

Overview of Community Services provided by Your Healthcare CIC

For the Chessington District
Residents' Association Annual
General Meeting

Date 17th June 2025



your healthcare

Introduction to *your* healthcare



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Our organisation

- We have been trading since August 2010 and were the **1st in London** to spin out of the NHS to form a new organisation through the *Transforming Community Services Policy*
- We provide **community health and social care** and **IT infrastructure services** in Kingston, Richmond and south west London.
- We hold several **contracts** within health (NHS) and social care (local authorities and local public health)
- We operate from **4 sites** (Hollyfield House, Surbiton Health Centre and Sheridan House). Cedars Ward (our inpatient ward) operates from Teddington Memorial Hospital



We are...

Your **Healthcare** is what is known as a *Mutual*

- a **Community Interest Company** (CIC)
- a **social enterprise** so we **must operate for social benefit**
- an **independent business** (i.e. not an NHS Trust)
- a **membership organisation** – by being employed at YH you are a staff member
- workforce of just over **500 staff** members including bank workers
- **Annual Turnover** – 2024-25 £34m



What makes us different

- We are required to **reinvest any surplus** back into our services, where it matters most.
- We **value our partnerships** with other local and wider system providers.
- We have a **can-do attitude, are innovative** and do things differently.
- We are **less bureaucratic** – very few management layers
- We operate a **distributed leadership model**.



Our services

We provide:

- NHS community healthcare
- Local authority adult social care
- Public health services
- IT support services
- Child Health Information Systems



Frontline Services include...

Adult Speech & Language Therapy	Contraception and Sexual Health	Podiatry
Cardiac Rehabilitation	Community Matrons	Reablement
Children Speech & Language Therapy	Falls Service	Respiratory Services
Child Health Information Service	Health Visiting	Safeguarding – Adults & Children
Community Nursing	High Intensity Users	School Health
Adult Neurodevelopmental Services	IT Support for GPs and other Healthcare providers	Urgent Care Response (with partners)
Urology and colorectal services	Physiotherapy incl. Musculoskeletal	Shared Lives

Services specifically for those requiring support at home

- Community nursing and therapies -
 - Specialist nurses
 - Community matrons
 - Community therapies including OT, PT and Neuro rehab
- Urgent care and response services -
 - Rapid response service
 - Care home support team



Community nursing

- Community nurses visit housebound patients in their own homes, as well as residential care settings, to provide a comprehensive range of clinical nursing support across a broad range of interventions including :-
- Wound management - working alongside specialist tissue viability nurses
- Medicines management
- Palliative, end of life care and symptom control
- Equipment provision to facilitate discharge
- Long term condition management
- Continence and catheter management working with our bladder and bowel teams
- Immunisation
- Health education and promotion.
- Community nursing will work with Urgent care response services, including Rapid and Urgent Care Support Service (UCSS) Care Home Support Team, community matrons, Neurodevelopmental Service (Nds)and safeguarding nurses.



Urgent Care Response

- The 2-hour Urgent Community Response Service responds to adults who are experiencing a sudden deterioration in their health and wellbeing, and without urgent response, are likely to be admitted to hospital.
- The service also offers a falls pick-up service where it is clinically safe.
- Our team consists of multidisciplinary professionals including community nurses, nurse and paramedic practitioners with advanced clinical assessment skills (including prescribing), occupational therapists, physiotherapists and health care assistants.
- Through integrated working we are able to provide a rapid, comprehensive initial assessment and clinical intervention when appropriate, and provide management and follow up for patients, so they can be supported safely in the community and avoid an unnecessary hospital admission.
- The service operates between 8am and 8pm, 7 days a week



Community Matrons

- The Community Matrons are highly experienced, senior nurses who provide specialised care and support to individuals with complex long-term health conditions, primarily in their own homes.
- They act as a central point of contact for patients, families, and other healthcare professionals
- Their role focuses on preventing hospital admissions, control and management of exacerbations, improving quality of life, and empowering patients to manage their conditions effectively.
- Community matrons will conduct comprehensive assessments identifying and addressing patients' needs and implementing appropriate nursing interventions and monitoring their progress.
- Working to prevent unnecessary hospital admissions through proactive management of chronic long-term conditions.



End of Life Care

- Our end-of-life care lead nurse, provides personalised care and support to patients and their families facing a terminal illness. Focusing on improving the comfort and well-being of patients, managing symptoms, and providing emotional support.
- Working closely and collaboratively with our local hospice to ensure that patients' dignity and wishes are maintained and respected.
- End of life care involves a team approach. As well as our end of life lead we have palliative care support workers who work closely with the wider team ensuring the provision of comprehensive and supportive care, offering practical, emotional, and psychological assistance to patients and their loved one.



Community Therapies – OT

- Occupational therapy enables people to achieve health, well-being and life satisfaction through participation in purposeful activities of daily living.
- Our aim is to help patients with a wide variety of conditions to maximise their independence as much as possible within their home environment and local community.
- We provide our service within patients' homes for the following:
 - Recovery from orthopaedic surgery
 - Recovery from falls with or without a fracture
 - Musculoskeletal conditions
 - Regaining independence after returning home from hospital
 - Acute/short-term ill health not requiring hospital admission for treatment.
- We work with Kingston Hospital, social services and the voluntary sector, to prevent unnecessary hospital admissions and help timely and safe discharges home from hospital when an admission has been necessary.
- Work alongside the reablement service



Community Therapies – PT

- Physiotherapy helps restore movement and function when someone is affected by injury, illness or disability, through exercise, manual therapy, education and advice.
- Our community physiotherapy team aims to provide help to people with a wide variety of conditions to perform everyday physical activities and be as independent as possible within their home environment and their local community.
- Provide information, advice, assessment and treatment for adults with a recent change in their physical ability
- Provides assessment and advice for adults whose physical and functional abilities are declining
- Provide training and support for carers and family members
- Our teams work closely with the multi-disciplinary team at Teddington Memorial Hospital and colleagues in social services and the voluntary sector, to prevent unnecessary hospital admissions and support safe discharge home when an admission is needed.



Community Neuro Rehab

- Your Healthcare provides specialist, multidisciplinary rehabilitation support to adults with a neurological diagnosis
- The most common neurological conditions include:
 - Stroke
 - Multiple Sclerosis
 - Motor Neurone Disease
 - Parkinson's Disease
 - Brain Injury
- The core team comprises: Speech and Language Therapy; Occupational Therapy; Physiotherapy; Dietetics.
- We work closely with each person to provide a goal-orientated approach and rehabilitation package that meets individual needs, with an emphasis on achieving independence with daily tasks.
- We support and empower individuals and their carers to self-manage their conditions to help maximise their independence and have a better quality of life.



Services that we provide specifically on behalf of RBK

- Reablement
- Shared lives



Reablement

- Our service is provided by our specially trained staff who will focus on observing, guiding and supporting you to do things independently.
- The Reablement service is free and is for adults who live in the borough of Kingston-upon Thames who are likely to benefit from our support.
- Reablement is short-term support that takes place in your own home following a change in your health or care needs. This is to help you become independent and have the confidence to do the things you used to do, so you can stay living in your own home.
- To promote independence, we may offer you support with meal preparation, light chores such as washing up and taking out the rubbish and personal hygiene. It's not about doing things for you, it's about giving you the skills and confidence to get back to doing everyday tasks and activities yourself, in a safe way.
- The reablement team will work with you to regain your strength and develop the confidence to do the things you used to do.
- Trained staff will work with you to identify goals and work out how to achieve them. This often includes support from family and/or friends
- Following Reablement you may have ongoing care needs requiring further social care



Shared Lives

- Shared lives schemes support adults with learning disabilities, mental health problems or other needs that make it harder for them to live on their own.
- The schemes match someone who needs care with an approved carer. The carer shares their family and community life, and gives care and support to the person with care needs.
- Some people move in with their shared lives carer, while others are regular daytime visitors. Some combine daytime and overnight visits.
- Shared Lives is for people with needs that require additional support outside their home. This could be a young adult with a learning disability, an elderly person with dementia or a person who needs support after being discharged from hospital.
- It could provide support for victims of domestic abuse or modern slavery
- Shared Lives carers are fully assessed (including DBS checked)
- Shared lives cares do receive payment and require a spare room but more, it is about what support can be provided in this alternative scheme.



And finally



We're proud to say...

- Our business has **grown** by 18% since our establishment as a mutual
- All members can help shape future plans through our **Futures Forum**
- We have **won** a number of national and local **awards** for our innovative projects
- In our 2024 member survey we had a very impressive **engagement score** of 90% (well above the comparable norm)
- 98% of members have a strong sense of **pride** and belief in the work that they do
- 98% of members feel that they are **trusted** to do their jobs
- 97% of members feel that YH is a **safe and inclusive** organisation



THANK YOU

Any Questions?

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