

Review of one-to-one care packages. **Delivered.**

Review reduces overspending and improves patient outcomes



**Liaison
Care**

Transforming the
health economy

NHS

Buckinghamshire, Oxfordshire
and Berkshire West
Integrated Care Board



**£29,500 immediate
savings per week**



**£1.5million savings
per annum**



**End-to-end process
clinically reviewed**



The Challenge

In 2022, Buckinghamshire, Oxfordshire and Berkshire West ICB (BOB ICB) found a noticeable increase in additional one-to-one care packages in the Oxford area, which led to a review to explore the reasons for and solutions to the sharp rise in provision.

A number of factors were found to be causing the increased award, including national factors such as the Covid-19 pandemic, high continuing care loads, and elevated staff sickness.

Liaison Care was asked to examine the end-to-end process, and make recommendations to improve the clinical and social outcomes for clients.

As the review commenced, an increased spend from £1million to £4.5million was predicted in the area of one-to-one care alone.



The Solution

Liaison Care's clinical experts initially reviewed 34 cases and found there was an opportunity for immediate reduction on financial expenditure, if recommendations were agreed to and followed.

The reviews and recommendations identified causes for the financial increase and a detailed view of what was driving the demand for one-to-one care.

It also explored one-to-one care delivery in line with the individual contract agreements and one-to-one packages, compared these to the health needs of the individual, and identified area where the care contracted and provided was not required by the patient.



Benefit to ICB

Liaison Care reviewed 34 cases and made recommendations for reduction of one-to-one care in 25 of these, detailing the causes for the financial increase and overspend.

The reviews highlighted no safeguarding concerns and 100% of cases identified an appropriate initial assessment of need for one-to-one care.

There were 13 cases where assisted technology was recommended to help reduce one-to-one care, suggesting a potential gap in staff awareness of solutions, which could be improved with training.

Finally, there was a significant difference in expenditure of one-to-one care across care providers. The variation in costs was attributed to a difference in hourly rates, reviewing and aligning this could **save the ICB over £4,000 every day.**



I have found it to be a great experience working with Liaison Care. I have felt very confident in their ability to manage the project. I have found them to be knowledgeable, responsive and capable."

Sakine Bi,
CCG Lead at Oxford



To find out more about Liaison Care's CHC solutions and how they could benefit your ICB, please get in touch on 0845 603 9000 or email info@laisongroup.com