

Integration

Sunderland
City Council

As one might expect from an authority at the forefront of integrating health and care, the move in Sunderland of the in-house agency into the Prevention and Equipment Hub alongside the Telecare and Community Equipment Services run by an independent trading arm has strengthened the HIAs position as a service able to provide a holistic approach to customers' independent living requirements.



Sound leadership and a clear vision within the local authority and its independent trading arm are the basis for its success. Sunderland Home Improvement Agency has clearly demonstrated the desire to make the whole company a customer focused service that delivers high quality care and support services to customers 24/7.



By integrating the HIA with the Community Equipment Service (CES) and Telecare under the umbrella of the Prevention and Equipment Hub, it has been possible to use staff more generically across the service areas to create efficiencies and improved delivery.

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7

Telecare response staff who work 24/7 are responsible for delivering equipment outside normal shift pattern. Technical experience from the HIA team has been utilised to create shared health and safety practices working across CES and within supported living schemes in Sunderland.

The best HIAs are integrated within the fabric of local provision. As the NHS moves to a 24/7 service, Sunderland HIA has responded by making its service availability comparable, thus more easily able to link with strategic objectives. Learn and share with the best HIAs by visiting www-foundations.uk.com



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hia



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