



Case Study

Who We Are

Baxendale, an employee-owned B-Corp is an impact-driven provider of strategic advice and effective, innovative solutions for the health, care, and wellbeing sector.

Our service offers direct support for health providers in the primary, community and secondary care spaces.

We Can Support You With

-  Bids and procurement
-  Improvement, innovation and transformation
-  Estates and infrastructure
-  Commercial growth and new ventures
-  Partnership development
-  People and organisational development
-  Evaluation and impact

Overview

Livewell Southwest is an integrated health and social care provider in the South West of England. In 2022, we supported them to develop new services to meet gaps in the current market and alleviate pressure on acute hospital and community services.

Our Solution

We collaborated on two inter-connected projects to develop new care solutions.

The first priority was to explore and develop a short-term care centre which offers bed-based reablement support for service users post discharge from hospital trusts. Our role was to support the development of the business case, including the financial, economic models as well as commercial agreements with partners.

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We also provided practical programme management support for the service set-up and launch.

Following this, we were commissioned to support Livewell to explore their potential to set up and develop a home-based reablement service. This involved extensive market research and development of an innovative service model. We worked with the project team to develop a robust service and operating model, as well as building a financial model to ensure that the service remains profitable before going ahead.



The Outcome

The short-term care centre was designed, developed and established within 9 months, providing valuable additional capacity to the health and care system and now serves as a crucial component to support patient flow and improved quality of life outcomes.

The home-based reablement service is currently undergoing governance approval ahead of procurement from the Integrated Care Board.

About Us: Meet Ceri Jones, Managing Director at Baxendale

Ceri leads the advisory business along with our digital and investment portfolios. She is passionate about transforming health and wellbeing while generating sustainable and viable solutions. She has supported a range of health providers, large and small with their service change, operational and commercial strategies.

Increasingly, this has involved taking a system-wide approach to strategic development supporting the creation of effective partnerships with the foundations to deliver joined-up models of care.

