



 **MEGA**
NURSING & CARE

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RAPID

RESPONSE

2023

www.megaresources.co.uk

About Mega Nursing & Care

Mega Nursing and Care is a family run business, which delivers the best quality home care services in the midlands – we care for all as we do our own families.

We work relentlessly to provide our service users with health and social care, enabling continuous recommendations to the members of their families without reservation. We pride ourselves on robust recruitment process, which ensures all our staff are devoted to meet our proven superior standards.

We achieve all our goals by relentless teamwork and placing every aspect of our services under continuous scrutiny.

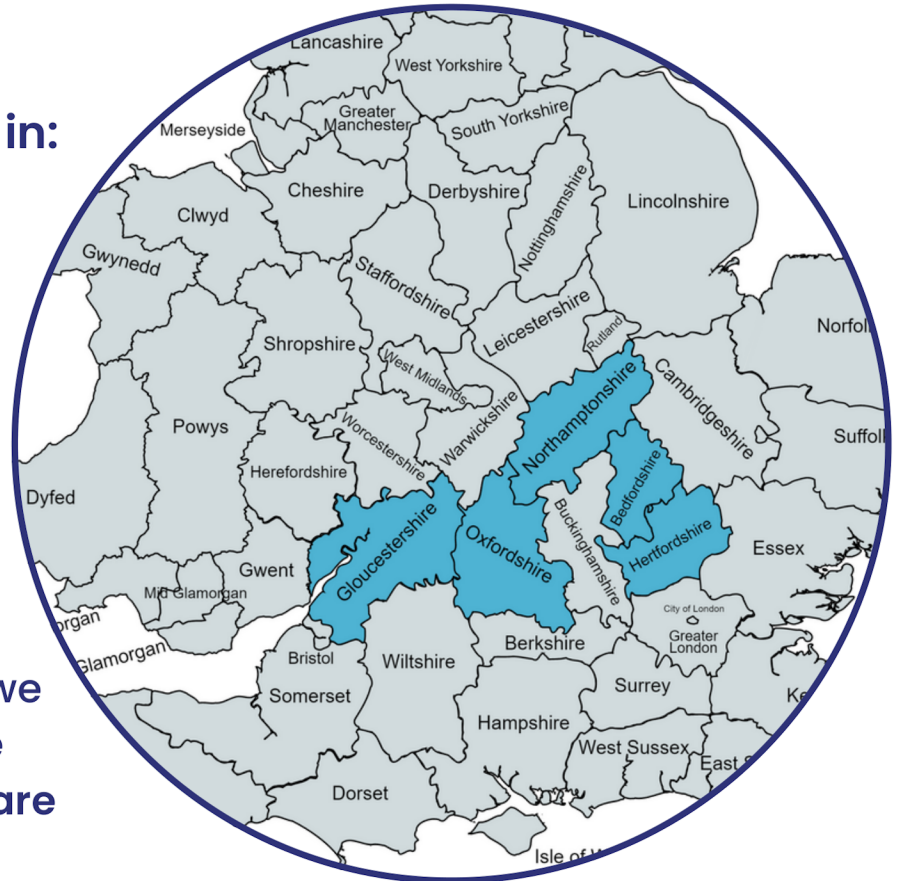
We value our service users' independence, and we include each client and their family in the process of creating and maintaining the plan of care which would meet your expectations. We promote respect, dignity, personal approach to each service user and enabling participating in the communities our clients live in.



About Mega Nursing & Care

We currently operate in:

**Bedfordshire
Northamptonshire
Hertfordshire
Oxfordshire and
Gloucestershire.**



In Bedfordshire, under a sub-contract with ELFT, we provided rapid response and reablement homecare services.

In Hertfordshire, we hold the second-tier framework contract.

We have recently been awarded zonal partners and shadow strategic partners with Oxfordshire County Council.

We are also preferred and approved providers in Central Bedfordshire & Bedford Borough.

Rapid Response is a short-term care program, supporting efficient & effective recovery at home.

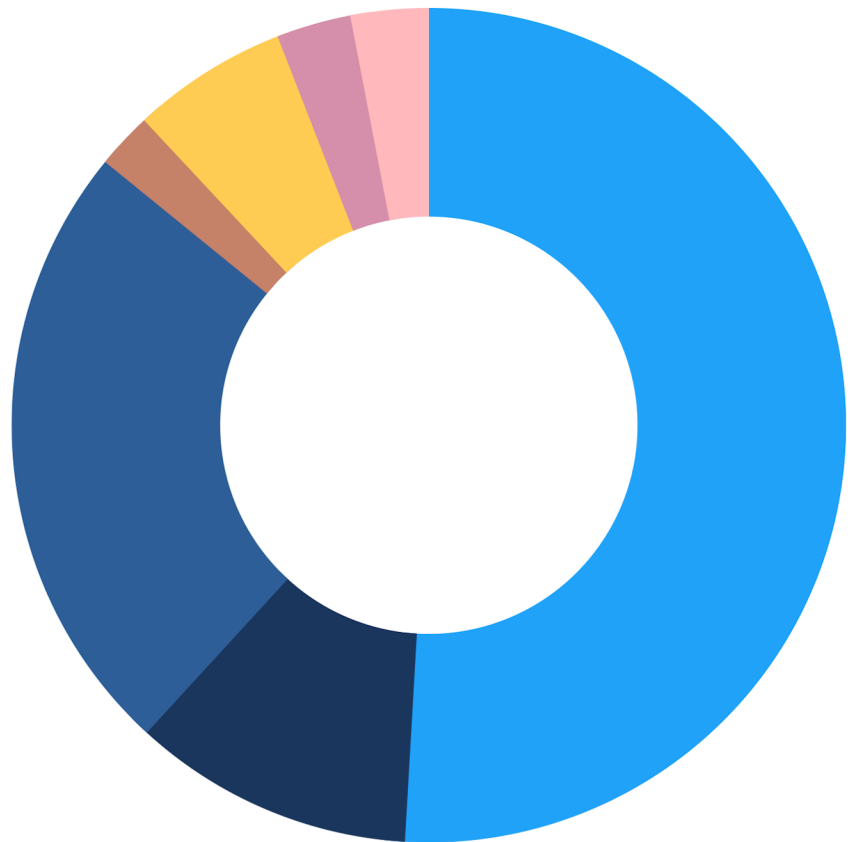
The aim of Rapid Response is to re-enable and rehabilitate the patient from their own home.

Re-enabling people to independence.

Designed to relieve pressure within hospitals during challenging periods, by rapidly arranging care for those who are medically fit for discharge and require a pathway out of acute settings.

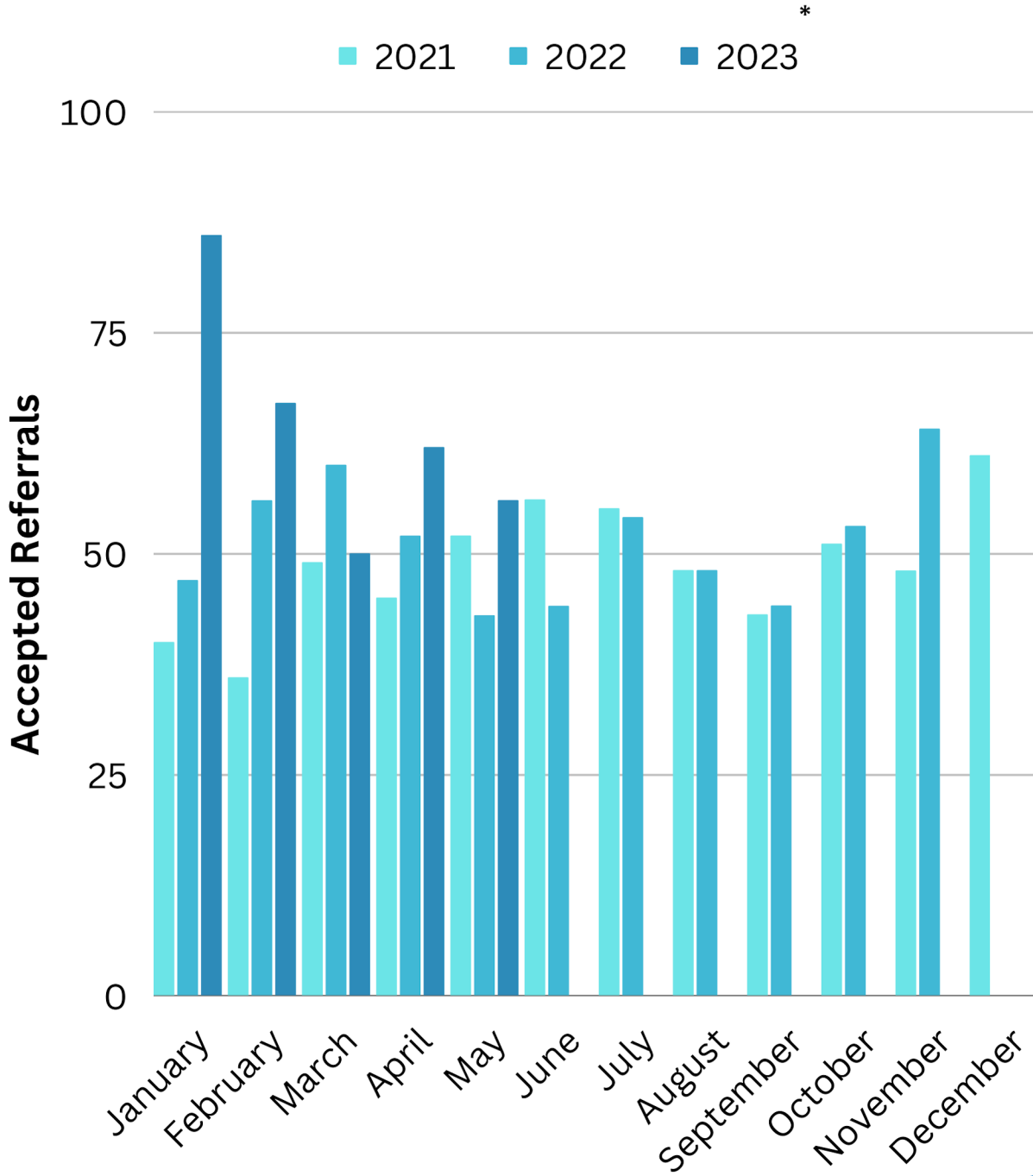
This includes those perceived to have rehab potential and unplanned care.

Reduced Package of Care (POC)	724
Discharged with No POC	442
Admitted to Hospital	155
Moved to Nursing/Care Home	31
Taken Over By R&E/Reablement Team	86
Sadly Deceased	41
Other - Including Palliative	43



Increasing transfer flow from hospitals, to abolish bed blocking once and for all!

Prevent prolonged hospital stays and avoid
preventable hospital admissions or re-admissions.



*Please note, Rapid Response commenced in Northamptonshire in January 2023

**Since starting Rapid Response in 2021 in Bedford,
we have accepted **1390+** referrals.**

27% of clients have been discharged with no further need for a POC.

41% have been discharged with reduced care needs or to a long-term care plan/provider.

28% of clients have been discharged and referred to either a nursing/care home, the reablement team, palliative care or admitted into hospital.

4% have sadly deceased.

**We introduced Rapid Response to
Northamptonshire in January of 2023 and have so
far accepted **130+** referrals.**

36% of clients have been discharged with no further need for a POC.

44% have been discharged with reduced care needs or to a long-term care plan/provider.

17% of clients have been discharged and referred to either a nursing/care home, the reablement team, palliative care or admitted into hospital.

3% have sadly deceased.

The Story Behind **Rapid Response**

- This Rapid Response service has been operating since **October 2020**, it commenced at the height of the pandemic, with a contract term of only 3-months. The service was then extended in **January 2020** for a further 6-months as the need continued (and many times after that, to culmination **1st April 2023**).
- The purpose was to support the health system, particularly the acute hospital's transfer flow. At this time beds were filling up rapidly, and people fit to be discharged could not leave the hospital due to provider placement shortages.
- We were contacted at the time by NHS ELFT to see if we would work with the system within Bedfordshire on the 'Discharge to Assess' program to increase capacity and transfer flow. The main outcome was to support ELFT therapists with their reduced capacity by providing the social care element of the service. This increased capacity for ELFT therapists to provide crucial therapy for patients, re-enabling them back to their baseline capabilities.
- In **2021**, we began to shape our whole Bedfordshire care service to support the system as a key priority. This essentially meant we put more emphasis onto our short-term care service due to the requirements noted within the system.
- We recruited and contracted care assistants to meet the rapid nature of the service, with the expertise and experience to do an effective job e.g. preventing re-admissions, enablement and vital signs identification, so these could be fed back daily to be discussed at MDT meetings.

» Mobilisation

We will need a month to mobilise once we have established our contract with you - following this we are committed to providing 6 months of relief within your health system.

The number of service users we take on in this period will be solely dependent on your needs as an NHS trust, council or clinical commissioning group.

We currently have the infrastructure in place, including a project manager and field care coordinator on standby, to begin within the mobilisation period. We also have the ability to redeploy caregivers from areas in which we are already established.

You will have the opportunity to negotiate extensions of your contract.



SU referrals accepted within 2 hours.

Care to commence within 2 days of acceptance.

Assessment conducted within 2 hours of discharge.

The Mobilisation Process

Initial Consultation > Service Presentation > Contract Negotiations > Mobilisation.
(if required)

For an initial consultation booking, please contact:

rebeccaj@megaresources.co.uk

07990411434

Professional Feedback

**Susan Carter – Senior Strategic
Commissioning Officer
(Central Bedfordshire)**

"I am receiving very good reports from staff and from ELFT about the quality of the service being delivered, your team is working well, and we are very happy with the direction of travel at this early stage. Please extend our sincere thanks to your colleagues for their hard work during the transition of the service."

"The quality of the reports is superb. They are informative, relevant, and extremely useful in gaining insight into how the service is operating at every level."

"I am very pleased to be working with our colleagues and yours whilst developing this new service. We have much to learn from your operation, how this service can be best delivered, extended and how we can consider measuring outcomes going forward.

I am sure there will be challenges ahead for us all and am confident in the resilience of your team to cope as they may arise."

Professional Feedback

**Helen Franklin – Occupational Therapist
Bedfordshire Community Health Services –
Rehabilitation and Enablement Team
(Bedford Borough)**

“As a team, we do appreciate how adaptive and supportive you are to us and all our patients. We couldn’t manage without you!”

“Well done to you and your carers. You are doing a brilliant job with PDS. I’m glad he is engaging and accepting more support. We really do appreciate everything you are doing. Please pass on our thanks to all your carers.”

**Debbie Martin – Assistant Director ELFT
(East London NHS Foundation Trust)**

“You are an invaluable addition to our service.”

How to **Contact Us**

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