

Health in Dacorum

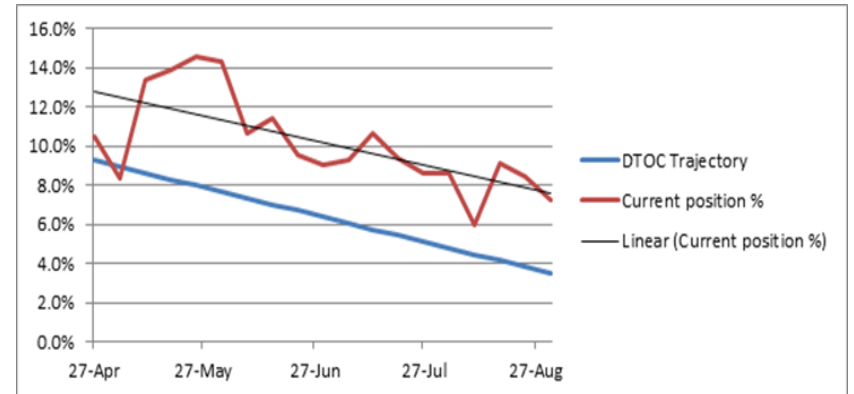
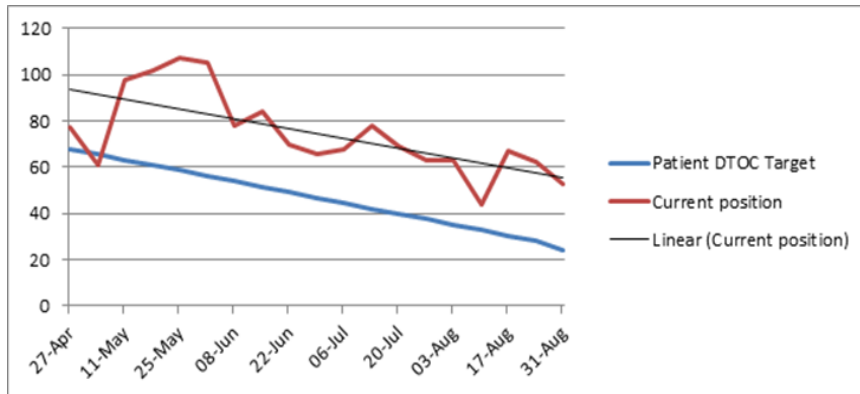
Delayed Transfers of Care briefing

Discharge and out of hospital

DToC

- Currently, the system is working towards the below trajectory for DToC which shows that although we are not on target, there is an overall downwards trend.

| System | Apr | May | | | | | Jun | | | | Jul | | | | | Aug | | | |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| w/c | 27-Apr | 04-May | 11-May | 18-May | 25-May | 01-Jun | 08-Jun | 15-Jun | 22-Jun | 29-Jun | 06-Jul | 13-Jul | 20-Jul | 27-Jul | 03-Aug | 10-Aug | 17-Aug | 24-Aug | 31-Aug |
| DTOC Trajectory | 9.3% | 9.0% | 8.6% | 8.3% | 8.0% | 7.7% | 7.4% | 7.0% | 6.7% | 6.4% | 6.1% | 5.7% | 5.4% | 5.1% | 4.8% | 4.5% | 4.1% | 3.8% | 3.5% |
| Flat Reduction % | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% |
| Patient DTOC Target | 68 | 66 | 63 | 61 | 59 | 56 | 54 | 52 | 49 | 47 | 44 | 42 | 40 | 37 | 35 | 33 | 30 | 28 | 24 |
| Current position | 77 | 61 | 98 | 102 | 107 | 105 | 78 | 84 | 70 | 66 | 68 | 78 | 69 | 63 | 63 | 44 | 67 | 62 | 53 |
| Current position % | 10.5% | 8.3% | 13.4% | 13.9% | 14.6% | 14.3% | 10.6% | 11.5% | 9.5% | 9.0% | 9.3% | 10.6% | 9.4% | 8.6% | 8.6% | 6.0% | 9.1% | 8.5% | 7.2% |



DToC – breakdown as of 5 September 2017

| Health | | |
|-------------|--------------------------|------------------------------|
| Week ending | Assessed within 24 hours | % Discharged within 72 hours |
| 04/09/17 | 47% | 0% |

| Social care | | |
|-------------|--------------------------|------------------------------|
| Week ending | Assessed within 72 hours | % Discharged within 72 hours |
| 04/09/17 | 22% | 25% |

- The tables above demonstrate there is still significant work to be done around assessment and discharge standards. Now that the numbers of DTOCs are much lower, it is becoming clearer to identify where process issues need to improve across all health areas.
- DToC rates peaked in May at levels of 12.52% of occupied beds. Since this time DToC rates have reduced and are currently 6.48% for WHHT which is a 50% reduction since May.
- Herts Valleys CCG undertake daily calls with all parts of the system to proactively support improvement on patient flows.
- CEO daily oversight
- Concern around discharge flow out of HCT beds has been raised formally and assurance is still required.

DToC – breakdown as of 5 September 2017

| | | WHHT DToCs | | | | | | | HCT DToCs | | | | | | |
|-----------|----------------------------|------------|-----------|-----|----------|----|-----------|------------|-----------|-----------|-----|----------|----|----------|-----------|
| | | 05-Sep-17 | | | | | | | 05-Sep-17 | | | | | | |
| Pathway | Delay reason | NHS | NHS OOC | CHC | CHC OOC | SC | SC OOC | WHHT Total | NHS | NHS OOC | CHC | CHC OOC | SC | SC OOC | HCT Total |
| | Assessment (SW allocated) | | | | | 4 | | | | | 5 | | | | |
| Pathway 1 | Package of care | | | 1 | | 8 | | | | | | | 3 | 3 | |
| | Package of care (SF) | | | | | 1 | | | 4 | | | | | | |
| Pathway 3 | Residential care home | | | | | | | | | | | | | | |
| | Residential care home (SF) | | | | | 1 | | | | | | | | | |
| | Nursing care home | 1 | | 1 | | 2 | 2 | | | | | | 3 | | |
| | Nursing care home (SF) | | | | | | | | 1 | | | | | | |
| | Dementia | | | | | 5 | | | | | | | | | |
| | Dementia (SF) | | | | | 2 | | | | | | | | | |
| | Enablement/ respite | | | | | | | | | | | | | | |
| | Housing | | | | | 1 | | | 2 | | | | | | |
| | IMC | 6 | | | | | | | | | | | | | |
| | NWB | 2 | | | | | | | | | | | | | |
| | Choice | 1 | | | | | | | 3 | | | | | | |
| | Live in carer | | | | | | | | | | | | | | |
| | Equipment | | | | | | | | | | | | | | |
| | Total | | 10 | | 2 | | 24 | 2 | 38 | 10 | | 5 | | 6 | 3 |

Out of hospital flow

| Next Steps | Updates and timescales | Lead |
|---|---|-------------------------------------|
| HCT- IDT Frequency of audit, through WHHT LOS Review, STEISS and case management audit | <p>Case Management Meetings taking place 2x Per week. Full attendance from IDT with West Herts Colleagues 1 x per week to attend the LOS as well as weekly discussions around STEISS.</p> <p>Daily Audit of EDD for the day to provide assurance around assessment completion and service requirements to meet EDD, plus any mitigation for failure to meet..</p> | Head of Service IDT - HCC |
| HCT- IDT Pathway 3 D2A Model started 01/08/2017 | IDT are identifying patients to transfer for full CHC assessment outside the acute hospital. Transfers are now happening for eligible patients. There are issues around flow that need to be address, this links to both suitable trained and levels of staff to support CHC pathway as well as availability of resource. | Head of Service IDT - HCC |
| HCT- IDT Additional capacity and direction to be provided by Impartial Assessor for care home placements | Interviews unsuccessful in August , have re-advertised for this post. Further interviews took place on the 25/08/2017, again unsuccessful – imperative right calibre of staff identified. Broadening the scope of the role to support Simpson D2A Pathway 3 | Head of Service IDT - HCC |
| ALL Review of the use of the Choice Policy to allow for tighter scrutiny and direction | On-going within IDT/WHHT/HCT/HVCCGO. Will be a new area of work under SRG . | Head of Service IDT – HCC All |
| HCT- IDT Continued development of the 7 day service across IDT | IDT (Health) continue to cover the weekends on a voluntary rota, within social care there is a mandated rota which commenced in February 2017. There has been a 23% increase in social care discharges from WGH at weekend (Feb – May 2017 compared to same period 2016) | Head of Service IDT - HCC |
| HCT- IDT Ward based social work and attendance at board rounds | This has been rolled out across all wards , with Social Workers allocated to their own wards providing information sharing across the team and cover in colleagues absence. | Head of Service IDT - HCC |