

Download this template to develop your business case with organisational and system partners. Adapt to meet your local approach.

## ***Why is this urgent community frailty response service the optimal approach for our population?***

- It provides one **comprehensive multi-professional assessment** within the **patient's home environment**, focusing on the **“home first”** principle and the **optimisation of current community services** (working 7 days a week, 10 hours a day)
- It ensures patients receive the care they need fast, relieves pressures on emergency departments, increases capacity within ambulance services to respond to high acuity calls, makes better use of staff and time, promoting healthy ageing closer to home and encouraging more joined up and coordinated care. **Integrating the model across the whole system will provide further strength and sustainability to the model**
- It uses a whole systems approach through the **lens of frailty**. The falls and frailty rapid response car enables the centralisation of how we manage these complex conditions within the community
- Paramedics are many patients first contact with the health service and thus have the potential to influence patients' care pathways. Joint working with a specialist frailty Occupational Therapist has led to shared learning, building of expertise, integrated working, development of existing teams and improved recruitment and retention of staff. It is well evidenced paramedics often lack the confidence to leave older falls patients at home
- There is demonstrable cost and benefit to the system
- Reduction in inappropriate conveyances to hospital
- This model offers the patient the opportunity to receive their urgent comprehensive assessment, treatment and care planning within their own home, making sure services are delivered closer to home, where possible.

*"It was great that I could stay at home, the Occupational Therapist put in a care package that started that evening. They gave me a wheeled Zimmer frame and built my confidence up, as I wasn't comfortable walking unaided after I had fallen." Patient A*