



Step Down Service

Our service

At Pulse Nursing at Home, we are committed to helping the NHS reduce the Delayed Transfers of Care (DTOC) rate that is causing unnecessary constraint on capacity, as well as considerable distress and unnecessary stays in hospitals for patients.

Our Step Down service provides high-quality care for patients who are clinically optimised but cannot yet return home or to their care home setting. Whether the cause is COVID-19 or the more traditional bed blocking, we will work with you and your hospital discharge teams to create safe environments to discharge patients into.

We support people of all ages and conditions through rehabilitation; whether that be short-term reablement for patients to facilitate a safe and timely return to their home setting or step down care for individuals with complex needs ahead of finding specialist accommodation or enablement of their own homes.

Our flexible solutions

We work closely with you to deliver a bespoke solution tailored to your needs, helping to reduce delays, create community capacity and improve patients' experiences.

Option 1 An end-to-end managed staffing solution to enable your own service delivery under your own CQC registration. Supplying nurses, healthcare assistants, health coordinators and managers, enabled with rostering, training and day to day management.

Option 2 Working with you to set up a new facility, including planning, stakeholder alignment, licencing, staffing, operating, facility management and clinical management and accountability.

How we do it

Working with multi-provider teams, we can help you create the community capacity you need, at this most challenging time by maximising the use of your existing facilities.

- 1 We work with your planners to create a model to deliver a step down care space aligned to the patient's specific needs.
- 2 We work with your acute discharge and care teams to facilitate a safe, timely discharge.
- 3 We deliver appropriate, high-quality care to meet a patient's needs, enabling them to return to their original setting, be that at home or in care.

As a leading provider of complex care at home, we bring our expert capabilities into a concentrated support setting and can also create safe settings to care for patients who are COVID-19 positive, as and when required. With access to the largest database of skilled nurses, healthcare assistants, physiotherapists and occupational therapists, we can always meet your needs.



Why choose Pulse Nursing at Home



Safe, reliable and responsive

Trusted by the NHS, local authorities and private clients, we pride ourselves on delivering over 8000 hours of care each week to adults and children in their own homes or community. With access to the largest skilled healthcare workforce, 99% of our shifts are always covered. We are CQC registered: Good.



Managed care solution

We offer high-quality residential care support in a concentrated setting, delivering the same, or a similar, experience for patients as they would have at home. Our managed care service option includes the recruitment, training, operational management, governance, and rostering of the care team.



Bespoke and tailored solution

We can work with NHS teams to gain a clear understanding of the rehabilitation needs of individuals, giving complete confidence that our solution will alleviate the in-hospital pressure caused by COVID-19. For example, if there is a high prevalence of patients with dementia care needs, we will bring together an expert team to provide the right skills and support.



Reablement solution supported by physiotherapy and occupational therapy

We provide a full reablement service, helping people to retain or regain their skills and confidence. Our clinical teams create structured individual care plans, rigorously followed by the care team. We care about the whole person, helping people work towards meaningful goals.



Managed staffing solution

- Full range of clinical and non-clinical staff
- End-to-end staffing solution, taking away the challenge of day-to-day management
- Access to more staff than any other provider
- Selective to make sure our healthcare assistants and nurses are the best
- Covering all the critical skills, for example dementia care, managing behaviours that challenge, medication administration, stroke awareness



Contact the team

For more information about our Step Down service and how we can support you, please contact Jermaine Humphrey:

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