

Report to Cabinet

Title:	Hospital Discharge Inquiry report
Date:	Monday 24 April 2017
Date can be implemented:	Wednesday 03 May 2017
Author:	Brian Roberts, Chairman of Health & Adult Social Care Select Committee
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Local members affected:	All
Portfolio areas affected:	Health & Wellbeing

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

The Health & Adult Social Care Select Committee set up an Inquiry to review the existing pathways across the whole health and social care system, in terms of Hospital discharge to better understand the reasons behind the delays in transfers of care and to suggest areas of improvements which could help to minimise delays. The outcome of this Inquiry could inform key stakeholders in any future service redesign discussions. The work could also be used to help promote closer working practices across the whole system in terms of the Hospital Discharge process and caring for people closer to home.

Recommendation

That Cabinet consider the recommendations of the Hospital Discharge Inquiry of the Health & Adult Social Care Select Committee.

- 1. That BCC, BHT and the CCGs continues to work together to drive forward improvements to the patient discharge pathway. The Inquiry Group recommends that this includes the following:**
 - a. Developing a seamless patient pathway with standardised and computerised paperwork across the whole system;**

- b. Jointly leading on a piece of work with care providers to develop and implement the “Trusted Assessor” model to an agreed timescale;
 - c. Undertaking a piece of work to gain patient and family/carer feedback on their experience of the discharge process – before and after discharge from the Hospital setting. The results to be used by those involved in the discharge process;
 - d. Strengthening the mechanisms for recording and sharing patient and family conversations to minimise the risk of misunderstanding and duplicate conversations taking place;
 - e. Introducing a module within the induction programme (and ongoing training programme) to increase the Hospital nursing staff’s understanding of the community teams and to aid closer working;
 - f. That commissioned services specify seven day cover within the contracts and access to services is 7 days a week;
 - g. That a question on patient transport be included as part of the joint assessment form;
 - h. That the process for TTOs is streamlined to speed up the issuing of TTOs.
- 2a. That Buckinghamshire Healthcare Trust removes the requirement for Buckinghamshire County Council to pay reimbursement fees for social care delays.
- 2b. That Adult Social Care negotiates the removal of reimbursements with other neighbouring Trusts.
3. That BCC, BHT and the CCGs strengthen and accelerate the plans for health and social care integration through the following:
- a. Co-locating the Hospital discharge team and the ASC discharge team together;
 - b. Developing a specific joint action plan for bringing the “Delayed Transfers of Care” Better Care Fund performance indicator out of “red”.

A. Narrative setting out the reasons for the decision

See report as set out in Appendix 1.

B. Other options available, and their pros and cons

As above.

C. Resource implications

None.

D. Value for Money (VfM) Self Assessment

As above.

E. Legal implications

None.

F. Property implications

There are no property implications.

G. Other implications/issues

See report as set out in Appendix 1.

H. Feedback from consultation, Local Area Forums and Local Member views

None.

I. Communication issues

The response will be published following Cabinet's decision and the recommendations will be jointly owned by the Communities, Health and Adult Social Care (CHASC) Business Unit, Buckinghamshire Healthcare Trust and the Clinical Commissioning Groups.

J. Progress Monitoring

Progress on recommendations will be reported to the Health and Adult Social Care Select Committee after 6 & 12 months and all three organisations will be asked to provide a written progress update to the lead Cabinet Member. The Cabinet Member and relevant lead health and social care professionals will be invited to the Select Committee to follow-up on progress.

K. Review

As above.

Background Papers

None identified.

Your questions and views

If you have any questions about the matters contained in this paper please get in touch with the Contact Officer whose telephone number is given at the head of the paper.

If you have any views on this paper that you would like the Cabinet Member to consider, or if you wish to object to the proposed decision, please inform the Member Services Team by 5.00pm on Friday 21 April. This can be done by telephone (to 01296 382343), or e-mail to democracy@buckscc.gov.uk