

The Mears logo consists of the word "MEARS" in a bold, white, sans-serif font, enclosed within a red rectangular border.

Making People *Smile*

A photograph showing a woman in a red shirt smiling as she assists an elderly woman. The elderly woman is wearing a blue jacket and glasses, and is holding a metal sieve over a bowl. The background is slightly blurred, suggesting an indoor setting like a care home or kitchen.

CASE STUDY

Outcome Based Care

What is Outcome Based Care?

Mears Care subscribe to the ethos of extra care
The LGIU report "Achieving Outcomes Based
Commissioning in Home Care" defines outcomes
based commissioning of care services as follows:

Outcomes based commissioning (OBC) is a means of procuring home care for people which focuses less on the tasks associated with addressing individual needs (e.g. the need for help getting dressed) and more on improved overall outcomes for individuals – supporting people to do things for themselves, for example, getting dressed, getting out, doing things that make life enjoyable for them.

For many years the delivery of care and support services have been arranged around the provision of specific tasks for the individual in defined time segments. This model has often been extremely rigid and stifled independence. Outcome based approaches to care and support services focus on the end result the services achieves for the person. That could be an improvement outcome which sees the individual gain/regain increased independence or it could be a maintenance outcome whereby the services supports the person to retain their current level of independence and quality of life.

Mears Care has championed the model of outcome based services in domiciliary care for a number of years and has worked in partnership with others, including the LGIU and commissioners to understand what could be achieved through outcome based services and how the model can be implemented.



Making People *Smile*

Wiltshire County Council – Help to Live at Home [Case Study]

Since 2013 Mears Care has been working in close partnership with Wiltshire County Council on delivery of the Help to Live at Home contract. Originally delivering services into three geographical zones, in 2016 we were successfully awarded a contract to increase this to an additional 3 areas and all services are now managed for a large centralised location in Devizes. The services provided include home care, extra care and sheltered housing services.

As specified by Wiltshire County Council “Help to Live at Home is a method of delivering care and support services to people living in their own homes. It is different from traditional models of ‘homecare’ as it requires Providers to work with clients to deliver outcomes in a person centred, enabling way” .

In order to achieve this the working arrangements between Mears care as the provider, the council and other professionals have become much more integrated into one service. This includes access to the same systems, use of the same paperwork and in certain areas working as part of the same team in the same location.

The Help to Live at Home Service has also put much more autonomy in the hands of those staff working directly with clients on a day to day basis as being in the best position to flex and adapt services as needed. We work within indicative the remit of indicative budgets which enable us to tailor services to meet individual’s changing needs without the need for continual social work/care management assessment.

Within the Help to Live at Home Service Mears works in partnership with other support partners in a joined up, holistic manner to ensure that people are supported to live independently at home through a wide range of services. This includes working with the voluntary sector, equipment providers, assistive technology providers and others. As the lead provider of care and support services in Mears care not only delivers services directly but also works in partnership with a number of sub-contractor partners to ensure maximum capacity and coverage within the market.

Under our role as a provider partner with Wiltshire CC under the Help to Live at Home contract Mears have designed, developed and delivered new service initiatives and pilot services to address specific social care needs and challenges within the area, including hospital discharge services, single assessment models and capitated budgets.

