



# North West Care Co-Operative

## Importance:

Patients are put in control of their care, providers are able to form meaningful relationships and self-manage, and the mutuality of the bond ensures that care is not just a transaction. Not only is care more personalised, it is more cost effective. This model also allows changes to be made more quickly than traditional care models and can thus allow adaptations to changing circumstances such as COVID-19.


## Innovation:

North West Care Co-Operative's governing structure allows users to have a voice in their treatment models, providers to have more buy-in, and for cost-effective care to be delivered with a collective and collaborative ethos.

## What is it:

**It is a not-for-profit domiciliary care provider that is different from traditional services.**

The co-op is a group of people whose support is provided via Direct Payments or Personal Health Budgets that form a user-led "Care Co-Operative" in which users control and direct their support with North West Care Co-Operative acting as administrator.



Care is more personalised and more cost effective

Users have a voice in their treatment models



# North West Care Co-Operative

## How it creates impact:

It is as if the North West Care Co-op is made up of two organisations in one—a service and care organisation. The North West Care Co-op service organisation hires personal assistants and acts as an administrator to ensure regulatory compliance and fulfil administrative tasks like payroll. It is a not for profit organisation so its goal is simply to provide services without taking out large profits. The care organisation part controls the tone of the care provided. This governing structure frees users to focus solely on their care and ensures that they have a say in its administration.

The model is predicated on small groups of users so that care can be flexible and tailored to individual needs. And by bringing people with similar needs together, the co-op allows the opportunity for peer support, kinship and even friendship.

## Admin Management:

This model works closely with several local authorities and does not add burden to local councils. The current system has been in place for 5 years and has proven to be sustainable. However, in order to successfully implement this model, there is the need to recruit the proper personal assistants.

## Costs:

Not only are health outcomes better than traditional models, the services are consistently cheaper. Part of the explanation is that this model avoids shareholders which lowers cost and the need for high profit margins.

## Patient Benefit:

Patients have control of their care and the system is set up in a way that allows them to quickly make changes. It also groups patients with similar needs so that best practices can be shared.

## Provider/Carer Benefit:

The personal assistants grow to know patients and have strong relationships. They are given more independence than traditional models and provide tailored care. The difference can be compared to assembly line versus bespoke manufacturing. The co-op uses a Buurtzorg model which is advantageous.



## Peer support

The co-op allows the opportunity for support