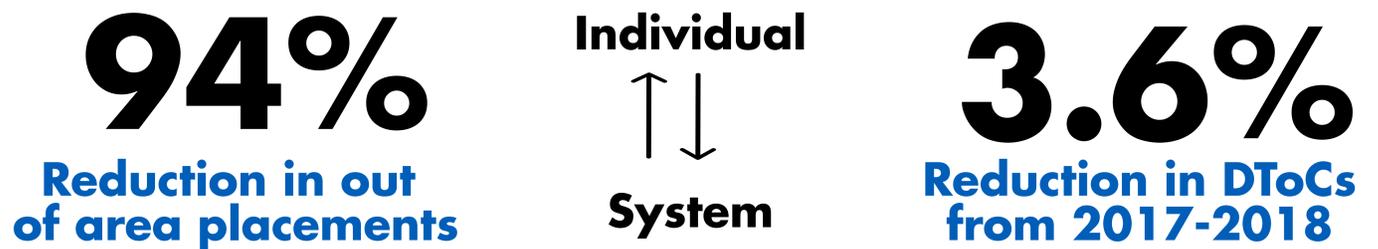


Reducing DToCs in Essex

The Senior Management Team at Essex Partnership University NHS Foundation Trust have had a particularly challenging journey as the organisation was formed just one year ago following a merger, to create a large geographically spread organisation with a large number of system partners.

This journey started with a clear focus on individual patients, but quickly moved towards system thinking, embracing partners both inside and outside of the NHS to deliver new ways of working. The team in Essex utilised the national events, workshops and webinars provided by this work, with direct links back to the sponsoring director. This enabled the team to learn from others and contribute to the national body of work on DToC

Achievements



Approach

"We brought together our system partners, and it was really important that this was facilitated by someone independent. That enabled us to have really open and honest conversations."

Dr Lynn Prendergast
Associate Director Social Care



Brought system partners together

40 staff and system partners attended the 'Let's work together to improve our local services' workshop to use London's 'Mental Health Top Tips for Discharge' as a framework for conversations with system partners. The workshop reviewed our progress, plans and ways of working to better enable safe, timely transitions of care and reduce delays to discharge. Initial actions have been progressed and the next step is for all partners to agree the Essex Top Tips and priority work streams to progress in the New Year.

Honest conversations

The partners were asked the key question 'whose problem is it really?' to establish the issues that were organisational as well as those that would require a system-wide approach.

Internal workshop

70 staff from across the workforce attended 'Working Together to make a difference' - a pathway improvement workshop to map the pathways for Adults and Older Adults across localities to understand the differences and agree the opportunities to reduce variation, waits and delays. Analysis of the key themes, together with the outputs from the 'Top Tips' workshop are informing the team's conversations with system partners.

Involving service users and families

Making sure that the voice of service users and their families is heard and their experience informs our improvements, by engaging through existing patient groups and forum. Then convening specific focus groups to test our assumptions about priorities and plans to improve the health and care system.

Focus



1 Initially on individual patients

Putting a myriad of different things in place to reduce the "stuckness" within the system. Initiatives like Red to Green and SITREP calls were all effective at reducing the delays, but not removing them altogether.

2 Changed to a system-wide focus

Bringing together system partners to create a shared sense of focus, looking at the Top Tips document and taking the opportunity to do things differently.

New system workstreams

Introducing trusted assessor model

Enabling funding to be put in place more quickly.



Pilot of Personal Health Budgets

This will be accessible to service users, carers and families and will once again increase the speed of access to funding.



Improved interface with housing

Working with housing providers and partners to look at how the system can be changed to benefit communities.



'Top tips' workshop

At the workshop on 3rd September 2018, system partners came together and used the 'Top Tips' as a framework to have a series of facilitated conversations to assess progress, plans and ways of working to enable safe, timely transitions of care and reduce delays to discharge.

The 'Top Tips' created the system dialogue and clarity between actions internal to the Trust and those which needed a system focus.

The outputs of the workshop have been shared widely across system partners including the Health and Wellbeing Board. As well as specific outputs for each of the 10 tips, a thematic analysis is being completed to understand the key priority workstreams to agree with system partners.

There was universal support for the value in agreeing locally owned Top Tips for the Essex system and this will be progressed in early 2019.

London's top tips for mental health discharge

- | | | | | | |
|---|--|---|--|--|----|
| 1 | | Senior Level Joint working and Commitment | Embodied principles of choice, recovery and re-ablement | | 6 |
| 2 | | Commissioned transition support & community services | Strong Housing Involvement | | 7 |
| 3 | | Early Discharge Planning | Placement without Prejudice | | 8 |
| 4 | | Every Day Counts | Robust Multi-agency Working | | 9 |
| 5 | | Patient Choice | Support for those with no recourse to public funds | | 10 |

'London's Mental Health Discharge Top Tips' was published by the LONDON Urgent and Emergency Care Improvement Collaborative in November 2017. The Collaborative is a partnership of: Directors of Adult Social Services, The Better Care Fund, Healthy London Partnership and NHS England.

Find out more

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