



Improving Lives

12 Months progress

Scrutiny Board 5

22 October 2025

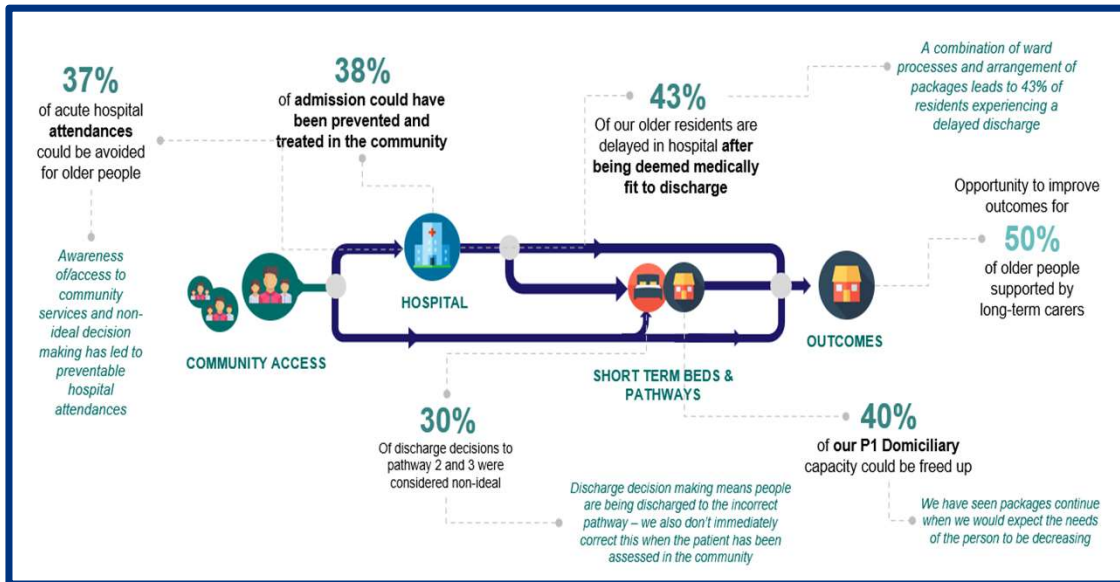
Purpose

- Review of progress with the Local Integrated Teams element of the Improving Lives programme since July 2024 implementation
- Summarise the next stages of service development

Improving Lives Partnership

Activity data, delivering change,
achieving impact

The Opportunity



The Model

Community Services

UCR
Reablement
Response
Practitioners and
Therapists

UCR
Urgent Response
Practitioners and
Therapists

UCR
Admission Avoidance
Carers

Discharge to Assess
(D2A) Physiotherapy

Adult Social Care

Short Term Service
Pathway 1 –
Care at home

Short Term Service
Pathway 2 –
Reablement beds

Discharge to Assess
Occupational Therapy

Promoting
Independence –
Admission Avoidance
step up in community

UHCW

Hospital at Home
Onboarding / Med
Responsibility remains
with UHCW

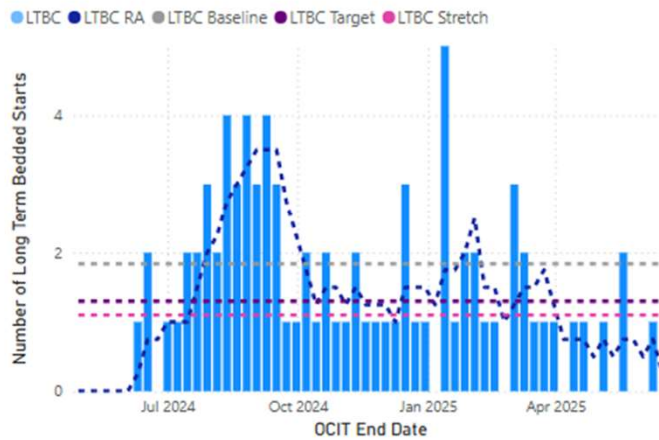
One Coventry Integrated Teams –
City Wide Services

Improving Lives Partnership

Activity data, action, tracking delivery, achieving impact

The Impact

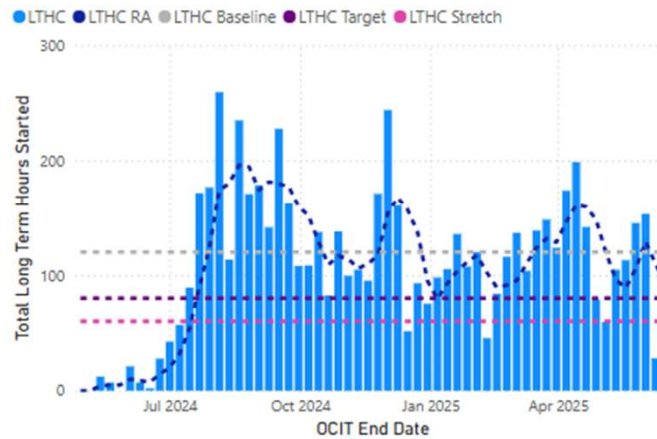
Long Term Outcomes - Bedded Care



"The benefit for me is that we're working off one patient referral, one overall assessment and I don't feel like I am repeating things that have been asked already"

- Physiotherapist, University Hospital Coventry and Warwickshire

Long Term Outcomes - Home Care Hours





"With an aligned workforce and collaborative leadership, we can unblock things that have previously been unfathomable. This programme has a voice and allows us to do things that the workforce have been wanting to do for years"

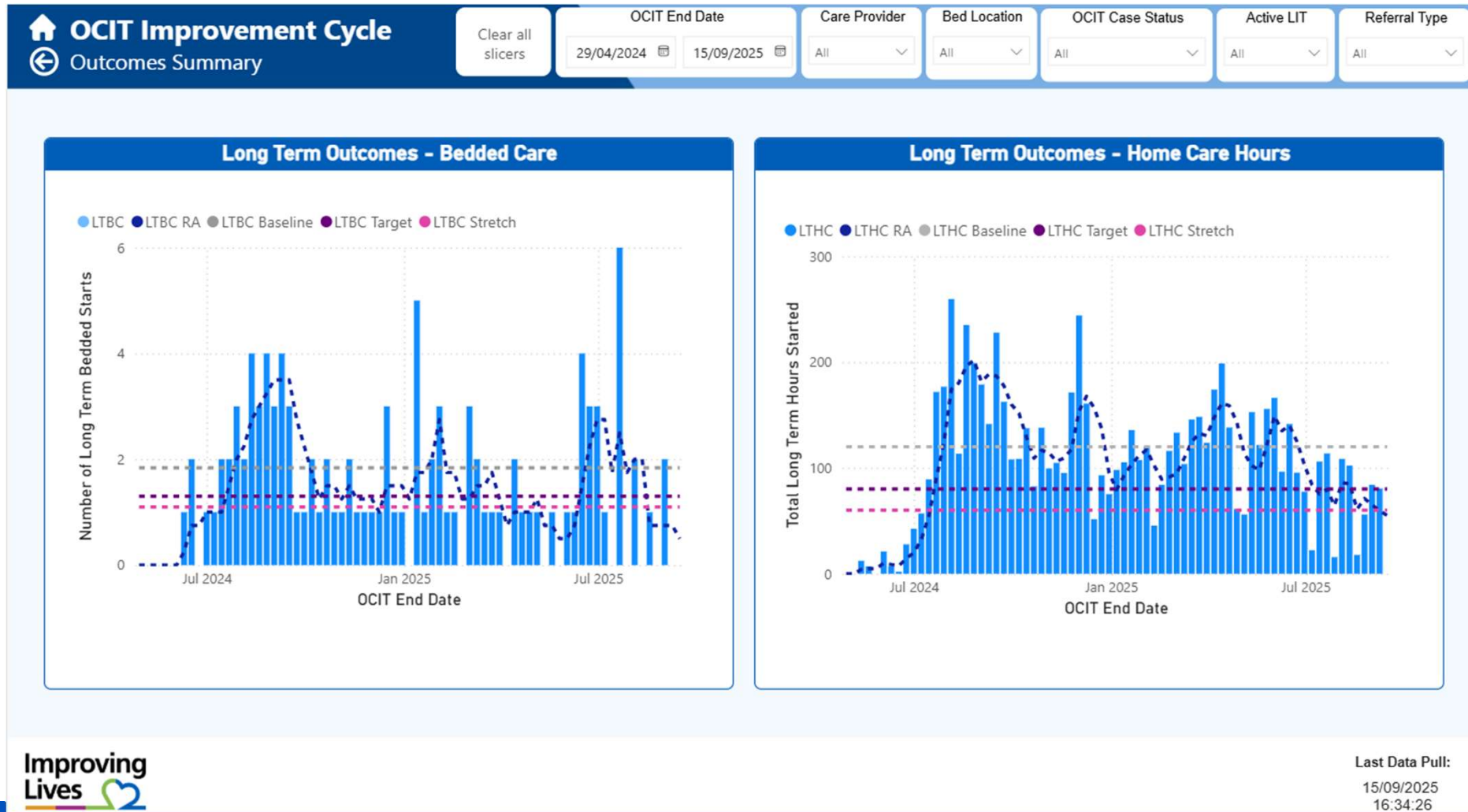
- Integration lead, Coventry and Warwickshire Partnership Trust



The day to day – Grip tool

<div>  OCIT Daily Grip Tool  Caseload LIT Comparison </div> <div> <div>Clear All Filters</div> <div>Care Provider</div> <div>Bed Location</div> <div>OCIT Case Status</div> <div>Case Owner</div> <div>Active LIT</div> <div>Referral Type</div> </div>								
	Current Care Type		LoS	Expected Outcomes		Specialist Involvement		
North LIT 461 <small>[Click here for more detail]</small>	Homecare 109 23.6%	Bedded Care <small>[Not Including HWC]</small> 29 6.3%	Average LoS in Care 9.95	Homecare 63 13.7%	Bedded care 7 1.5% HWC 3	Therapy Input 191 41.4%	Social Work Input 26 5.6%	UEC Input 28 6.1%
North East LIT 350 <small>[Click here for more detail]</small>	Homecare 159 45.4%	Bedded Care <small>[Not Including HWC]</small> 28 8.0%	Average LoS in Care 9.96	Homecare 69 19.7%	Bedded care 6 1.7% HWC 1	Therapy Input 286 81.7%	Social Work Input 20 5.7%	UEC Input 22 6.3%
South LIT 373 <small>[Click here for more detail]</small>	Homecare 122 32.7%	Bedded Care <small>[Not Including HWC]</small> 13 3.5%	Average LoS in Care 9.25	Homecare 36 9.7%	Bedded care 2 0.5% HWC 0	Therapy Input 235 63.0%	Social Work Input 53 14.2%	UEC Input 32 8.6%

The day to day - outcomes



External recognition

UHCW AND COVENTRY PARTNERS SHORTLISTED FOR PROVIDER COLLABORATION OF THE YEAR IN THE 2025 HSJ AWARDS

University Hospitals Coventry and Warwickshire (UHCW) NHS Trust is proud to announce that it has been shortlisted, alongside Coventry partners, for the *Provider Collaboration of the Year Award* in the prestigious 2025 HSJ Awards.

The Trust's shortlisted entry, **The Coventry Improving Lives Programme**, was chosen following a rigorous judging process and has been recognised as a standout example of excellence in healthcare delivery.

This year's awards attracted more than 1,250 entries from across the health sector – showing the scale of the Trust's achievement.

Winners will be announced at the awards ceremony on **20th November 2025**.

COUNCIL'S PARTNERSHIP WORK SHORTLISTED FOR DIGITAL HEALTH AWARD

Adult Services' work with University Hospitals Coventry and Warwickshire (UHCW) NHS Trust has been recognised for its technological innovation and expertise.

The pair have been shortlisted in two categories in this year's Health Service Journal (HSJ) Digital Awards.

The HSJ Digital Awards 2025 shine a light on organisations driving meaningful change through technology, improving patient outcomes, streamlining processes and enhancing the overall quality of care.

One nomination is shortlisted in the 'Improving Out of Hospital Care through Digital' category for a project enabling an integrated community model to support people in Coventry towards improved outcomes.

The other is in the 'Connecting Health and Social Care through Digital' category for health and care partners working together to improve outcomes for Coventry people.

Positive Impacts of the Programme

- Multi-disciplinary working embedded with the person at the centre
- Less time in hospital or admission to hospital avoided
- More people supported at home with improved outcomes
- Therapy first approach to promoting independence
- Access to digital options to support independence
- Support tailored to meet people's needs
- Staff co-located in multi-disciplinary teams with single line management structure and joint health and Social Care Leadership
- Less 'handoffs' /referrals to other services
- Reduction in discharge to assess (D2A) beds from 83 to 40
- Support is co-ordinated and more joined up
- Weekly improvement cycles in place to monitor demand, capacity and outcomes

Health Check May 2025

Newton Europe, our delivery partner returned in May 2025 to undertake a HealthCheck on how the programme was performing 6 months after their delivery partner contract ended in November 2025.

This HealthCheck looked across all three programme elements:

- **Hospital Front Door:** How effective UHCW and other partners are at admission avoidance
- **Hospital Processes:** How effective hospital processes are at moving people through at an appropriate level of effectiveness to avoid unnecessary
- **Supported Discharges:** One Coventry Integrated Teams (this is the joint teams we are part of with UHCW community teams)

Action following health check and next steps

The health check identified areas of strong leadership to embed the Improving Lives model and retain the principles signed up to in the programme.

The learning from the health check is that continuous focus and energy is required to meet and exceed performance targets and that changing behaviours and embedding change takes time.

Processes that were designed in the programme have been largely continued however the governance needs to be maintained to drive improvement and oversight.

Following the health check in May 2025 we have:

- Collectively reviewed the baseline and targets particularly in relation to long term support. This is monitored via monthly performance meeting within Adult Social Care as well as One Coventry Integrated Team (OCIT) Board and in OCIT weekly improvement cycles.
- Streamlined the transfer of cases exiting the Local Integrated Team into Adult Social Care Teams
- Continued to monitor capacity and demand especially in preparation for seasonal variation
- Provided further training and development for staff

Next steps

- There are further areas of development for the OCIT model that are being explored including the transfer of Pathway 3 (NHS single agency discharges requiring nursing) and Fast track support (urgent nurse provided home support).
- OCIT also forms a key part of our Neighbourhood Health model as we develop this with Health Partners following the successful selection of Coventry as a Neighbourhood Health Forerunner Site.