

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2013/14**

**COMMUNITY & CHILDREN'S SERVICES
SCRUTINY COMMITTEE**

5TH MARCH 2014

**REPORT OF THE GROUP DIRECTOR,
COMMUNITY & CHILDREN'S SERVICES**

Agenda Item 4

**COMMUNITY AND HOSPITAL
INTERFACE AND DELAYED
TRANSFERS OF CARE (DTC)**

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1. PURPOSE OF THE REPORT

To keep Members updated on work that is being undertaken to support the interface between community and hospital services and update Members on the numbers of people whose discharge from hospital is delayed.

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Note the work being undertaken to ensure that hospitals are able to manage the demand on their services over the winter months.
- 2.2 Note the number of delayed transfers of Care for Social Care reasons.

3. BACKGROUND

- 3.1 The ability of Local Health Boards and Councils to work together to ensure that people are discharged from hospital in a timely and safe manner continues to be seen as measure of success in developing partnership working.
- 3.2 Over the last winter the hospitals across Wales experienced exceptional demand on their services and on a number of occasions were closed to new admissions.
- 3.3 Welsh Government has requested that each Health Board prepare a winter plan with their partners to ensure that lessons have been learnt from the difficulties experienced last Winter.

4 WORK UNDERTAKEN

- 4.1 At an all Wales level an Unscheduled Care Steering Board has been established which has a number of work programmes reporting to it. This work will follow up and develop earlier work of '10 High Impact Unscheduled Care Transformational Steps', which was published in 2011. This work outlined changes to the Unscheduled care system that were needed to improve the patient experience, suggesting for example that appropriate use

of GP's and out of hours services was needed to avoid unnecessary hospital admissions.

4.2 The Steering Board will also look to undertake a baseline assessment of how Health and Social Care communities are managing 'ten high impact changes for complex care'. These are:

1. Avoid disruption to the usual care setting
2. Identify complex needs as early as possible
3. Agreed triggers and timely assessment
4. Effective multidisciplinary working
5. Proactive discharge planning
6. Rapid systems of escalation
7. Responsive long term care
8. Focus on the data for complex care
9. Integrated services & effective partnerships
10. A workforce designed to serve complex needs.

4.3 The Local Health Boards and Local Authorities have submitted plans to Welsh Government on how they will better manage winter pressures this year. In order to support the health and social care communities, Welsh Government are holding regular seasonal planning meetings to understand the pressures and share learning.

4.4 The Winter plan includes actions for all of the partners, some of the key actions are identified below:

- A more proactive approach from senior managers to ensuring timely discharge
- An ability to manage increased demand by opening additional bed capacity
- Continuing to make best use of community resources such as district nursing, intermediate care and reablement services.
- A review of the choice procedure
- Closer working with regard to escalation

4.5 Cwm Taf LHB are reporting that these actions are having a positive impact on ensuring that they continue to have capacity to manage the demand and pressures on hospital admissions.

5. DELAYED TRANSFER OF CARE

5.1 The work identified above is improving the flow of patients through the hospital, inevitably though there will continue to be a very small number of people who remain in hospital longer than they need to. Work is ongoing to consider whether a better performance measure which will have more meaning and value to partners is the length of stay of an individual. For instance, if a person's length of stay was beyond an agreed number of days, actions would be triggered to review the discharge planning arrangements to ensure timely discharge.

5.2 Our performance on delayed transfers is given in the following tables and Members will see some improvement in November and December figures compared to 2012/2013.

5.3 **Delayed transfers of care for social care reasons**

	2010/2011	2011/2012	2012/2013	2013/2014
April	11	5	8	4
May	8	3	5	5
June	6	13	7	6
July	11	15	3	3
August	8	13	5	12
September	12	9	7	13
October	4	11	1	5
November	7	11	5	6
December	8	5	8	3
January	13	6	13	
February	10	8	6	
March	8	10	7	
Total	98	109	75	57 *up to Dec 13

5.4 **For patient related reasons**

	2010/2011	2011/2012	2012/2013	2013/2014
April	40	12	7	8
May	42	18	6	7
June	34	6	8	4
July	35	9	9	13
August	32	10	10	7
September	26	11	7	7
October	22	13	4	10
November	20	14	9	6
December	13	12	13	8
January	13	11	9	
February	13	6	7	
March	13	9	4	
Totals	303	131	93	70 up to Dec 2013

5.5 **Comparisons with previous years**

Year	Target	Performance
2010/11	3.80	5.54
2011/12	5.86	5.40
2012/13	5.84	5.81
2013/14	5.75	4.52 Dec 2013

6. CONCLUSION

- 6.1 There is focus at present on addressing the issues that will reduce the pressure on the hospital system this winter. Rhondda Cynon Taf are contributing to this work to ensure there is clear and timely communication between our partners.
- 6.2 Whilst seeking to address the immediate pressures we are also ensuring that longer term solutions, such as intermediate care and reablement are sustainable into the future.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

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5TH MARCH 2013

REPORT OF THE GROUP DIRECTOR COMMUNITY AND CHILDREN'S SERVICES

Item: **Community and Hospital Interface and Delayed Transfers of Care (DtoC)**

Background Papers

WELSH GOVERNMENT

**DELAYED TRANSFERS OF CARE
DATABASE IMPLEMENTATION & PROCESS: GUIDANCE NOTES
VERSION 3 (UPDATED OCTOBER 2009)**

**LG/ML/001/11 SUPPLEMENTARY GUIDANCE TO WELSH HEALTH CIRCULAR
2004(066): PROCEDURES WHEN DISCHARGING PATIENTS FROM HOSPITAL
TO A CARE SETTING**

**TEN HIGH IMPACT UNSCHEDULED (USC) CARE TRANSFORMATIONAL STEP
(JUNE 2011)**

<http://www.wales.nhs.uk/documents/Ten%20High%20Impact%20Steps%20to%20Transform%20Unscheduled%20Care%20-%20June%202011%237%20%285%29.doc>

**10 HIGH IMPACT CHANGES FOR COMPLEX CARE
<http://www.complexcarewales.org/Home.aspx?SitePageID=150>**

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