

uclh

**UCLH**

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*UCLH*

**Hospital discharges**

– focus on Islington Delayed Transfers of Care

## Summary

### § **Purpose:**

- § to highlight the trend and issues related to delayed hospital discharges

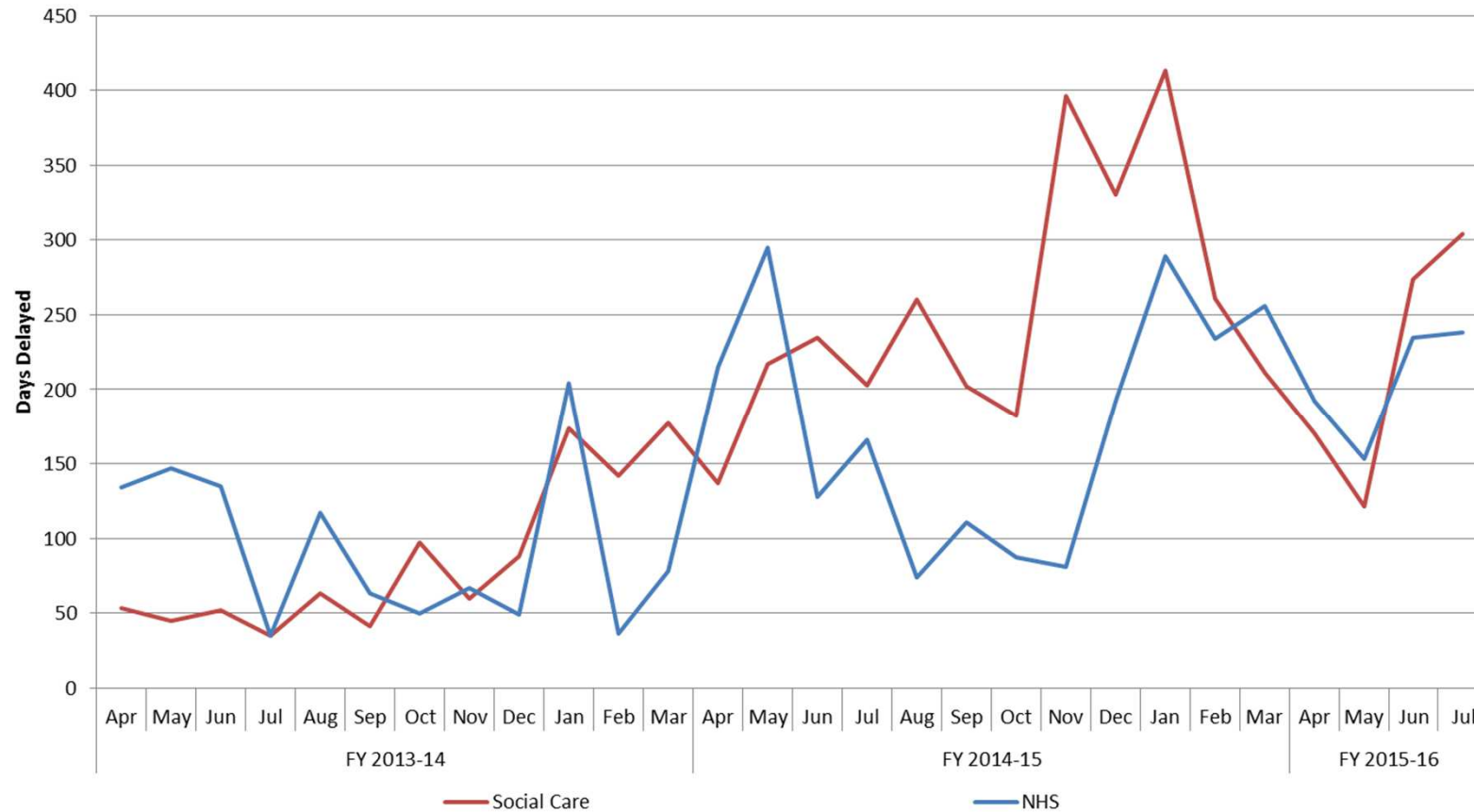
### § **Recommendations:**

- § Islington review and implement agreed changes to their social care support to reverse current trends in increasing delays
- § UCLH and Islington continue positive working relationships to further eliminate delays for patients

### § **What success looks like:**

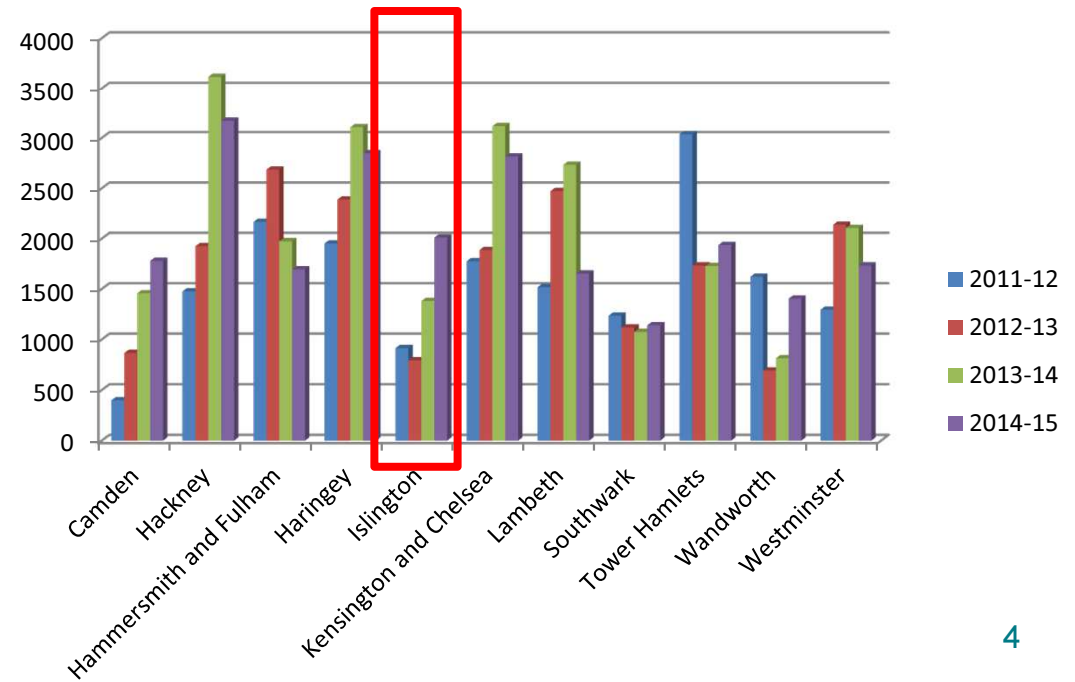
- § no patient stays in an acute hospital bed awaiting social care support/placement

# Delayed Transfers of Care – NHS and Social Care Delays

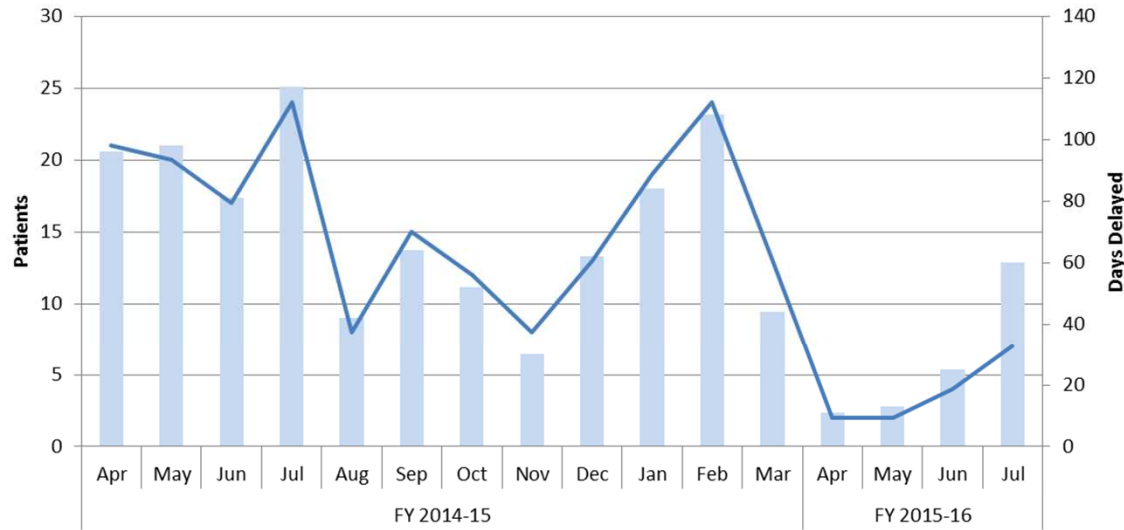


# Delayed Transfer of Care per 100,000 population of demographic neighbours

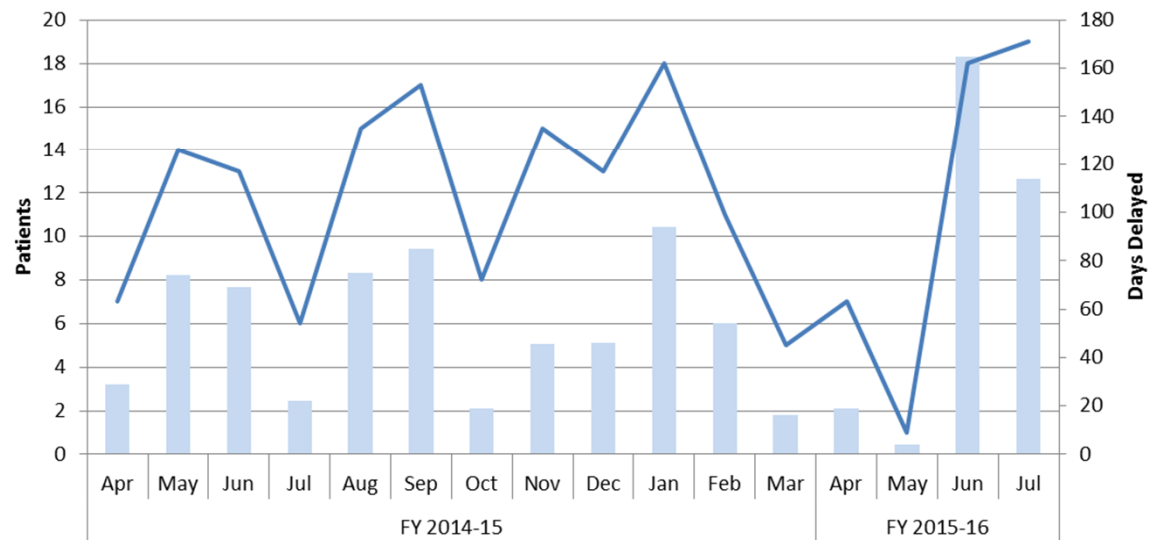
FY	CAMDEN	HACKNEY	HAMMERSMITH AND FULHAM	HARINGEY	ISLINGTON	KENSINGTON AND CHELSEA	LAMBETH	SOUTHWARK	TOWER HAMLETS	WANDSWORTH	WESTMINSTER
2011-12	398.9	1476	2166	1952	914.5	1775	1518	1235	3038	1622	1293
2012-13	866.7	1925	2685	2388	793.3	1887	2472	1118	1733	692.5	2138
2013-14	1457	3616	1974	3106	1380	3117	2734	1074	1728	813.9	2106
2014-15	1779	3171	1696	2849	2010	2816	1653	1140	1936	1405	1733
4 year Average	1126	2547	2130	2574	1275	2399	2094	1142	2109	1134	1818



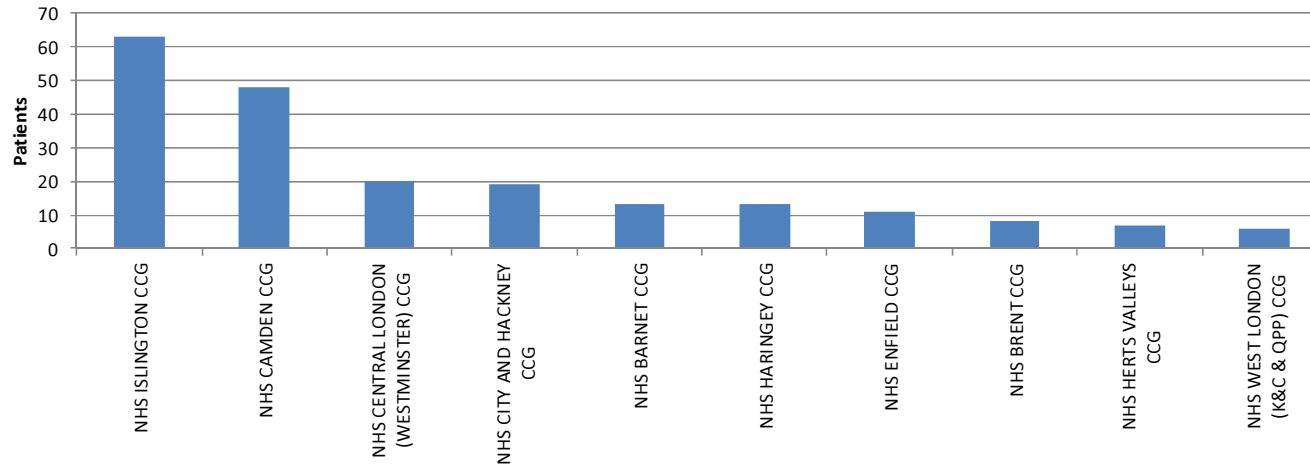
NHS Islington CCG DTOCs due to NHS Delay



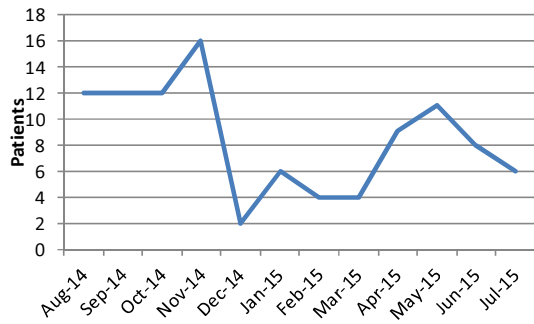
Islington CCG DTOCs due to Social Care



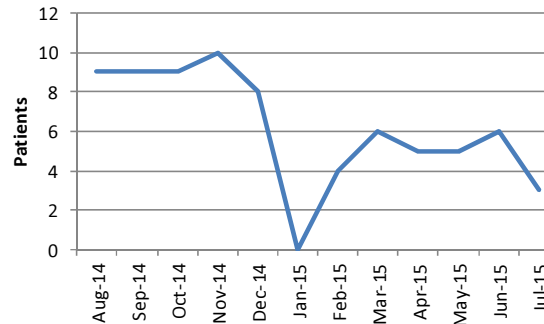
UCLH@Home - Top 10 CCG's Since Service Start (August 2014)



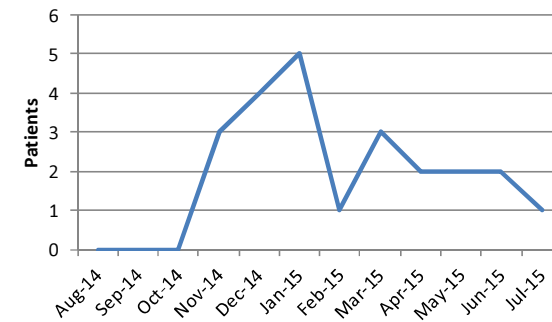
Islington



Camden



NHS CENTRAL LONDON (WESTMINSTER) CCG



## Work so far

- § Clinical team and “pathway” work to expedite patient care and discharge at the earliest safe point for patients.
- § Utilising ambulatory care models to avoid admission and facilitate discharge.
- § UCLH@Home
- § Development of Integrated Discharge Service to support the discharge planning
- § Daily reports sent to Adult Social Care of all admitted patients to provide earlier knowledge than Section 2
- § Daily reports with a Section 5 in place to provide information on potential discharges
- § Early escalation of any delays (process agreed)
- § Initial Islington DTOC meeting
- § 7 day Social work cover is provided at weekends by Camden BCF
- § Social Workers are attending ward MDTs

## Areas to improve

- § Increase re-ablement capacity for weekend discharges
- § Prompt assessment by Community Social Workers
- § Intermediate bed capacity
  - § Jubilee Ward currently run by UCLH
- § Increased capacity of Home Care providers (covered by UCLH@Home)
- § Whole system coordinator
  - § (Camden have this in place with good effect)
- § Out of panel agreement for NHS delays (continuing care)
  - § Currently have to wait for weekly panel, unlike Camden