

CASE STUDY: FAST MOBILISATION

Brand new service up and running in nine weeks

Buckinghamshire Health Trust (BHT) commissioned HomeLink Healthcare to help address its issues with delayed discharges. The agreed solution was to implement Early Supported Discharge and Rehabilitation pathways, both of which included the option for Bridging Package of Care.

When BHT made the decision to get help to overcome its issues it needed services to be set up as soon as possible. By using the NHS SBS Patient Discharge and Mental Health Step Down Beds (Care) Services framework, the time to contract was shortened significantly compared to a full tender. This saved significant time and money. Typically, the mobilisation process for new services takes eight to 12 weeks. In this instance it took nine weeks.

HomeLink Healthcare uses the PRINCE 2 project management approach, led by a dedicated Project Manager. This focuses on working in partnership to move initiatives through predefined stages across seven workstreams: service and pathway design; clinical governance; information governance; IT; contract and finance; communications; and workforce.

An initial kick-off meeting with the full HomeLink Healthcare and BHT teams set out the parameters and timescales of the project. This was followed by individual meetings between HomeLink and BHT's workstream leads. Weekly checks were undertaken between the two project leads.

Once the contract was signed, the mobilisation process was particularly effective because of a seamless transfer from sales to operations. The pathways were well defined and leads for each of the workstreams were appointed and briefed well in advance on both sides.

“It was great to have a designated project manager and the weekly meetings to check we were on course were really helpful. “I’ve worked with a lot of providers and HomeLink Healthcare is a very professional organisation. It has been a pleasure to work with partners who do exactly what they say they will.”

Jenny Ricketts, Director of Community Transformation, BHT



Fast procurement with NHS SBS framework and nine weeks to mobilise the service.

Service saved
951
bed days in the
first 18 weeks

“The staff have been brilliant. I’m going to miss everyone.”
Patient

Get in touch

Call 0203 137 5370 or email
info@homelinkhealthcare.co.uk

www.homelinkhealthcare.co.uk



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