LIFT in partnership:
East Ham Care Centre, Newham, East London

DELIVERING COMPREHENSIVE AND HOLISTIC CARE TO OLDER PEOPLE

Profile
East Ham Care Centre provides an excellent example that demonstrates the shift from secondary to primary care.

The Newham-based Centre delivers to the diverse and multicultural population of Newham a dramatic improvement in health and local authority care services, and an essential alternative to acute hospital care.

The £14.6m centre provides truly integrated and holistic care services for older people. With in-depth and innovative planning, which challenged the traditional model of service delivery, the partners have replaced out of date facilities situated across the borough, with one site providing tailored care including intermediate, respite and continuing care, throughout the 24-hour period.
Delivering for the Community
The Centre replaces the Frail Elders Centre at Plaistow Hospital and the Sally Sherman Nursing Home and delivers cohesive services designed to improve the standard of life.

Without the Care Centre, many of the service users in need of respite, continuing and intermediate care would be admitted into acute care to address their needs. With the remodelled services, the 78 beds at the centre are used flexibly to accommodate the needs of the admitted users, allowing flexibility in the way they are treated – ensuring the best possible outcome for the patient.

The physical structure of the building is only one element of the total development. The building has given both the PCT and local authority the opportunity to provide seamless joint services, which deliver improved care for the service user, whether they are utilising the day centre, one of the 78 beds or the Elders Resource Centre.

The extensive planning prior to construction highlighted the need for a relaxed environment moving away from the historical model of a care centre or inpatient unit. With this in mind, significant time was invested to deliver a building that allowed service users to relax in their environment. The rooms and communal areas overlook pleasant outside surroundings, with two communal gardens open to the users, staff and visitors throughout the day.

Partnership in Action
The successful planning of the East Ham Care Centre was built on the firm partnership between Newham PCT and Newham Council that existed prior to the LIFT development.

East London LIFTCo, Newham Council, Newham University Hospital Trust and Newham Primary Care Trust consulted closely with the voluntary and community sectors, the public health department, together with older people and their carers. These consultations helped ensure that the centre would provide a tailored, essential and state of the art facility in which services relevant to the community could be delivered.

Particular care was taken to understand the needs of the different faiths and nationalities of the local immigrant population.

During the build and initial stages of service delivery, the project teams took great care in ensuring that the public shared their vision and were kept fully informed of all aspects of the project, from the financial cost to the level of ongoing care delivered. In this way, it was possible to guarantee that both the building and services delivered from it would still be relevant after the completion of the building.

Improving Delivery, Improving Lives
- 78 beds used for continuing care, intermediate care, and social services respite care all in individual en-suite rooms
- Day hospital and outpatient services
- Elders resource centre
- Rehabilitation services
- Falls and incontinence services
- Community-based teams, such as community matrons, dementia support, RNCC, nursing home teams and community nurses for older people
- Local Authority benefits and welfare advisors
- Wireless technology allowing implementation of Electronic Patient Records across the Centre

Building for the Future
The successful implementation of this integrated model demonstrates the enormous potential for delivering community services in the future, meeting the changing needs of the local population.

Following the opening of the Centre, the partners began reviewing the delivery of services for younger people to examine the opportunity of adopting a similar service model, and delivering services in line with the White Papers Our health, our care, our say and Every Child Matters.

By understanding the particular needs of the local population, identifying gaps in service delivery and planning accordingly, it demonstrates what can be achieved if health and community organisations join forces to work in partnership.

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