

**Request:**

I would like to request information regarding your Assisted Discharge and Support at Home Services.

For clarity, we are referring to those services where a third-party provider offer support, transport and settling services to patients to ensure an efficient, safe discharge which reduces the incidence of delayed or failed discharges. Support at Home services are those where a third party provides a set period of support to patients recently discharged from hospital to increase independence and reduce the incidence of readmission.

1. Please advise who provides your Assisted Discharge and Support at Home services (Name of all providers)
2. What is the annual value of the contract/s?
3. What is the duration of the contract/s?
4. What are the start and end dates of the contract (plus any potential extension periods)?
5. How many service users are supported through this contract on an annual basis?
6. What are the individual performance measures and KPIs on the contract? How is your provider performing against each performance measure and KPI? (%)
7. Who is the person responsible for managing your Assisted Discharge and Support at Home services?
  - Name
  - Title
  - Email address
  - Contact number

**Response:**

1. Home First (includes settling in from hospital and providing shopping 6 times if required) Pensioners Link
2. £120k pa
3. 3 years
4. Contract ends March 2024
5. Approx. 50 per month
6. KPI – number of people assisted home from hospital. Numbers have been low in the summer due to new staff unaware of the service and using ambulances. Increasing figures from Sept onwards to 49/50
7. Joanne Willmott – Assistant Director, Provider Management and Market Development. [j.willmott@wigan.gov.uk](mailto:j.willmott@wigan.gov.uk)