

Cardiff & Vale UHB Community Resource Teams (CRTs)

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CRT 7 Day service

- **3 teams across Cardiff & Vale**
 - North & West Cardiff Community Resource Team (based in Whitchurch)
 - South & East Cardiff Community Resource Team (based in Llanrumney)
 - Vale Community Resource Service (based in Barry Hospital).
- **Joint health and social care teams** which also have voluntary sector input (Red Cross in the Vale and Age Connects in Cardiff).
- **Provide integrated care and therapy to people in their own homes** in one or more of the following areas:

Consultant	Nursing
Physiotherapy	Occupational Therapy
Speech & Language Therapy	Dietetics
Cardiff Council Homecare service including reablement trained Carers	
Support staff e.g. rehabilitation assistants and administrative staff.	
Age Connects Brokers and Settlement Aides (Cardiff)	
Red Cross (Vale)	

CRT aims

- Provide short term therapy, care and support at home to divert from admission and enable earlier discharge from hospital
- Promote independence at home and engagement in community services
- Following Cardiff and Vale UHB design principle "Home First".

CRT Referrals

- Criteria:
 - Over 18
 - *Primary* medical condition is physical
 - Able to participate in a home based rehabilitation programme (for therapy input)
- 300 + referrals accepted each month - currently supporting approx 1k people at home
- Age Connects Brokerage and Settlement Aide service is available to those who are already receiving input from the CRT

Referral sources

- Hospital settings:
 - Emergency Unit; Wards; Age Connects Hospital Discharge Service
- Community settings:
 - GPs; Care Homes; District Nurses; Social Workers

Age Connects Brokers

- 40-50 referrals per month
- Themes:
 - Supporting people to continue to live well at home
 - Social isolation/hoarding/cleaning/ shopping/ managing finances
 - Practical & emotional support, advice & information
 - Referring on/signposting to other services e.g. welfare benefits – Cardiff City Council visiting officers

Age Connects Broker: Mr Y

- Referred by nurse: age 94, diagnosed with dementia. Wife extremely stressed and finding it difficult to manage. Both at risk of admission.
 - Liaison with whole family, emotional and practical support, advice and information provided
 - Referral to social worker for urgent carers' assessment and respite (3 weeks respite arranged)
 - Two respite sessions provided by broker to ease stress on wife
 - Support to family to investigate respite options and consider long term options
 - Signpost/referral to Alzheimer's Society

Age Connects Broker: Mr X

- Referred by nurse: 75, living alone, dementia onset related to alcohol abuse. Making multiple, large donations to charities; paying for unnecessary services on the doorstep; extremely high telephone bills; very vulnerable.
 - Practical support provided including accompanying client to shops, "no cold callers" sign put onto front door; contact with telephone provider; referred for financial management support
 - Advice/information: discussed financial management; referred to Safeguarding team for a number of issues; referred to mental health services; alcohol use discussed but client refused referral for this

Age Connects Settlement Aides

- Supporting people to continue to live well at home
- 20-25 referrals a month
- Short notice/emergency personal care and other input at home to divert from admission whilst awaiting for other care services to start
- Personal care at home to enable earlier discharge while waiting for other care services to start
- Practical and emotional support, advice and information

Age Connects Settlement Aides

- Mrs Q: referred by ward; 92; living alone; supportive family who live nearby; admitted after a fall at home; in need of Physio/OT and homecare support to enable her to remain independent at home
- Statutory homecare service unable to start care for 7 days after the date she was referred to the team
- Age Connects Settlement Aides able to take her home and provide 7 days of care until care started. Also able to provide shopping calls and other practical and emotional support to help her adjust to being home.

For further information or to arrange a visit:

- Vale Community Resource Service (Manager = Paula Cornelius): 01446 704138
- Cardiff Community Resource Teams: Jackie Davies: 029 21836101/029 20839988
