Appropriate Care for Everyone (ACE)

What is this about?
Health and Social care services are working together to deliver services in a joined up way. This will mean that every adult in Oxfordshire will be receiving care that is timely, in the right place and suitable for their needs.

At the moment some people get ‘stuck’ in the system and may find themselves in hospital for much longer than they need to be. This is a problem we are trying to solve in Oxfordshire by closer working between organisations.

If you do get stuck it not only costs a lot of money but can mean that you are not getting the kind of care you need for the stage of recovery you have reached. For example there may not be the right kind of physiotherapy available in a big hospital and you may not get it often enough. For some people it means going in to hospital when they didn’t need to and for others things going wrong because they have had problems in managing at home or with their health that could have been spotted earlier.

We are working to solve these problems over the next year. We want to talk to local people about these issues, the services which will be offered and how they will work for them. We want to understand your views and particularly to hear from people this has happened to or who have experienced this because they care for someone who is elderly and may be frail.

What are we doing to make a difference?
We will be making sure we have the information that helps us to see what has worked well and resulted in good recovery for our patients.

We will be joining up the ways we work in health and social care so that we talk to each other more about the care of our patients and can quickly recognise when something is not going well. To do this we will be looking at how we pay for services so we can make sure that you don’t get ‘stuck’ because we are trying to sort out money matters.

Above all we will be working to make sure all our patients are on a path to recovery or to getting as well as possible as quickly as possible and making sure you can join in the decisions about what is happening to you.
Who is involved in this?
Oxford Health Foundation Trust, Oxford University Hospitals NHS Trust, NHS Oxfordshire and Oxfordshire County Council are committed to working closely together to deliver the right care, in the right place, first time.

What services will there be?
In time we will not be talking about services that patients go into but what will happen to each individual so that all your care is about you and personal to you. We are setting up services that will be the foundation of this approach but once it is working well the move between different types of support will be seamless and without fuss.

A selection of services that are available today are outlined below:

- Supported discharge service
  *This is made up of three support services: Welcome Home, Bridging the Gap and Domiciliary-based Rehabilitation*
- Hospital at Home
- Social Care Crisis Response Service
- Re-ablement

You can find out more about these services in our factsheet: ‘Appropriate care for everyone – A sample of the services currently available’.

How to get involved
Take a look at the Talking Health pages on our website http://bit.ly/ACEOXON. You will be asked to register before you can get all the information.

Complete our questionnaire either on our webpage or available as a hard copy by contacting us as shown below.

How to find out more
Email: talking.health@oxfordshirepct.nhs.uk
Phone 01865 334636

You can also write to us with your views at:

Communications & Engagement,
FREEPOST RRRKBZBTA5XU
NHS Oxfordshire, Jubilee House, 5510 John Smith Drive
Oxford Business Park South, OXFORD OX4 2LH