

Hywel Dda University Health Board / Carmarthenshire, Ceredigion & Pembrokeshire Local Authorities

PATHWAYS OF CARE DELAYS– QUARTERLY ACTION PLAN - UPDATE SEPTEMBER 2023

NO.	REQUIRED ACTION	UPDATE	LEAD OFFICER	KEY ACTIONS & TIMESCALES	RAG RATING
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.	<p>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.</p> <p>Terms of Reference in place for Delayed Transfer and Risk Management but due for review - see action below</p> <p>Process of reporting to Integrated Home First Group (IHFG) to be agreed and approved</p>	TUEC Project Lead	Reporting of pathways of care delays form part of the exception reporting from each County to the IHFG monthly.	
2	Ensure that local arrangements are in place to plan and ensure the effective delivery of services, care and support.	<p>As above</p> <p>Operational Delivery Groups have been established for Proactive & Planned Care; System Flow & Urgent Care and Long Term Care which monitor their respective actions from the Carms Operational Delivery Group. The ODG reports into the Carms Senior Management Team and up into System Operational Group by exception. All risks are monitored at service level with escalation to directorate level as appropriate.</p> <p>Workshop held in Pembrokeshire led by LA Director of Social Services and County Director Health Board have agreed the three workstreams to encompass the workplan required to achieve minimising DPoC.</p>	TUEC Project Lead		
3	Establish effective arrangements to monitor the patients identified as pathways of care delays monthly .	<p>All complex stranded patients are discussed daily by our Senior Nurses responsible for discharge and their Local Authority counterparts.</p> <p>Cases are escalated to senior operational leaders as according to the Terms of Reference for Transfer Delays and Escalation Management</p>	Secondary Care Director and County Directors	AS above re Terms of Reference review	
4	Ensure themes and trends from Census data are actioned and taken through Unscheduled Care Boards, Local Authority processes and Regional Partnership Boards	<p>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.</p> <p>Regional Integrated Home First Group established and Chaired by (Exec representatives from both Health Board and Local Authority).</p> <p>County 'system' meet to consider and ratify PoCD reporting, review impact of actions taken to reduce PoCD according to theme.</p>	TUEC Project Lead	<p>Reporting of pathways of care delays form part of the exception reporting from each County to the IHFG monthly.</p> <p>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</p>	
5	Establish formal governance processes at a Regional level to report , monitor and improve PoCD.	<p>Regional Integrated Home First Group (IHFG) established and Chaired by (Exec representatives from both Health Board and Local Authority).</p> <p>County 'system' meet to consider and ratify PoCD reporting, review impact of actions taken to reduce PoCD according to theme.</p>	County Director / LA	see above	
6	Themes - Carmarthenshire	<p>Community Gateway process being rolled out to 6 pilot wards across bot Acute sites in Carms from w/c 18th September.</p> <p>Following the introduction of a weekly long stay review as part of the Acute Escalation panel process, we have seen a significant reduction in those over 100 day length of stays.</p>	County Director / LA	<p>This new referral pathway will launch fully on the 16th October to all acute and community hospital based wards and all requests for support on discharge will be routed to the Home First Hub (including social work referrals).</p> <p>This should see a reduction in the number of social work assessments being completed on hospital wards.</p>	

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7	Themes - Ceredigion	Awaiting assessment continues to be the main reason why patients pathways are not being progressed. To address this issue significant actions are being introduced by the role out of DLF Level 3 training, commencing in October. The local governance structure and procedures will then be developed and augmented by a new Expert Reference Group led by a new LA OT Team Manager bringing in the appropriate other professionals to support the newly accredited TA's. Palliative EOL patients numbers in Tregaron have increased however the unit have experienced significant issues due to staffing since new restrictions have been put in place by the HB in relation to the use of agency staffing.	County Director / LA	Role out of DLF Level 3 training October 2023 Senior Community staff are inreaching on a daily basis to support and educate staff in acute sites in relation to discharge planning and processes. This commenced September 2023.	
8	Themes - Pembrokeshire	<p>The Health Board county team and Local Authority have identified 3 workstreams to improve Patient flow within the county :</p> <p>Work stream 1: Out of hospital care This work stream will be tasked with agreeing and implementing a co-located health and care coordination hub and co-located integrated intermediate care response model. This work stream will include the Home First agenda already established will work closely with look to develop the local TUEC programme to improve flow out of the Hospital.</p> <p>Work stream 2: In hospital care This work stream will be tasked with undertaking an in-depth review of the current steps associated with getting a patient from the point of admission to the point of being supported out of a hospital bed when medically fit. Includes all process mapping, Trusted Assessor work</p> <p>Work stream 3: Commissioning in Partnership This work stream will be tasked with mapping out what we commission and how we commission services that are designed to support people to move out of hospital on to short term D2RA pathways.</p> <p>The Strategic Oversight Group will also support the prioritisation of investment and to bring the outputs of the work streams together to ensure we are meeting the needs of patients and services.</p> <p>The LA have also commissioned Vanguard to review all processes within Social Care within the county.</p>	County Director / LA	<p>The top 5 reasons for delay in pathways are consistent with many from previous months: Namely Top 5 Themes from census DPOC:</p> <p>1.01.02 Awaiting completion of assessment by social care 2.03.01 Awaiting start of new home care package 1.01.03 Awaiting completion of assessment Nuirsing /AHP/Mecial/ Pharmacy 3.01.05 Awaiting RH availability 3.01.01 Awaiting completion of arrangements prior to placement.</p> <p>The Trusted Assessor workstream with their 5 action groups are addressing the delays identified above.</p>	
9	Validation process	<p>Development of a SOP for local validation and approval processes.</p> <p>SOP to include sharing of information for county validation across HB acute hospital sites & validation of out of area patients</p>	TUEC Project Lead & County GMs	SOP under development for discussion and approval at IHFG October 2023	