

## Maximising efficiency and capacity at an NHS Trust

**During winter last year, a 1,500-bed acute Trust faced significant challenges with capacity. Historically, the Trust invested in additional intermediate care beds to improve patient flow during peak periods, but demand still often exceeded capacity, leading to delays in discharge and reduced efficiency.**

To address these challenges, the Trust aimed to streamline the transition of patients from hospital wards to the Adult Social Care Short-Term Intervention Team to reduce the need for additional beds and expedite patient discharge. The goal was to optimise existing resources and maximise efficiency without increasing overall costs.

To identify a potential solution, HomeLink Healthcare carried out a comprehensive feasibility assessment at the hospital, meeting with Trust and community teams to understand their perspectives on patient flow and capacity. This insight helped us focus on the specific interventions that would have the most positive impact on services.



Building on the findings of the feasibility study, HomeLink and the Trust worked closely together to co-design and implement a bespoke bridging service between the hospital and the Adult Social Care team to improve patient flow and facilitate timely discharge. By reallocating the Trust's existing funds more effectively, we helped the Trust achieve increased productivity and efficiency without requiring additional budgets for extra beds. The project was procured via the NHS Shared Business Services Patient Discharge and Mental Health Step Down Beds (Care) Services Framework Agreement.

Mobilisation of the new service took just 12 weeks, led by a dedicated HomeLink project manager overseeing key workstreams, including clinical governance and IT integration. The service was operating seven days a week with patient visits supported by HomeLink's 24/7 on-call clinical team. Within weeks, the partnership achieved the target of 150 visits per week and expanded to include an additional hospital, adapting seamlessly to the Trust's evolving needs.



## Impact

### ► Improved patient flow and capacity

Within the first six months, the service has enabled 129 patients to spend an average of 10 days fewer in hospital, releasing 1,042 bed days. On the busiest days, we freed up to 11 beds daily, providing critical operational relief.

### ► Cost-effectiveness

By reallocating existing budgets, the Trust avoided additional expenditure on extra beds. Every pound invested in HomeLink's service delivered better value, improving efficiency and reducing pressure on acute beds.

### ► Better patient outcomes

Patients reported, on average, a 16% overall improvement in health outcomes (measured through EQ-5D-5L) between their first home visit and discharge. This included an 8% improvement in mobility and self-care, a 12% increase in their ability to perform usual activities, and reductions of 15% in pain and discomfort and 5% in anxiety and depression, leading to greater independence and reduced long-term reliance on healthcare services.

### ► High patient satisfaction

99% of our patients said they would highly recommend us to their friends and family, and 99% said they would be happy to be treated by HomeLink at home again.

## What our patients say

“This service is brilliant. Without it I would have been in hospital for weeks blocking a much needed bed and unable to do anything. All of the staff who came to provide treatment were very professional, efficient, respectful and interacted with my wife and I exactly at the right level. Thank you.”

Patient feedback

“I want to thank you all for the care and support you have given me these last few weeks. Nothing has been too much trouble. Your devotion to your jobs were there to see in all of you. With my eternal gratitude. Bless you all.”

Patient feedback

## Work with us

Find out more about the process of commissioning HomeLink Healthcare to [set up a hospital at home service](#).

## Get in touch

To discuss how HomeLink Healthcare could help your organisation or to request a free feasibility assessment, call us on (020) 3137 5370 or [contact us](#).



## Get in touch

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