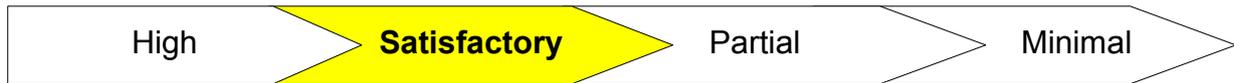


Appendix 2a: Assurance and Themes

Assurance



Social Care, Hospital Discharge Process

Objective

To assess whether there is a robust process in place to ensure people are discharged from hospital, to an appropriate setting, when they are ready, reducing the risk of re-admission, in line with statutory requirements¹.

Themes

The hospital discharge process aims to ensure that people:

- do not remain in hospital when they no longer require care in an acute setting; and
- where required, are provided with sufficient support to allow them to continue living in the community, whether that be at home or in a residential setting.

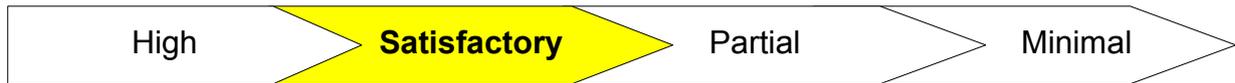
Delayed Transfers of Care (DTC) figures are consistently low within Southend, and strengthening arrangements as identified below will help to ensure this continues:

- formalising and agreeing the Council's 'surge and escalation plan' with partners which aims to address resourcing pressures experienced by the Hospital Social work team. This will particularly ensure the informal arrangements that have worked well to date can continue, even with a change in staff
- moving to work consistently from the hospital's Assessment notification will allow a further two days to undertake assessments of the care and support a patient may need after discharge. This would also give Senior Social Workers and Managers more time to review and challenge assessments and care plans to ensure they are of a consistently high standard
- using functionality within the Council's case management system Liquid Logic (LAS) to gain a better understanding of reasons behind re-admissions, which will allow the team to:
 - identify if re-admissions are linked to an unmet social care need or due to a medical condition, which will allow appropriate action to be undertaken to address the identified causes
 - target individuals who frequently enter hospital without acute medical need to better meet their needs in the community.

¹ The Care Act 2014

Appendix 2a: Assurance and Themes

Assurance



Introducing KPI monitoring of the timeliness of assessments and reviews within LAS will:

- give senior management assurance that performance of the hospital team continues as expected
- reduce the need to manually compile the data currently used for monitoring of assessment timeliness.

Work on the above actions has already begun, with some completed at the time of finalising the findings with officers.