

# Promoting independence through intermediate care

A quick guide for staff delivering intermediate care services



*“Intermediate care works, with more than 9 out of 10 people either maintaining or improving their level of independence while using the service”*

(NAIC 2017)

## Intermediate care involves you working closely with people to agree what intensive support they need to improve their independence.

It's important you are clear that this is a short term service that works towards specific goals and is different from ongoing care and support.

### Communication

Good communication is a key part of intermediate care. Make sure you:

- Give people details of who to go to with questions or worries
- Explain how to contact an advocate
- Help people to make decisions about, and benefit from, intermediate care by giving them information in a format they understand
- Keep up good communication and information sharing with other agencies.



### Core principles

These are the things you need to do to provide an effective service:

Build an equal partnership...  
find out what motivates the  
person and what they want  
to achieve

Focus on strengths... what can  
the person already do and how  
can you build on it?

Build resilience and  
confidence... what will help  
the person feel more able to  
manage daily living?

Observe and encourage...  
even when the person is finding  
an activity difficult and you want  
to help or do it for them

Support positive risk-taking...  
think about the benefits  
of taking risks, and the  
drawbacks of avoiding them



# Person-centred planning

Work together with the person to plan their intermediate care. Talk to them about what will happen when the service ends and put plans in place for this. Make sure that the person:

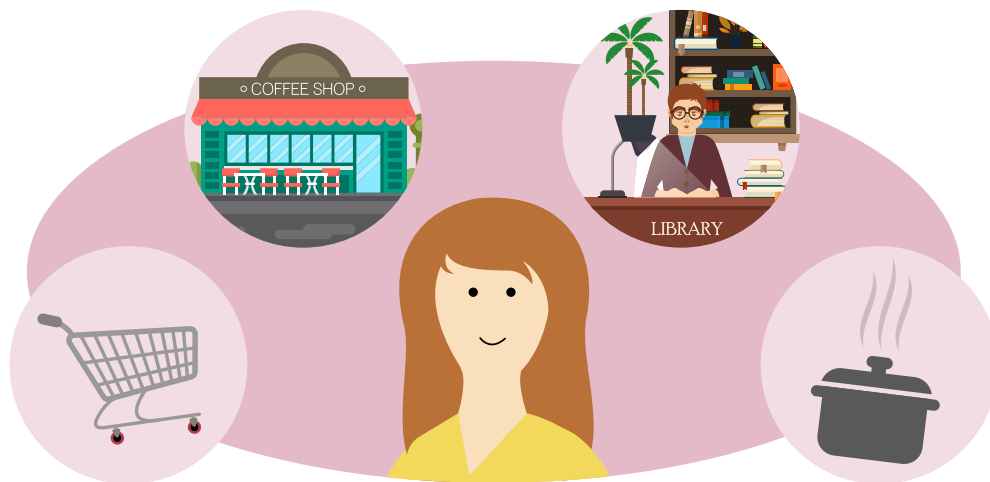
- Understands what is involved in using the service
- Is aware of the need to consent for their information to be shared
- Understands that intermediate care is a short-term service
- Knows what other support is available after intermediate care, and how to ask for the service again if they need it

# Personalised goals

Choosing the right goals is important. Agree goals with the person, taking into account what is important to them and what the service aims to achieve. Goals can include things like taking part in social or leisure activities, as well as practical or everyday tasks. Make sure the person's goals:

- Can be measured
- Take their health and wellbeing into account
- Reflect what they want to achieve both during the service and beyond
- Consider how their conditions or experiences affect them
- Reflect their best interests and wishes

Write down the goals that have been agreed and give a copy to the person. Give a copy to their family members or carers as well if the person agrees to this.



# Risk

Supporting people to regain their confidence and independence requires some positive risk taking. Risk assessment and planning can help to manage risk and maximise the potential for people to achieve their goals. Think about:

- The person's wishes and quality of life
- Risks linked to specific activities or the environment
- What might help reduce any risk e.g. equipment, reminders, support from others
- What effect taking the risk might have for the person and for the staff supporting them



# Staff skills and knowledge

Staff working in intermediate care services need to:



**Support people to** optimise their recovery; take control of their lives; regain as much independence as possible; plan for when the service has ended



**Recognise and respond to** conditions (e.g. diabetes, dementia, sensory loss); support needs (e.g. nutrition, continence as well as end of life); changing health and circumstances



**Understand** that intermediate care should be available for everyone who needs it; how to work collaboratively; the ethos of the service – to support people to build independence

## Further information

[Intermediate care including reablement](#) – NICE guideline

[Intermediate care including reablement](#) – NICE quality standard

[Intermediate care](#) – SCIE Highlights paper

[Developing effective services that make a difference to people's lives](#)

– NICE/SCIE webinar

[National Audit of Intermediate Care \(NAIC\) key resources](#)

– NHS Benchmarking Network

[Strengths-based approaches](#) – SCIE Care Act 2014 guide

This content has been co-produced by NICE and SCIE and is based on NICE's guideline and quality standard on Intermediate care including reablement.

**National Institute for Health and Care Excellence**  
[www.nice.org.uk](http://www.nice.org.uk)

© NICE 2018. All rights reserved. See [Notice of Rights](#)

**Social Care Institute for Excellence**  
[www.scie.org.uk](http://www.scie.org.uk)

### [Understanding intermediate care, including reablement](#)

– NICE quick guide for people using intermediate care services

