# Discharge 6: Flexible working patterns

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  Stage | Not yet established  | Plans in place  | Established  | Mature  | Exemplary  |
| Assessment and decision making  | Discharges are delayed by limited timings of assessment and decision making.   | Plan being drawn up to move to seven-day assessment and decision making.   | Practice changes in place in some areas of system to move towards seven-day assessment and decision making.  | Increased seven-day working means less delays due to assessment and decision making. Work underway to further extend seven-day working according to system need.  | Assessments and decisions about long-term care take place without delay when the individual is ready, regardless of the time or day of the week, and in an individual’s own home or in a reablement step-down facility.  |
| Care transfer hub and wider discharge services  | Hub does not operate seven days and wider services to support discharge (such as transport, pharmacy, housing) only available Monday to Friday, causing delays.  | A clear roadmap is in place to achieve seven day working in the care transfer hub and wider service areas which could benefit from extended hours/weekend.  | Hub operated seven day service. Practice changes in place to extend wider service provision to facilitate timely discharges.  | Hub operates seven day services with some of the broader operating context able to support discharges over seven days. Increased wider service provision creates improved system flow. Work underway to further extend services according to system need.  | Hub operations and the broader operating context supports discharges over seven days. Wider services are in place (such as transport, pharmacy, housing) to support smooth discharges when the individual is ready, regardless of the time or day of the week.  |
| Care packages  | Care providers only accept new referrals and restart packages of care Monday to Friday, leading to delays.   | Discussions underway about how care providers can move to seven-day working.  | Some care providers have moved towards seven-day working.  | Most care providers accept new referrals and restart packages of care when the individual is ready, regardless of the time or the day of the week.  | Council-led joint system commissioning of the care provision supports providers to work seven days a week, understanding the current pressures and the impact on care provision if discharges are not properly managed  |