

Business Support Overview and Scrutiny Committee

Briefing note 1/21

Date: 10 February 2021

Briefing paper to: All Members of the Business Support Overview & Scrutiny Committee

Purpose: To inform Members of the findings of a deep dive in Older People Services completed in November 2019.

Background

Even though Medway has a slightly younger population than the national average, projections from 2016 to 2026 suggest that the number of people 65 years of age or over will increase by 22% to 52,400 and the number of people over 85 years will grow by 31%.

Increasing numbers of older people mean that there will be increasing numbers of people developing chronic conditions who become intensive users of services (assuming age-specific rates remain constant). This ageing of the population is likely to have significant implications for the Health and Social Care System.

We therefore identified from performance analysis that a deep dive would be beneficial in Older People Services. The purpose of the deep dive was to identify any areas for improvement so that we can ensure we are providing the best possible service.

Findings

The deep dive highlighted that discharge from hospital to nursing home accounted for 74.5% of all nursing admissions in Quarter 1 of 19/20.

- Move from home care to nursing care -16 placements
- Move from residential care to nursing care – 9 placements
- No services prior to admission to nursing care – 13 placements

Decisions regarding all placements are made at the minimum at Head of Service level. Requests for placements from the community are presented to the weekly best practice panel. Requests for placements from hospital are made daily outside of panel to aid timely discharges and maintain a low number of delayed transfers of care.

A total of 38 placements were made by the Integrated Discharge Team in Q1, of which 29 were standard nursing care and 9 nursing dementia placements.

One placement was considered inappropriate at the 28-day review. In 3 other placements there were some queries as to whether the most appropriate placement

was identified. It is important to note that these people were not at risk and were all safe, but may not have needed the type of provision they were placed in.

Reviews were not considered in depth in this deep dive activity. However, there were several good examples of 28-day reviews identifying changes in need. For example:

- Review identified a step down to a more appropriate placement.
- Review identified significant health improvement enabling return home with a small care package which was then withdrawn after a short period.

However:

- One review did not adequately examine the fact that improvement was expected and therefore did not consider a step down.
- Another identified improvement but there was no evidence of a discussion regarding potential step down.

Conclusion

It was found that 89% of the placements were deemed to be appropriate and no need for any to be stepped up or stepped down; assessments and reviews demonstrated that the correct decision was made. 50% of those placed were aged 85 and over.

The evidence suggests that the speed of the discharge process is not leading to incorrect decision making by Adult Social Care. The standard of assessment was good in most cases. There was evidence of requests for additional information and challenge between Heads of Service and the Social Workers where information was not clear or able to aid decision making.

Very sadly, a few service users died within a short time of the placement being made. This would suggest that we are placing service users with higher acuity of need.

Recommendations

Following the deep dive, the following recommendations were identified:

- Continue to monitor the number of nursing placements to ensure they are appropriate.
- Continue with the out of panel decision process arrangements where required.
- Increase the percentage of reviews undertaken within 28 days and ensure they consider, evidence and action any change in need as appropriate.

Further information

If you require any further information or have any queries, please do contact:

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