

## Redbridge First Response Service

### Overview

Redbridge First Response Service (ReFRS) is a unique multi-agency partnership model. It is designed to reduce dependency and promote effective, co-ordinated, preventative services from an early stage for people who have different needs.

The service leads to shared outcomes and benefits across sectors and for service users. It was developed through consultation and on-going engagement with partners and service users. It is a stronger partnership because ReFRS has vibrant voluntary sector input, which contributes to the prevention and early intervention agenda; over half of ReFRS partners are from the voluntary sector. ReFRS is a good example of efficient use of voluntary sector resources. ReFRS is an innovative, inspiring and an effective solution to 'crisis management' within health and social care services.

The objectives are to support early intervention and prevention by providing good information and advice to promote people's wellbeing at an early stage. In the long term it reduces unnecessary dependency on statutory services and reduces cost associated with long term hospital/care home admission.

ReFRS has demonstrated that it has the potential to improve the quality of life of service users at an early stage, by enabling them to access support in order to lead a fulfilling and independent life in the community.

ReFRS is seamless, co-ordinated and promotes joined up working between the voluntary, health and statutory sector. A whole system approach supports the work of the thriving voluntary sector by using community resources more effectively.

ReFRS identifies and connects service users to local/community support that is most appropriate for their needs. The onus is placed upon the partner to contact and offer support to the service user. There are 45 partners organisations (including the Fire Brigade, Police, Age UK, Carers Support Service, Benefits team, Leisure), who offer a variety of support, such as interventions focusing on falls prevention, carers support, and for victims of domestic abuse. ReFRS then ensures that outcomes for the service user are achieved within a specific time frame.

A distinct feature of ReFRS is the 'Warning Signs' Tool Kit which is presented during the Multi Agency Training and Networking Events. This ensures that partners are trained to identify significant area(s) of support needed to personalise support and raise awareness of services available through ReFRS.

## Impact

In just six months, ReFRS has significantly improved and impact people's lives. Partners involved, particularly GPs, have benefited from this arrangement as they were able to access community support with clear outcomes in a coordinated manner. 53% of referrals were made by GPs who previously had no pathway to refer their patients for low level prevention/community support. This has enabled ReFRS to identify service users who were previously not known to services or were hard to reach. 100% of GPs stated that were easily able to refer and better connect their patients for a wide range of social care and community support by using ReFRS.

"I'm very pleased, as this is an excellent example of joint health and social care work. Please apply for an award!"(GP)

"The current provision of services available through ReFRS is very good. I'm very happy about this new service. Very professional, quick and helpful. Patient feedback has been excellent". (GP)

100% of service users stated that it was easier for organisations to contact them directly.

93% of service users rated ReFRS as Excellent or Good.

"I would have been lost without ReFRS, I don't know where I would have gone." (Service user)

ReFRS has provided an innovative solution that works cohesively across the sectors. Our partnership embeds a vision to make Redbridge a better place to live, in particular for those who have needs that require support. Redbridge are delighted to secure the service permanently within the department of Adult Social Services.



Pictured: Multi-agency training session