

Living Well
@home

MEARS

Neighbourhood Working
in St Marychurch
Torquay

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Brief Background

- Mears Care Torbay formed from 3 traditional existing home care agencies in Torbay in April 2015
- Prime purpose is to develop outcomes based working
- Piloting neighbourhood working in St Marychurch

Neighbourhoods

COMMUNITY PARTNERSHIP AREAS IN TORBAY



Community



JENNIE LANGRIDGE

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Traditional Home Care

- Referrals to our service is based on time and task e.g.
 - 30 minute visits x 3 times a day
 - Carer workers follow tasks set by care managers
 - Care workers spend a lot of time travelling between calls
 - People who receive care put continuity of care as one of their highest priority



New ways of working

- Netherlands model (Buurtzorg) principles
- Small teams of care workers (no more than 12)
- Small geographical areas
- Self Governing teams
- Coaching style of management

Potential Benefits

- Increase continuity of care from team of 12 carers
- Reduce travelling times – opportunities for walkers
- Team working and increased retention rates
- Daily meetings – improved communication
- Higher satisfaction rates

Next steps...

- Increased training and career progression
- Higher levels of support at home
- Close working relationships with GP surgeries, district nurses, voluntary sector and others
- Working with Helen Sanderson to develop new ways of care assessments and reviews
- Dementia service with Purple Angels