

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 28 April 2015

BY: Director of Health and Social Care Partnership

SUBJECT: Delayed Discharges

1 PURPOSE

- 1.1 To update members of the Committee on delayed discharge performance in East Lothian.

2 RECOMMENDATIONS

Members are asked to:

- 2.1 Discuss the issues involved in performance on delayed discharge.

3 BACKGROUND

- 3.1 The national target for delayed discharge performance is that there should be no one waiting more than 2 weeks for discharge from hospital. Up till April 2015 the target was 4 weeks. This is reflected in the East Lothian Single Outcome Agreement.
- 3.2 Delayed discharge is essentially the situation where an individual's need for healthcare in their current location is completed and they are waiting for provision of care in another location or from another type of service.
- 3.3 Other locations or services are primarily another healthcare service, a care home or care at home. Some individuals can be delayed whilst being assessed or waiting for assessment. The definition also includes waiting for housing or adaptations or where discharge is delayed for other reasons e.g. guardianship or dispute.
- 3.4 Delayed discharge patients are monitored daily through a system called "EDISON" which is accessed and updated by both NHS and Council staff.
- 3.5 On a monthly basis the data on "EDISON" is "validated" to provide an accurate snapshot (census) of those actually available at that point in time to transfer but without a definite transfer planned. Those excluded from the validated data include disputes, guardianship, those who have

transfer dates, “complex” cases and those whose health prevents transfer at that point.

- 3.6 There is therefore a difference between the numbers on the live system (EDISON) which is used for day to day management and the validated (census) numbers which are used for performance monitoring and national data analysis. It is normal for about 50% of delays on EDISON to be excluded from the validated data.
- 3.7 Appendix 1 shows East Lothian performance on the validated census data in March 2015 compared to the previous report to committee. It also includes the rest of Lothian. There were 24 validated delays with 5 over 4 weeks and 12 over 2 weeks. This is an improvement from 31, 18 and 25 respectively in December 2014.
- 3.8 The April 2015 census data was not available at the time of writing and a verbal update will be given at the committee.
- 3.9 Appendix 2 shows validated East Lothian total number of delays from April 2013 to March 2015 along with the rest of Lothian. This shows that East Lothian performance has fluctuated. The lowest number in this period was 15 delays in October 2013 and the highest number was 43 in September 2014. The months since September have seen fluctuations, but a general improvement.
- 3.10 Appendix 3 shows recent data from EDISON to illustrate the main reasons for delay in East Lothian. This shows that the biggest single reason for delay is access to packages of care followed by delays in assessment.
- 3.11 When this issue was last reported to PPRC in January 2015 the biggest single reason for delay was access to nursing home places. The improvement is a result of lifting of restrictions on access at two care homes.
- 3.12 The key issues in East Lothian that are currently contributing to the problem are:
- 3.13 First, the vulnerability of the care at home market where providers have faced real challenges in recruitment and retention of staff which has restricted their ability to respond timeously to packages of care for people in hospital.
- 3.14 Second, the Council’s capacity to speedily assess people in hospitals outside East Lothian
- 3.15 The care home market remains vulnerable in East Lothian and there has consistently been at least one care home with restricted access due to concerns.
- 3.16 At the same time the Adult Wellbeing Service has to balance the priority of people waiting in hospital with people currently at home whose situation is deteriorating. In order to support these people at home or to

access a care home and avoid a hospital admission, it can be more important to meet their needs.

- 3.17 The Health and Social Care Partnership has been actively working on this problem. A delayed discharge action plan has been in place since September 2014 and is under regular update and revision. A weekly delayed discharge task group chaired by the Director of Health and Social Care has also been meeting.
- 3.18 Since the last report to the committee the financial allocation for Delayed Discharges to the East Lothian Partnership has been confirmed as £0.53m in 2015/16 and £0.6m in 2016/17 and 2017/18.
- 3.19 The delayed discharge task group is developing a set of priorities for investment in addition to the actions reported in January 2015, including:
 - 3.20 Additional assessment capacity.
 - 3.21 Hospital to Home service. Below is a link to a Scottish Government video featuring this service
<https://www.youtube.com/watch?v=CpHJq9isvcc&list=PL6uuqdx3svbubpWAepVmVbOnviCTT3U5x&index=5>
 - 3.22 Support for Care Homes.
 - 3.23 Improvements in access to care at home.
 - 3.24 This is being done in light of other national initiatives that are underway including:
 - 3.25 Payment of living wage in care homes.
 - 3.26 Exploration of living wage in care at home services.
 - 3.27 The key actions reported to the committee in January 2015 were: (an update is given beside each action).
 - 3.28 Opening of 20 step down beds in Crookston Care Home. Update, admissions and Discharges are tracked weekly to ensure there is continued movement through the beds.
 - 3.29 Establishment of the Hospital to Home service. Update, this is now fully established and activity is tracked weekly.
 - 3.30 Supporting care homes to address concerns and receive admissions. Update, the proposal to provide additional support is being developed (see 3.23)
 - 3.31 Support to the emerging social enterprise for home care. Update, this has been achieved and the service is now preparing to take on the next group of clients.

- 3.32 Support to independent providers of home care in terms of recruitment and retention and training and development of staff. Update, this has been secured and will be funded through the Integrated Care Fund.
- 3.33 Review the process between NHS and Adult Wellbeing for managing delayed patients by establishing a “discharge hub” at Roodlands Hospital. Update, this has been achieved.
- 3.34 Improving our capacity to prevent admissions by funding additional capacity in the Emergency Care Service and establishing ELSIE (East Lothian Service for Integrated care for the Elderly). Update, additional capacity in Emergency Care Service is funded through Integrated Care Fund. ELSIE is up and running and diverted 15 patients away from hospital between 5th February and 11th March 2015.

4 POLICY IMPLICATIONS

- 4.1 The achievement of the national standards is set out in the Single Outcome Agreement. It is likely that the 2 week standard will not be met by April 2015. This will be verbally updated at the committee meeting.

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 There is no requirement to carry out an impact assessment on this issue.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – there is an additional allocation of £0.53m in 2015/16 to support improvement in performance. A plan is being developed for the use of this allocation. Resources have already been committed from the Integrated Care Fund to support the independent sector and the Emergency Care Service. However, there are significant pressures on operational budgets in both the NHS and in Adult Wellbeing.
- 6.2 Personnel - there are no direct implications of this paper.

Other – none

7 BACKGROUND PAPERS

None

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Appendix 1

December 2014 Validated Delayed Discharges

	Edinburgh	East Lothian	Midlothian	West Lothian	Non - Lothian
Overall	141	31	8	12	4
Over 4 Weeks	49	18	0	3	1
Over 2 Weeks	92	25	1	8	2

March 2015 Validated Delayed Discharges

	Edinburgh	East Lothian	Midlothian	West Lothian	Non - Lothian
Overall	99	24	9	12	4
Over 4 Weeks	47	5	1	2	2
Over 2 Weeks	64	12	2	4	2

APPENDIX 2

Total Validated Delayed Discharges April 2013 to March 2015

2014/15	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Overall Total	136	173	185	177	210	178	195	164	196	160	161	148
Edinburgh	97	133	139	133	147	114	151	108	141	101	107	99
East Lothian	25	19	30	25	30	43	30	37	31	36	29	24
Midlothian	7	13	11	13	18	10	3	8	8	6	7	9
West Lothian	5	4	4	5	9	8	9	9	12	15	15	12
Non-Lothian	2	4	1	1	6	3	2	2	4	2	3	4

2013/14	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Overall Total	107	121	109	129	112	133	155	131	155	164	142	156
Edinburgh	62	85	71	91	87	102	130	97	113	119	108	118
East Lothian	30	28	29	30	21	22	15	24	22	19	16	17
Midlothian	12	4	6	7	4	6	5	7	7	12	10	14
West Lothian	2	3	1	1	0	2	2	1	9	12	5	4
Non-Lothian	1	1	2	0	0	1	3	2	4	2	3	3

Appendix 3 – Total Delays By Reason

