

ECIP Case Study

<p>System Name: Lincolnshire</p> <p>Lincolnshire Care Home Trusted Assessor Project</p>
<p>The Emergency Care Improvement Principle</p> <p>Good patient flow as described within 'Safer, Faster, Better'</p>
<p>Our Challenge.</p> <p>To stop the number of delays which were occurring waiting for care homes to visit the acute hospitals in order to make an assessment as to whether the patients were appropriate for that particular home and that they could accommodate client needs.</p> <p>Often due to pressures and trouble identifying someone at the home who could carry out assessments, it took up to a week for a home to visit. Discussions had been held as to how this could be improved: through a contracting route? Imposing fines as patients were delayed moving out of the acute setting?</p> <p>It was agreed that in order to develop relationships and build trust in the system, the introduction of the new care home trusted assessor role would be more beneficial for all partners.</p> <p>There was also a myth that needed busting. The Care Quality Commission states that they have to ensure that the home can meet the resident's needs. However, this does not translate into the manager or representative from the home needing to do this themselves directly. They only have to be reassured.</p>
<p>What we did (the process)</p> <p>The project started on 21 September 2015 and was originally funded by a helping people home grant. The service was located within the discharge hub at Lincoln County Hospital.</p> <p>The role was to:</p> <ol style="list-style-type: none">1. Support and facilitate timely and safe discharges from hospital to care homes2. Undertake assessments and re-assessments on behalf of the care homes3. Ensure the discharge documentation was complete to accompany the resident on discharge4. Liaise with the care homes about the discharge arrangements to streamline processes5. Act as a point of contact when residents are admitted to hospital to monitor progress6. Working in partnership with care homes and the hospital to find solutions to current challenges <p>The people identified to undertake this role were fully independent, employed by LinCA - Lincolnshire Care Association. Access to 'cayder' (the patient bed management system) and access to trust IT was organised. Access to social care systems is currently being arranged.</p>

What we achieved

LinCa write to the care homes on a monthly basis to keep the home up to date with progress. The homes have been encouraged to contact Michelle (one of the trusted assessors - TA) when any of their residents have been admitted to hospital to allow her to track progress.

For the period of the project, it is estimated that in the region of 100K could be saved - the project is costing 38k therefore producing a return of 62K. Up to the end of December 2015 the role had saved the trust 116 bed days on the Lincoln site alone.

Formal evaluation is to be carried out during February following a table top exercise to identify the key benefits of the project

The number of referrals are growing - last month there were 28 and already in January there have been 15 referrals. There is a 50/50 split between new assessments and re-assessments, and on average 80% agree to discharge.

There are circa 270 homes across the Lincolnshire area and the team have developed good working relationships with 25% already, although acknowledging there is more that can be done.

A particular challenge is that the funding is only secured until the end of March, and it is evident that this work should be continued whilst waiting for formal evaluation

Michele Briggs (TA) enjoys the role immensely. As it was a totally new role she was able to turn up with her knowledge and experience, a mobile phone and start work, building it as she has gone along. She has visited homes and discussed the opportunities at the home team meetings, building relationships and developing trust.

This was certainly a critical role and has been useful in supporting the recent MADE event in Lincoln, as issues could be actioned with all care homes and nursing homes immediately.

Testimonials from staff and patients

Canwick House: Judith

"No problems with the service, it's very helpful. It improves communications between the home and the hospital, this really helps coordination."

Eastholme Care: Jacqui

"Very helpful services and saves time!"

Red Roofs, Newark: Joanne

"Excellent service and very helpful. During the festive period we had limited capacity to travel to Lincoln and assess patients for suitability. Michelle, the TA was able to assess on my behalf and we had patients home the same day. Without this service patients would have been delayed at hospital."

Key System contacts

Barry Earnshaw: Chairman of LinCa - barry.e@zen.co.uk

Michele Briggs: Trusted Assessor - chta.linca@btconnect.com