

Joined Up Care Derbyshire

Discharge to Assess

Edition: 3
January 2019

Special edition – focus on Perth House

This edition turns the spotlight on the Integrated Health and Social Care Assessment Hub – the 24-bed Perth House in Derby.

Perth House assessment hub provides a rapid response short term period of assessment for people resident in Derby City or registered with a Derby City GP who are unable immediately to return home from hospital – or to prevent an admission to hospital or a care home. Joint triage and decision making at the Integrated Discharge Hub (IDH) ensures that people are sent on the appropriate pathway with an expected

date of discharge from the outset.

The assessment hub is led by Derby City Council's Home First team with Derbyshire Community Health Services, jointly operating Pathway 1 and 2 of the Derbyshire Discharge to Assess (D2A) model. Beds now consist of the social care assessment beds (without therapy) plus the intermediate care beds that were previously operated



separately in the building. An integrated staff team using trusted assessments, shared information and the ability to flex within the hub enable resources to be maximised.

Perth House operates as one staff team following the development of joint processes and procedures and joint training. All beds are on the NHS whiteboard and daily board rounds closely monitor the person's progress and identify changing needs such as therapy or a GP visit.

One team

Weekly multi-disciplinary team (MDT) meetings chaired by the unit manager include support workers, senior support leaders, senior practitioner social worker, community care workers, nurse, occupational

therapist and physiotherapist linking to the IDH if needed to review cases, discuss issues or potential delays in the discharge date, jointly agreeing actions and finding solutions.

All team managers are focused on identifying when the assessment process is complete or an individual's needs have been identified. Assessments are undertaken throughout the period of stay which is currently up to 12 days.

Consistent emphasis on rapid response to changes and timely discharge or discharge from P2 to P1 enables staff to maximise capacity.

The service has played a vital role this winter in ensuring the health and social care community is able to cope with the seasonal upsurge in numbers presenting. As Home First works across the assessment hub and community, it enables a consistent approach and continuity for customers.

While staying at the hub, customers are encouraged to maximise their independence – this could include being as mobile as possible, managing medication, and making their own drinks and snacks. Staff at Perth House are working together to try to reduce length of stay further. It is a

'one team' approach, promoting self-care, adopting a person-centred approach and preventing any deterioration in the patient condition wherever possible.

Perth House has single bedrooms with access to communal facilities and is staffed 24-hours-a-day, seven days a week with open visiting. Discharge arrangements are made with the patient and their family/carer by the community care work team or an allocated worker.

If Pathway 1 support is needed when back at home this is carried out by the Home First team initially until no on-going support or care is needed or the person is transferred to the independent sector. Length of stay in the community is currently 11 days.

Rebecca Spray, Integrated Community Manager for Derby City, said: *"We are now really beginning to see the benefits of integration."*

"The process is getting increasingly slick. The teams are working together well, we have a multi-disciplinary team meeting, and the service is more joined up. The hub is all about teams working together, it is not about different organisations with their own agendas."

The hub provides a friendly and welcoming environment for people to be able to be assessed and build up their independence.

The hub is a unique facility in the city, bringing together health and social care to provide an integrated service. Previously people would have gone down either a health or social care route and would have found it difficult to access services from a different provider. Now there are clear pathways and smooth transition throughout the journey which benefits local people.

To contact Perth House, call 01332 717550.



Therapists joining up care

An occupational therapy (OT) project working across partner organisations is helping to provide a high quality, joined-up OT service, reducing handoffs and duplication.

A recent well-attended networking event saw project colleagues come together to establish a number of focus groups. These will concentrate on promoting OT in health and care, implementing 'Embracing risk and enabling choice' (Royal College of Occupational Therapists), equipment and strengths-based approaches, and education and development.

Organisations involved include Derby and Burton Hospitals, Chesterfield Royal Hospital, Derbyshire Community Health Services, social care (city and county) and mental health.

The focus is on the discharge pathways out of the acute trusts, in line with D2A principles and aims to ensure patients receive high quality joined-up services which maximises independence and wellbeing.

The project has successfully facilitated a breakthrough in



the ability to electronically share a vital assessment required by all OTs. This will help improve patient safety, reduce duplication for staff and patients, and facilitate a smoother transition from hospital to place of residence.

Lauren Baker, Transformation Lead for Urgent Care, University Hospitals of Derby and Burton NHS Foundation Trust, said: "This project is

helping us break down traditional organisational boundaries to create a system where cross boundary working is considered normal practice.

"It is part of our aim to see patients receiving a seamless service, where each encounter with services is not seen as a 'single' episode of care, including the seamless transfer of their information."

Feedback

We are always looking to improve the content of our newsletters so if you would like anything including in future additions, please email:

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