

The Voluntary Sector Supporting Patient Flow

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Background

- ◆ In January 2017, examination of LG Inform revealed that the Isle of Wight level per 100,000 of DTOCs attributable to adult social care (ASC) were the worst in the country.
- ◆ There is a caveat to this; in that a retrospective deep dive into this issue provided evidence that the count being submitted was incorrect and not agreed by ASC
- ◆ Significant work was undertaken to rectify the issues in relation to ensuring the counting of delayed transfers of care was correct - this took some time and evolution of processes to get right.

What we did

- ◆ Daily 12:00 meetings on 7 day Length of Stay
- ◆ Ward Huddles
- ◆ Executive presence on weekly Patient Flow meetings
- ◆ Daily integrated meetings to review stranded patients
- ◆ 2 x weekly meetings to discuss DTOCs
- ◆ Weekly Executive meeting to discuss DTOC's
- ◆ Discharge To Assess

Why was this important?

- ◆ Getting the count right has been important to ensure we can see whether the re is improvement or deterioration
- ◆ To help understand what the issues are to help unblock them
- ◆ Inform Future Commissioning
- ◆ Development of the Care Close to Home Strategy

iBCF

- ◆ We used the iBCF funding in a way that ensured that we included the Voluntary sector and early help
 - ◆ Creation of a VCS Living Well team working across the hospital, as well as being based in the community through local VCS organisations and ILS.
 - ◆ Recruitment of a specialist Learning Disability Worker, working with Social Care to alleviate pressure on ASC, reduce use of residential care and where relevant support improved transfers of care between hospital and home
 - ◆ Creation of a hospital based carers support service, and GP champion role, to complement community based services
 - ◆ Creation of a VCS Brokerage Scheme to support people who fund their own care to secure provision and to helping people live well independently
 - ◆ Increased funding to support the roll out of more innovative usage of assistive technology
 - ◆ Independent Provider commissioning lead

Other key points

- ◆ Focus on the people not the numbers
- ◆ We are as obsessed with people's destinalional outcomes from hospital as we are with DTOC levels. So it is important to note that we achieved our improvement in DTOC whilst reducing admissions into residential and nursing care in line with our Care Close to Home Strategy. And the Voluntary Sector are key in supporting to deliver this.

How can the voluntary sector support?

By Charlotte Price

How can the voluntary sector support you?



The voluntary sector working in partnership, to support patients and their carers both during a stay in hospital and back at home.

The Living Well Approach



Helping patients and carers to live happy, healthy and connected lives.

Personalised and co-ordinated services to help to get the right support, at the right place, at the right time. Including Living Well Support Workers, Care Navigators and Good Neighbour Volunteers.



The Living Well Carers Support Team in the quiet Carers Lounge in St Mary's Hospital offers one-to-one emotional and practical support for all carers.

This free service is open to all adult carers of adults regardless of their funding issues.



The Living Well Brokerage Support Service works with patients and carers to help put together a fully-costed care support plan tailored to meet their specific needs and aspirations.

All advice is free. Also offers help to people with learning disabilities with their housing choices.



The Living Well Learning Disability Support Officer offers specialised support to help those with learning disabilities to maintain independence and improve wellbeing.

Working together they will help to create an action plan to overcome any challenges.

To find out more or to make a referral to the Living Well Team:

Call (01983) 525282 and ask for the Living Well Team
Email: living.well.team@ageukiw.org.uk

The Living Well approach is funded through the Isle of Wight Council's Improved Better Care Fund



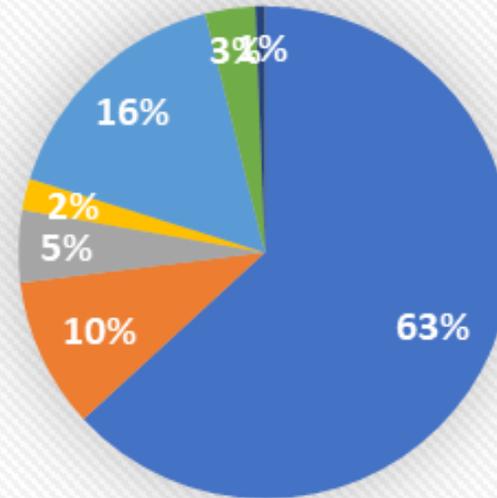
The Support At Home Service offers short term practical and emotional support for anyone over the age of eighteen, following their discharge from hospital.



To find out more about the Support at Home Service, please call: (01983) 524081 / Ext. 6601

- ◆ Most people we are working with are 80+
- ◆ 40+ referral per month into voluntary sector support based at the hospital
- ◆ 150 + people per month are supported in the community by Living Well teams
- ◆ 63% of referrals made were back into the voluntary sector for support.
- ◆ 71% of people report feeling more confident to remain independent

Onward referrals made by Living Well





Doreen

“The emotional and practical support I have received from Living Well has been incredible. They have helped me to plan, remain independent and given me back my confidence..... I dread to think where I would be without them”