

**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 3 October 2016

**BY:** Director of Health and Social Care Partnership

**SUBJECT:** Delayed Discharges

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## **1 PURPOSE**

- 1.1 To update members of the Committee on delayed discharge performance in East Lothian.

## **2 RECOMMENDATIONS**

Members are asked to:

- 2.1 Discuss the issues involved in performance on delayed discharge.

## **3 BACKGROUND**

- 3.1 The national target for delayed discharge performance is that there should no one waiting more than 2 weeks for discharge from hospital. The Integrated Joint Board (IJB) has a key strategic objective to minimise the total number of delays, meet the current two week target and work towards the 72 hour indicator. This objective is shared by East Lothian Council, NHS Lothian and the Integration Joint Board.
- 3.2 No date has been set for achievement of the 72 hour indicator. The indicator comes from the Health and Social Care Integration Public Bodies (Joint Working) (Scotland) Act 2014—Core Suite of Integration Indicators March 2015. This was informed by the Delayed Discharge Task Force report October 2011 Annex A Recommendations '*A perception should be promoted that 2-3 days be considered a reasonable period for someone to return home*'.
- 3.3 From July 2016, the NHS National Services Scotland introduced revised Delayed Discharge National Data Requirements. The main change, as it affects IJB's and Health and Social Care Partnerships is an increase in the number of clients/patients captured at census. The rules now allow for all non-complex, clients/patients as at 00.01 on the day of census (last Thursday of the month) to be included in the snapshot. Previously

clients/patients, who had a planned discharge up to 3 working days post census, were excluded from the count. This rule change adds between 15-25% to the reported figure, from the previous reporting rules.

- 3.4 Delayed discharge is essentially the situation where an individual's need for healthcare in their current location is completed and they are waiting for provision of care in another location or from another type of service.
- 3.5 On a monthly basis the data on the delayed discharge data base is "validated" to provide an accurate snapshot (census) of those actually available at that point in time to transfer but without a definite transfer back to the community planned.
- 3.6 There are exceptions to what is reported as part of the census. Those not included can include, clients temporarily unwell, incapacity cases, those with complex needs primarily with a Learning Disability or Mental Health element.
- 3.7 There is therefore a difference between the numbers on the live data base system, used for day to day management and the validated (census) numbers which are used for national data analysis. Successive national rule changes have brought this disparity down from 50% 4 years ago to around 15% now.
- 3.8 Appendix 1 shows East Lothian performance on the census day in July and August 2016.
- 3.9 Appendix 2 shows validated East Lothian total number of delays across the months of July and August for the last 4 years
- 3.10 When this issue was last reported to PPRC, the largest single reason for delay was access to nursing home places. We currently have restrictions on access to one of the care homes in East Lothian and at time of writing this home has 11 vacancies
- 3.11 The key issues in East Lothian that are currently contributing to the problem are.
  - The vulnerability of the care at home market where providers have faced real challenges in recruitment and retention of staff which has restricted their ability to respond timeously to packages of care for people in hospital.
  - The short term issue of access to nursing home places.
- 3.12 In addition the service has to balance the needs of people who are delayed in hospital with people in the community.
- 3.13 The following actions were reported in the previous update to the committee.
  - Additional assessment capacity, Hospital to Home service, support for care homes, establishment of discharge hub at

Roodlands Hospital, further development of Hospital at Home service.

- 3.14 These measures have been funded by the delayed discharge fund and the integrated care fund.
- 3.15 Despite these measures performance has worsened recently. The following additional measures are being put in place:
- 3.16 Increased use of interim care home places outside East Lothian.
- 3.17 Establishment of weekly delayed discharge panel to examine cases in detail and agree resolutions.
- 3.18 The following measures are under development:
- 3.19 Innovative procurement to encourage providers to meet the needs of groups of clients who are delayed in hospital using the social care fund to cover the cost of this “additionality”.
- 3.20 Consideration of the potential to bring NHS or Council spare capacity into use.
- 3.21 In addition the Council’s two frameworks for care at home are about to be retendered and the structural problems with the current contracts will be addressed.
- 3.22 The Health and Social Care Partnership is implementing the Living Wage in home care and care homes from 1<sup>st</sup> October 2016. Over time this should show an improvement in recruitment and retention (a verbal update can be given at the committee).

#### **4 POLICY IMPLICATIONS**

- 4.1 The achievement of the national standards is set out in the Single Outcome Agreement and the IJB strategic plan.

#### **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 There is no requirement to carry out an impact assessment on this issue.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – the resolution of the delayed discharge situation will have a financial impact. The costs of the living wage and the additionality required in home care are under consideration by the IJB.
- 6.2 Personnel - there are no direct implications of this paper.
- 6.3 Other – none.

## 7 BACKGROUND PAPERS

7.1 None

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## Appendix 1

### East Lothian performance on the census day in July and August 2016

<b>ISD Reportable delays on census day (last Thursday of the month)</b>	<b>Jul-16</b>	<b>Aug-16</b>
standard and complex	<b>40</b>	<b>61</b>
those standard, in breach of the 2 week standard	<b>22</b>	<b>29</b>
those standard, in breach of the 72 hour indicator	<b>35</b>	<b>47</b>

<b>All Delays on the data base on Census day</b>	<b>Jul-16</b>	<b>Aug-16</b>
<b><i>Unwell-on day of census</i></b>	<b>3</b>	<b>1</b>
<b><i>reprovisioning</i></b>	<b>2</b>	<b>5</b>
complex	<b>3</b>	<b>3</b>
standard- undergoing social needs assessment	<b>4</b>	<b>4</b>
standard- care home	<b>15</b>	<b>19</b>
standard- care at home	<b>18</b>	<b>35</b>
standard- carer family disputes	<b>0</b>	<b>0</b>
Total	<b>45</b>	<b>67</b>

## Appendix 2

### Performance on delayed discharges for the last four years across July and August.

<b>Year</b>	<b>July</b>	<b>August</b>
<b>2013</b>	<b>30</b>	<b>21</b>
<b>2014</b>	<b>25</b>	<b>30</b>
<b>2015</b>	<b>14</b>	<b>20</b>
<b>2016</b>	<b>37</b>	<b>58</b>