

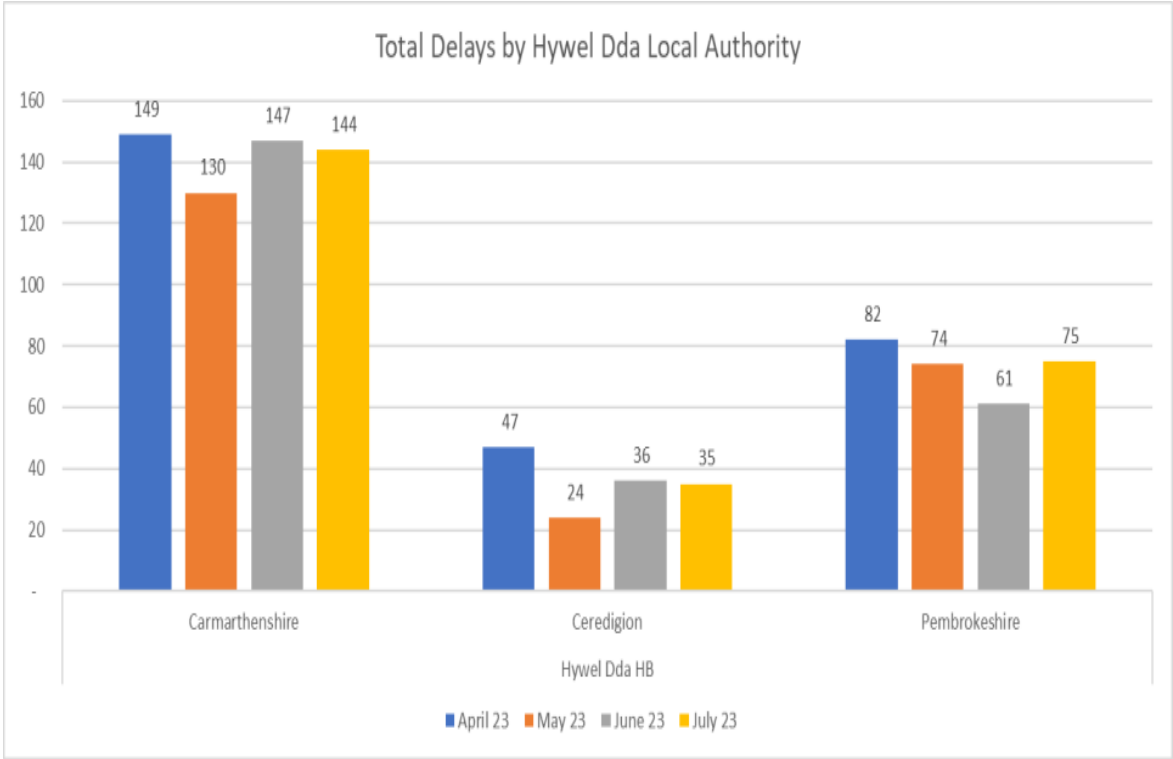
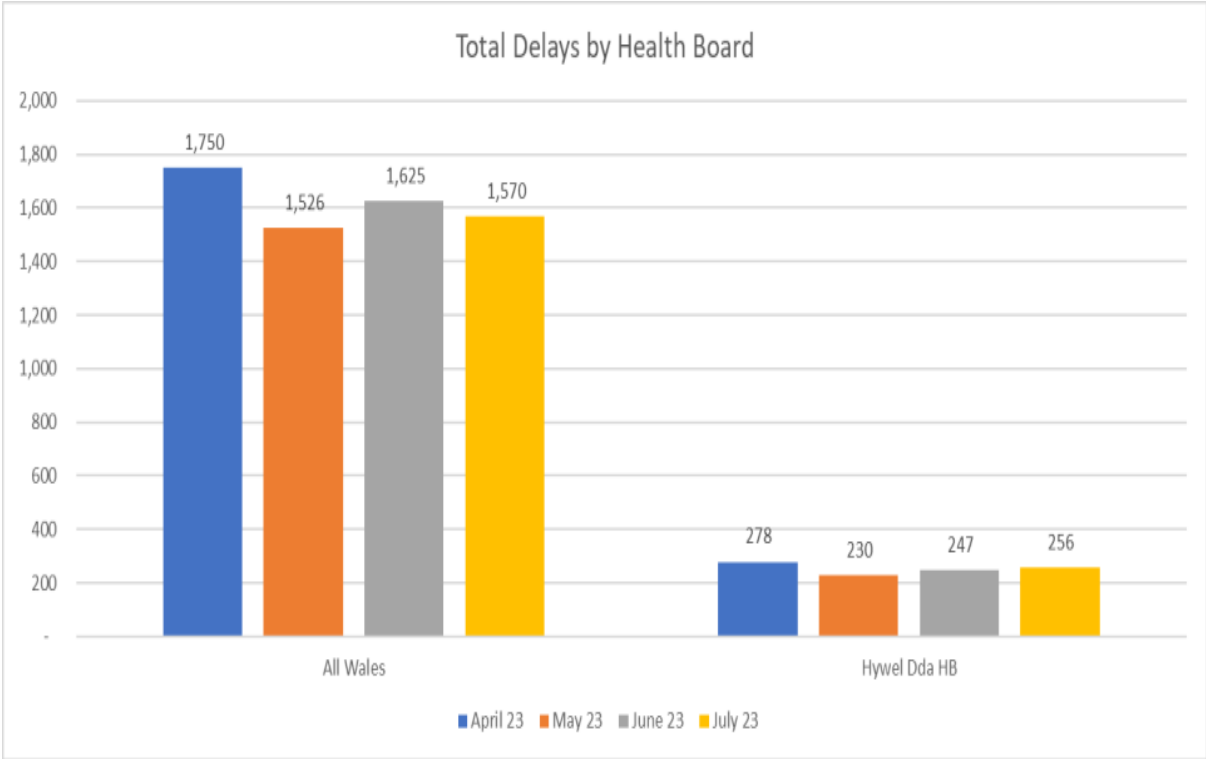
Discharge Update Report

Keith Jones

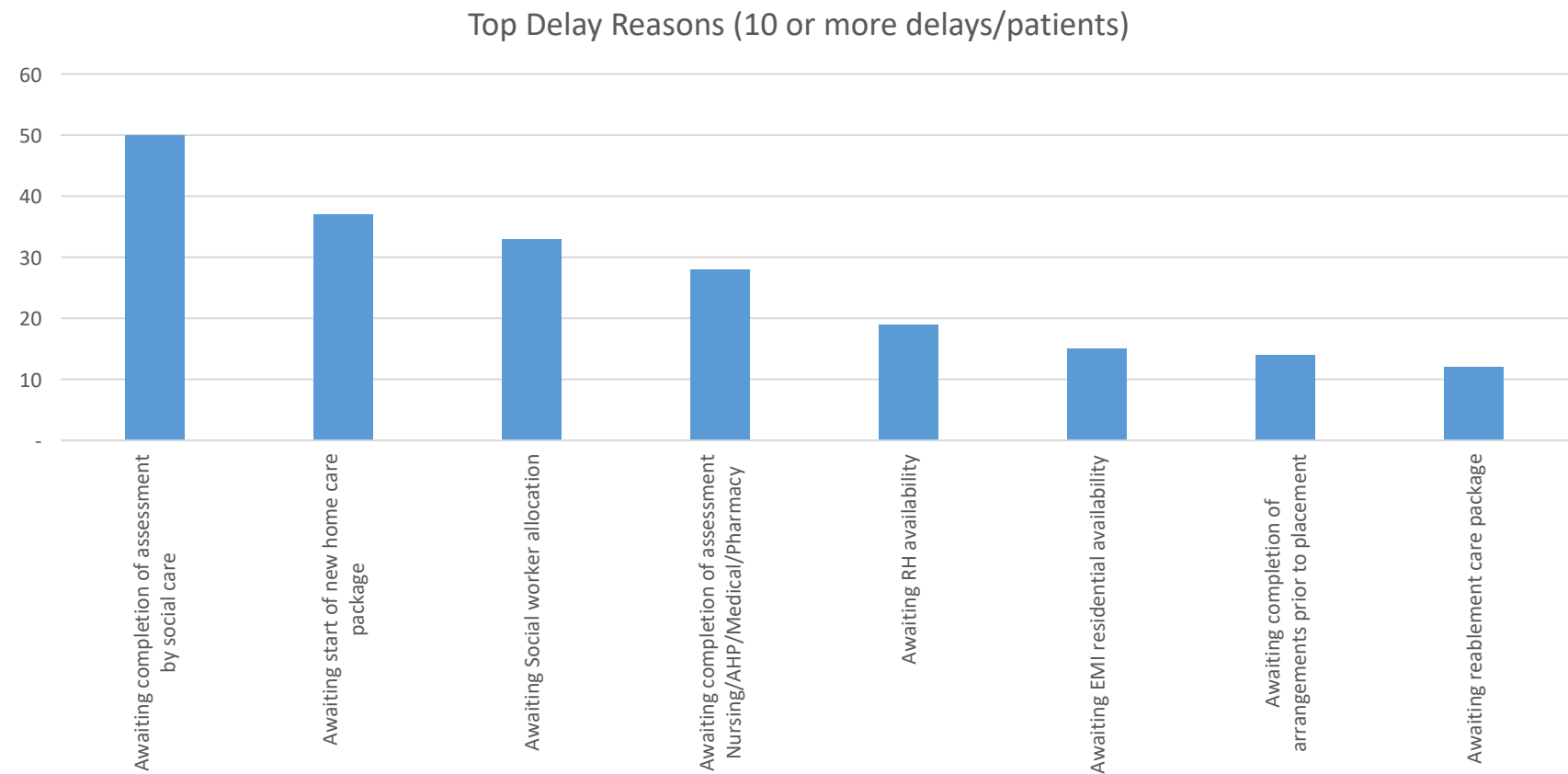
Director - Secondary Care

Strategic Development & Operational Delivery Committee
31 August 2023

July 2023 Delayed Pathways of Care Census



July 2023 Delayed Pathways of Care Census

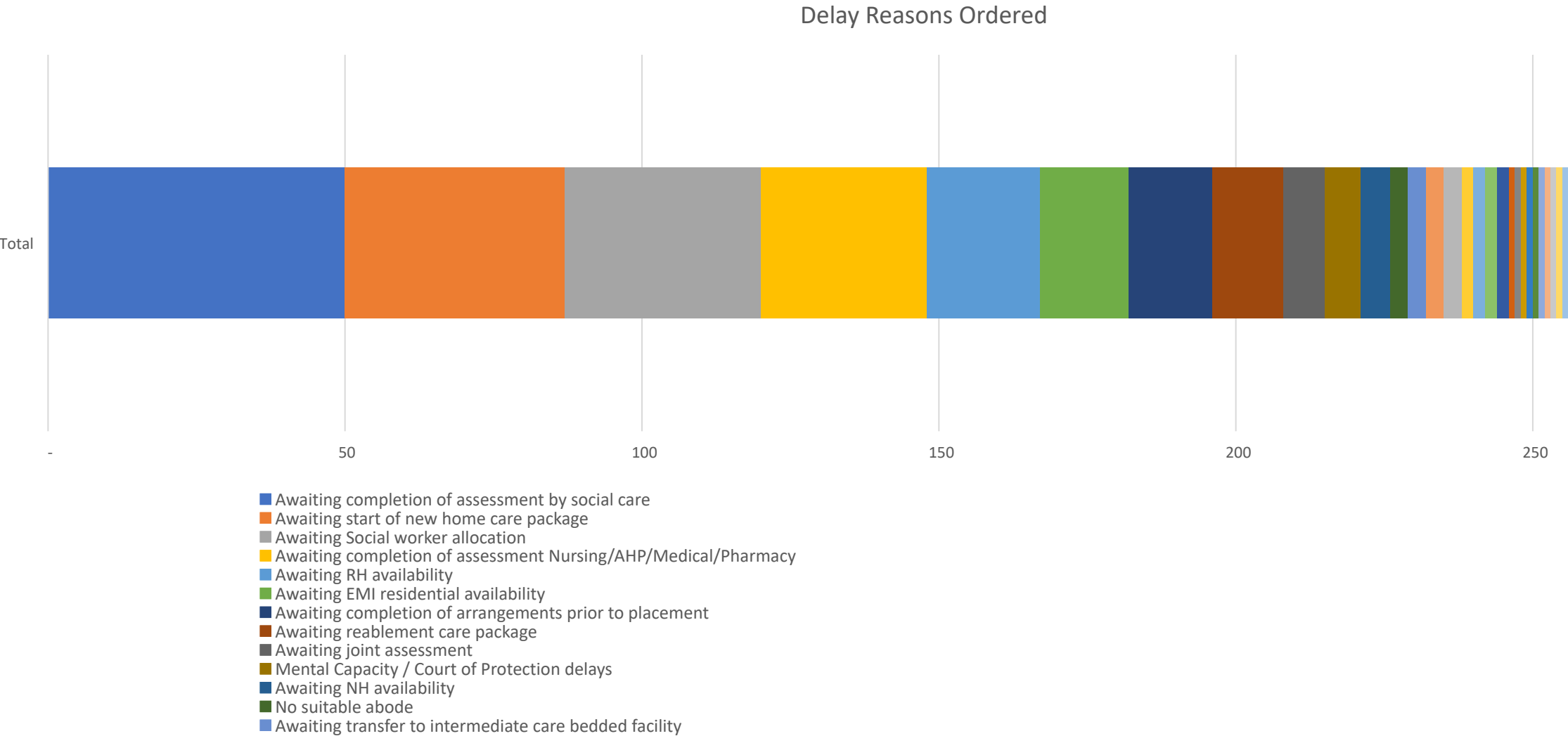


July 2023 Delayed Pathways of Care Census



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University Health Board

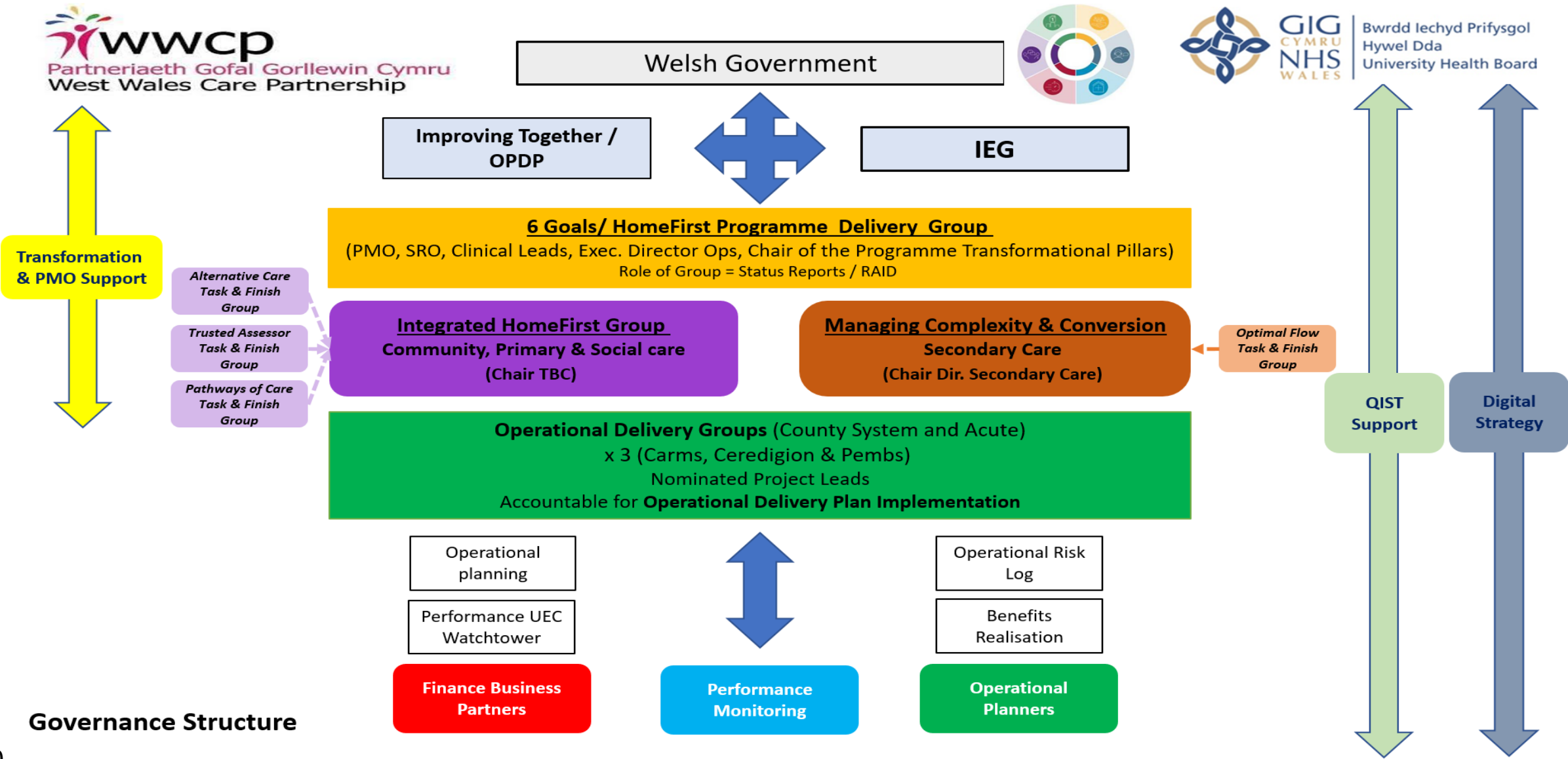


Transforming Urgent & Emergency Care Governance Structure



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Transforming Urgent & Emergency Care Reporting Structure



Welsh Government



Improving Together / OPDP



IEG

6 Goals/ HomeFirst Programme Delivery Group
(PMO, SRO, Clinical Leads, Exec. Director Ops, Chair of the Programme Transformational Pillars)
Role of Group = Status Reports / RAID

- Alternative Care Task & Finish Group
- Trusted Assessor Task & Finish Group
- Pathways of Care Task & Finish Group

Integrated HomeFirst Group
Community, Primary & Social care
(Chair TBC)

Managing Complexity & Conversion
Secondary Care
(Chair Dir. Secondary Care)

Optimal Flow Task & Finish Group

Improving Together Bi-monthly

Operational Delivery Groups (ODG) (County System and Acute)
Nominated Project Leads
Accountable for **Operational Delivery Plan Implementation**

ODG Metrics TBC

TUEC Watchtower Metrics
ED KPIs
Ambulance Handover delays
Admissions
Discharges

Reporting Structure

FBP Meeting Monthly

Finance Business Partners (FBP)

TUEC Watchtower Weekly

Performance Monitoring

Operational Plan Monthly Update

Operational Planners

Pathways of Care Delays Action Plan (June 2023)



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Hywel Dda University Health Board / Carmarthenshire, Ceredigion & Pembrokeshire Local Authorities PATHWAYS OF CARE DELAYS– QUARTERLY ACTION PLAN						
NO.	REQUIRED ACTION	DATE 23rd March, 2023 POSITION	LEAD OFFICER	KEY ACTIONS & TIMESCALES	RAG RATING	DATE UPDATE POSITION
1	Set up formal arrangements, between senior managers in the NHS and local authorities, to plan and ensure effective delivery of services, care and support.	All Counties have regular daily/weekly meetings established between acute, community & social care senior operational leaders to expedite discharge and escalate delays in real time via our daily conference calls. Terms of Reference in place for Delayed Transfer and Risk Management but due for review. Process of reporting to Integrated Executive Group to be agreed and approved	Rhian Matthews	Review existing Terms of Reference for Delayed transfers and risk management by end April Agree process of reporting to IEG and gain approval by end April Approve revised Terms of Reference and to include agreed reporting process to IEG by end April		June 26th, 2023
2	Ensure that local arrangements are in place to plan and ensure the effective delivery of services, care and support.	As above Integrated plan in place to enhance community service provision in Carmarthenshire endorsed by CEO of Carmarthenshire County Council and CEO Hywel Dda UHB. Workshop to discuss integrated approach to plan and deliver services for Pembrokeshire arranged for April	Rhian Matthews	Carmarthenshire plan to Board and Cabinet in May Workshop to be held in Pembrokeshire in April To arrange initial discussions with Ceredigion CC		June 26th, 2023
3	Establish effective arrangements to monitor the patients identified as pathways of care delays monthly.	All complex stranded patients are discussed daily by our Senior Nurses responsible for discharge and their Local Authority counterparts. Cases are escalated to senior operational leaders as according to the Terms of Reference for Transfer Delays and Escalation Management	Secondary Care Director and County Directors	AS above re Terms of Reference review		June 26th, 2023
4	Ensure themes and trends from Census data are actioned and taken through Unscheduled Care Boards, Local Authority processes and Regional Partnership Boards	The number of patients with Los>21 says reported weekly to our health board Executive team and following the census pathways of care delays a report demonstrating numbers per hospital and reason codes is shared at Executive Team meetings. Regional Integrated Home First Group established and Chaired by (Exec representatives from both Health Board and Local Authority). County 'system' meet to consider and ratify PCOD reporting, review impact of actions taken to reduce PCOD according to theme.	Rhian Matthews	Agree data set to be shared with LA colleagues at the Integrated Executive Group work ongoing with LA colleagues to define Home First for our region, what good looks like and this will move into right sizing community capacity for delivery		June 26th, 2023

Pathways of Care Delays Action Plan



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5	Establish formal governance processes at a Regional level to report, monitor and improve PCOD.	Regional Integrated Home First Group established and Chaired by (Exec representatives from both Health Board and Local Authority). County 'system' meet to consider and ratify PCOD reporting, review impact of actions taken to reduce PCOD according to theme.	Rhian Matthews	see above		June 26th, 2023
6	Themes - Carmarthenshire	Greatest delays continue in relation to allocation and assessment for social care (including reablement) n = 90 Further 43 delays associated with assessment and commissioning by Health Board for CHC and other health processes. There are 28 patients waiting social care at home and 27 pending residential placements. Also 10 patients waiting intermediate care. Further 13 waiting nursing / EMI placement	Rhian Matthews	Plans to increase Trusted Assessor roles in train with an additional 14 to be trained by end August. All hospital referrals (for all Discharge pathways) to be routed through Home First SPOC to gate keep long term care requirements Optimal flow / discharge planning and coordination programme being rolled out across targeted wards in each site to support early		June 26th, 2023
7	Themes - Ceredigion	The significant change from previous months is the increase in DPOCs in Tregaron Hospital: 4 awaiting completion of assessment by social care (usually 0 - 1); 3 awaiting completion of assessment Nursing / AHP / Medical / Pharmacy (usually 0-1); 3 awaiting start of new home care package (usually 1-2); 1 awaiting EMI residential availability (usually 0); total DPOC 11 (usually 2 -	Peter Skitt / Donna Pritchard	The DPOC evidences the need for change in Tregaron as already identified in the TUEC 80 Bed work, i.e. utilizing Tregaron for Palliative and End of Life patients. This piece of work aligns with the other TUEC picture which focuses upon enabling the acute sites to address complex		27/06/2023
8	Themes - Pembrokeshire	Top 5 Themes from census DPOC: 1.10.10 Awaiting Social Worker Allocation 1.01.02 Awaiting completion of assessment by social care 1.01.03 Awaiting completion of assessment Nursing / AHP / Medical / Pharmacy 2.03.01 Awaiting start of new home care package 3.01.06 Awaiting NH availability	John Evans / Michael Gray	Trusted Assessor Working Group established within County to : 1. Consider best practice models for delivery of Trusted Assessor activities locally, regionally and further afield. 2. Agree and plan local pilots for TA activity. 3. Identify, agree and source any training needed to enable delivery of the pilots. 4. Identify, agree and recruit additional workforce for delivery of pilots. 5. Agree, where necessary, exit strategies. 6. Submit recommendations for consideration by the Healthier Pembrokeshire Strategic Partnership Board (HPSPB). 7. Ensure projects align at a Pembrokeshire and Regional level.		28-Jun-23



Alternative Care Bedded Facilities

Establish Task & Finish Group to:

- Review 'Y Lolfa' Alternative Care Unit (ACU) model and its evaluation
- Consider how ACUs can be implemented across existing bedded facilities in the community and to agree the principles which will provide overarching framework to guide that implementation.

The Task and Finish Group will contribute to the planning and development within the Transforming Urgent and Emergency Care (TUEC) programme and specifically Policy Goal 1 & 6 (developing community infrastructure that supports admission avoidance and Discharge to Recover & Access (D2RA) / Trusted Assessor models)

Trusted Assessor

Establish Task & Finish Group to:

- Agree Trusted Assessor model for West Wales – assessments for those on D2RA Pathway 2 supported HomeFirst with short-term support and D2RA Pathway 2 Short-Term supported facility
- Undertaking a baseline assessment within each county

The Task and Finish Group will contribute to the planning and development within the TUEC programme and specifically Policy Goal 6



Optimal Flow Framework

Establish Task & Finish Group to:

- Phased roll out of the national optimal flow framework focusing on avoiding deconditioning, early identification of D2RA pathways, identification of internal and external daily constraints (Red2Green)
- Agree standards and process for Estimated Date of Discharge (EDD), Clinical Criteria For Discharge (CDD)
- Renew and refresh Board Rounds principles and standardise on white board layout
- Development of ward blueprint – useful resources and tools to facilitate implementation
- Support rollout of the Frontier digital enabling tool – smart white board approach

Same Day Emergency Care (SDEC)

- Agreement of optimal flow model based on Withybush Hospital front door model
- Establishment of local Task & Finish Groups develop local approach

Both Task and Finish Groups will contribute to the planning and development within the TUEC programme and specifically Policy Goal 3, 5 and 6 identifying the complex discharges early, reducing deconditioning and therefore a reliance on social care on discharge.