at Home Service recently extended into the Forest of Dean (April 2019). Teams will continue to develop close relationships with primary care and local community resources so they are better able to identify patients and help them to access sustainable support.