

Serve Hospital discharge and aftercare

Formed in 1981, Serve is an information and resource agency providing support for older people across East Northamptonshire and parts of Wellingborough. The organisation has a client base of 6,000, employs 65 people and generated an annual turnover of £820,000 in 2007/08.

From January 2010 to September 2011, Serve has received funding from Northamptonshire County Council and Northamptonshire PCT to provide homecare, transport, handyman services and advice to enable people from across the county to leave hospital early.

By facilitating hospital discharge through a specifically created rapid response team and provide advice and advocacy for self-funding patients, Serve has doubled its outcomes and saved the NHS £900,000 through the number of bed days saved.

The Think Home First team, of which Serve is a member, was a winner in two categories at the national Health and Social Care Awards 2010.

The team, including representatives of the NHS, NCC and two acute hospitals are pictured below.

For further information visit www.serve.org.uk, email info@serve.org.uk or telephone 01933 315555.

