

SUPPORT FROM NATIONAL PARTNERS TO IMPLEMENT COVID-19 DISCHARGE SERVICE REQUIREMENTS

- Effective from 19 March, the [Covid-19 Discharge Service Requirements](#) outline how all local health and care systems must alter discharge arrangements and provision of community support during the coronavirus pandemic
- National improvement agencies and programmes across the NHS and local government are working together to support local systems to implement these requirements – this includes the Better Care Support Team (BCST), the Emergency Care Improvement Support Team (ECIST) and the Local Government Association (LGA), who are all working closely with regional NHS teams and Association of Directors of Adult Social Services
- These slides describe an outline of the offer of universal resources and bespoke support for individual local systems from national partners, to:
 - Explain the requirements set out in the discharge guidance and other related guidance
 - Get expert advice and support to implement guidance requirements at any point of the discharge pathway as well as for admissions avoidance
 - Access learning from other systems, and share your own experiences
 - Support can be accessed on different footprints, be that hospital, local authority or integrated care system size
- Support is available for any issues you are experiencing, so please get in touch if you would like more information or to access support, contact any of the national partners:
 - Your ECIST regional lead – or email the central box at nhs.ecist@nhs.net
 - Your BCF Better Care Manager – or email the central box at England.bettercareexchange@nhs.net
 - Your LGA [Care and Health Improvement Adviser](#) – or email the central Covid-19 hub at adass.lga.covid@local.gov.uk

UNIVERSALLY AVAILABLE RESOURCES, ADVICE AND SUPPORT

WEBINARS – ADVICE AND Q+As

- Hear advice from and ask questions of national teams and experts on key aspects of the guidance as well as from local systems sharing their experience and learning
- Topics covered or planned include: guidance implementation overview; section 75 arrangements and discharge funding; domiciliary Care and discharge, and lead/joint commissioning
- Recordings of most webinars are posted on the Better Care Exchange, with common Q+As updated in Frequently Asked Question documents
- If there are topics you would like covered, email England.bettercareexchange@nhs.net

TELL US ABOUT YOUR EXPERIENCES AND LEARNING

- We are keen to hear how implementing the guidance is working in practice, both what has worked and what is challenging
- We can also offer resources to capture your learning or evaluate changes, to help you identify your next steps.
- If you have experiences to share, email adass.lga.covid@local.gov.uk

ONLINE RESOURCES

- **Better Care Exchange:** A wide range of advice, resources, discussion forums, FAQs, webinar recordings and links to guidance relating to the Covid-19 discharge, integration and the Better Care Fund; to request access to the Better Care Exchange, email England.bettercareexchange@nhs.net
- **LGA Covid-19 Hub:** Extensive selection of advice, resources, guidance and links across all aspects of local government's response to Covid-19, including health and social care
- **NHS Futures Covid-19 resources:** Signposting to workspaces to connect and collaborate
- **Emergency Care Improvement Support Team:** Resources around improving flow and discharge, including the SAFER bundle, Red2Green days guidance, as well as discussion fora and case studies
- **Ageing Well Programme:** Also on the NHS Futures platform, the site has a wealth of advice, resources and discussion threads on all aspects of the Ageing Well programme as well as in relation to Covid-19
- **LG Inform:** Local government data hub, including Covid-19 cases tracker



SYSTEM-SPECIFIC, TAILORED ADVICE AND SUPPORT

- Local systems can request support tailored to their needs from expert advisers and facilitators

INDIVIDUAL SYSTEM VIRTUAL CLINICS

- As a local system, book an online slot to ask questions, discuss challenges or solutions, and access advice from national teams and experts
- Designed to involve all colleagues across a local system (local government, health, voluntary and community sector, housing, social care providers)
- Discussion and panel members can be tailored to specific aspects of the discharge guidance or around particular roles or workforce groups
- To book a slot, go to <https://www.eventbrite.co.uk/e/supporting-hospital-discharge-virtual-clinics-tickets-101542363944>

TAILORED PEER-LED IMPLEMENTATION AND IMPROVEMENT SUPPORT

- The support is free to access, tailored to local need, and delivered by independent peers with extensive expertise in health and care and or national teams
- You can access expert advice and facilitation on a 1-2-1 or group basis to:
 - Identify and implement solutions
 - Secure agreement across services or partners
 - Provide critical friend support around discharge practices or processes
 - Embed new practices and behaviours or share learning or new practice across system
 - Evaluate changes, redesign services or pathways, or undertake service/data analysis
- Our experts can support any aspect of the new discharge requirements, such as:
 - Discharge coordination role and processes
 - Changes to decision-making and leadership support
 - Trusted assessment and discharge to assess
 - Funding flows and approaches
 - Commissioning and market development
 - Workforce redeployment
- Support can be provided over different footprints – from neighbourhoods or integrated care systems to hospitals or health and wellbeing boards – as well as around different priorities or issues, such as underperformance, changing needs or financial challenges

