

# Delayed Transfers of Care

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# Profile of the Hospital Teams

- There are 65 qualified and unqualified staff in the Hospital teams.
- They are based in QA, Winchester, Southampton, Basingstoke, Frimley
- This includes a Reablement OT who supports bed based reablement service
- HCC's teams support safe Hospital discharge and flow

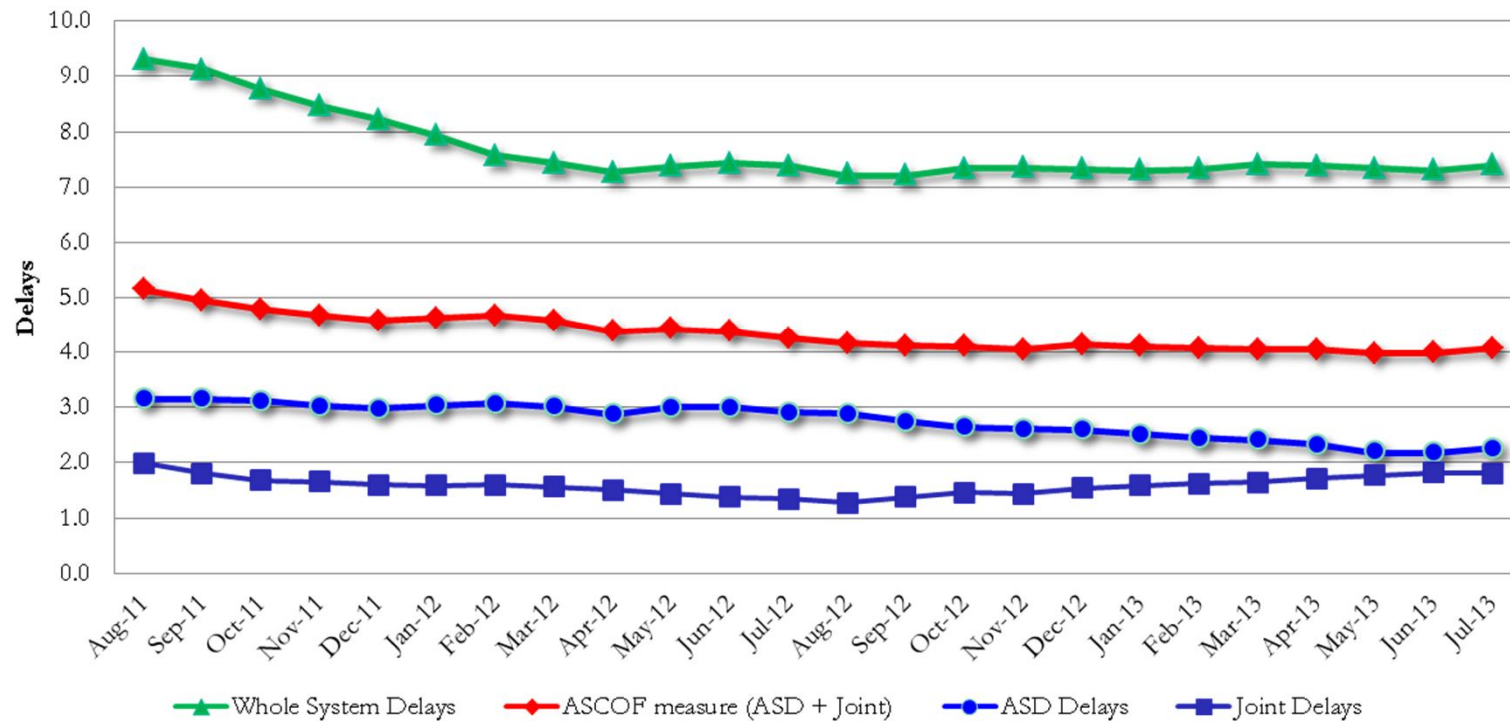
# What do the teams do?

- Work in a Integrated way with the Acute Hospitals
- Assess individuals who meet the Eligibility Criteria
- Provide advice and support to those who do not meet E/C
- Ensure that individuals have the opportunity to access the right services, at the right time.
- To provide a safe service for the most vulnerable

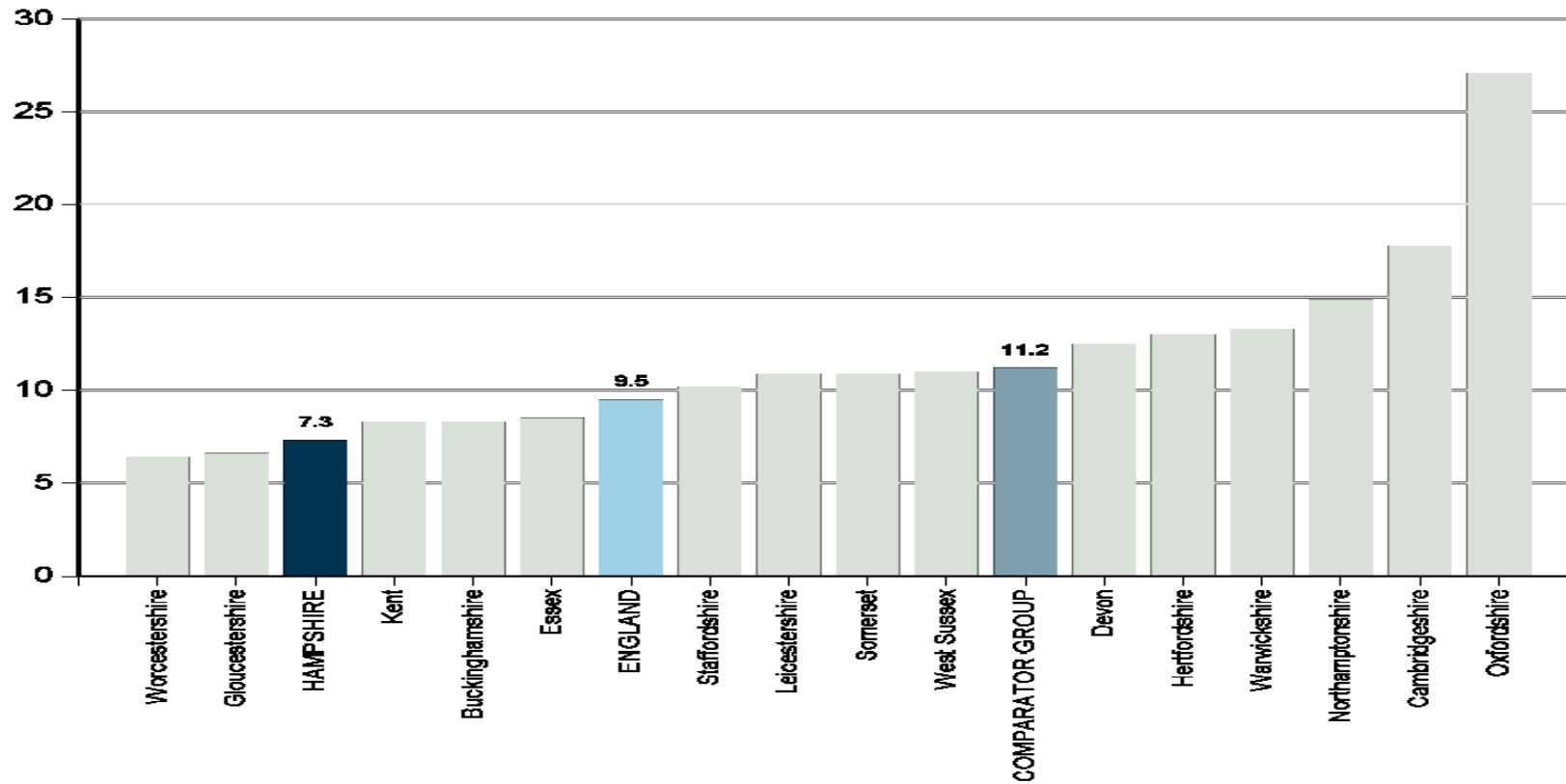


# Performance of the teams from 2011-2013

DTOC per 100,000 population



# How are we doing? (ASCOF indicator)



# Hospital Discharge & Reablement

- Welcome Home Service
- Community Response team
- Bed based Reablement
- Telecare
- Pilot scheme Message Dynamics
- Integrated Equipment store

# CRT – Community Response Team

- In 2012/13 the service supported 3,160 people across the county, primarily following a period in hospital.

## **Key Facts and achievements**

- 80% of all the clients accessing CRT are over 75 years old, with 55% of these aged 85 or over
- On average a clients receive a service from CRT for 27 days
- 83% of the clients using CRT in 2012/13 were still living at home 3 months later. For clients living with in the NORTH EAST CCG area performance was equal to the Hampshire average at 83%.
- On average CRT delivered 13.6 hours of care during the clients first week of reablement, reducing to 7.1 hours a week during their last week of care; an overall average reduction of 6.5 hours (52%).

# Bed Based Reablement

- Across Hampshire the 101 re-ablement beds supported 513 clients who were at risk of being admitted into long term permanent residential or nursing care following directly on discharge from hospital.

## **Key Facts and achievements**

- 93% of the clients accessing a re-ablement bed are over 75 year old, with 58% of these aged 85 or over
- On average clients spend 37 days in a re-ablement bed
- 58% of the clients using a re-ablement bed in 2012/13 were still living at home 3 months later.
- This programme relies on Multi disciplinary assessment and team work

# Hampshire Equipment Store (HES)

- HES generally delivers the vast majority of equipment within 24/ 48 hours from the original hospital request.
- During 2012/13 there was an approximate increase in Adult Services referrals of 6-7%.
- The equipment service delivers all other items ordered within its contract timescales which is 7 days.
- HES prioritises Hospital Discharge, End Of life requests
- 55% of HES referrals are directly from Hospitals and Health Departments.

# Conclusion

- Continual improvement seen in DTOC in the last five years.
- HCC have continued to invest in services
- Additional investment from central government for A & E in some systems
- HCC is committed to greater integrated working to meet the demographic challenges