

6th January 2020

Agenda Item: 6

REPORT OF THE SERVICE DIRECTOR, AGEING WELL SERVICES

ESTABLISHMENT OF TEMPORARY SOCIAL WORK POSTS AT KING'S MILL HOSPITAL

Purpose of the Report

1. To update Committee on the Council's work with partners to reduce emergency admissions to hospital and seek approval to establish 1.5 fte temporary Social Work (Band B) posts within the King's Mill Hospital Social Work Team to support this work for 12 months.

Information

Background

2. Reducing avoidable emergency admissions is a key objective that contributes to delivering the priorities of both the Nottingham and Nottinghamshire, as well as the South Yorkshire and Bassetlaw, Integrated Care Systems. Wherever possible, the aim is to meet people's health needs out of a hospital setting, because this delivers better outcomes for people and also frees up space in the hospitals for people who can only have their treatment provided there. Nottinghamshire County Council is therefore working with its partners across the County to meet this aim.
3. The Care Act 2014 places a duty on the Council to support effective discharge arrangements that support people to leave hospital in a safe and timely way. Assessment and discharge planning work must be carried out within particular timescales, so that people are not delayed from leaving hospital due to social care reasons. Performance against these standards is included in the quarterly Departmental Performance reports to Adult Social Care and Public Health Committee. Nottinghamshire County Council has sustained excellent performance over the past 18 months and has very low levels of days of delay due to social care reasons.
4. There are no national standards that dictate the timescales within which social care should support any assessment or discharge work that needs to be carried out when people attend the Emergency Department. When people arrive at a hospital Emergency Department, the 'clock starts ticking' against the NHS maximum four hour A&E waiting time target, as set out in the Handbook to the NHS Constitution. The operational standard is that at least

95% of patients attending A&E should be admitted, transferred or discharged within four hours of arrival. NHS Trusts are closely monitored against their performance here.

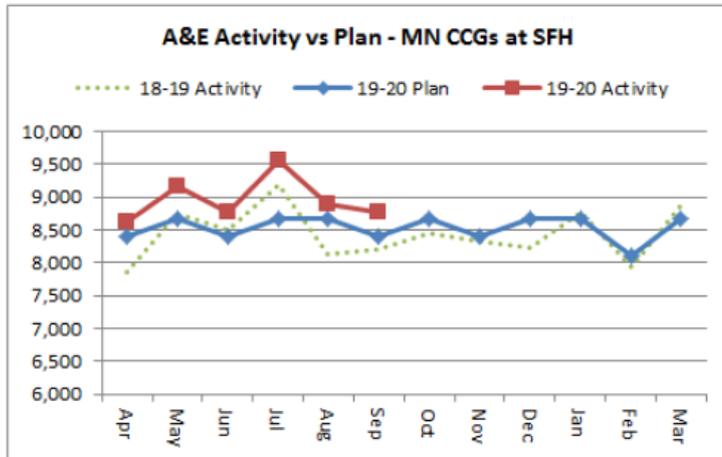
Current social care arrangements for emergency admission avoidance

5. Sometimes patients attending the Emergency Department have a range of complex needs and the clinicians need to take advice from the hospital social care team to inform their decision about whether they should admit the patient into the hospital or whether it is safe to discharge him/her back home. For example:
 - the person may present as being confused and cannot remember if she or he has any support at home
 - it may not be clear how the person sustained his or her injury leading to safeguarding concerns
 - the person may not have a clinical need to be admitted but the staff are reluctant to discharge him or her without any further assessment to consider other issues that have been reported during the consultation
 - the clinician may be assured that the person can return home if there is appropriate family support available and/or already a package of care in place.
6. There are currently various ways in which the clinical staff can access support from social care staff working in all Nottinghamshire's acute hospitals:
 - a) they can use NHS IT systems to look up specific key information on whether the patient is already known to the Council and if they have any active service (e.g. home care). This system is available 24 hours a day, 7 days a week, so it is very helpful in supporting clinical staff to make quick and informed decisions about whether they need to admit a patient to the hospital or whether it should be safe to send the person back home again. If necessary, the clinical staff can contact the social care provider directly to discuss the discharge decision
 - b) during normal office hours, clinical staff can ring the hospital social care team Duty Desk at King's Mill Hospital or Queen's Medical Centre to ask for a worker to come to the Emergency Department to assess the person. There are no social care staff based within the Emergency Department so this involves a journey across the hospital
 - c) at Bassetlaw Hospital, there is a joint approach between Rapid Response health staff and Rapid Response Social care staff working in the Emergency Department to ensure that unnecessary hospital admission from Emergency Department arrivals are avoided.
7. The use of technology to share information across the health and social care boundary has significantly improved sharing of information and decision making over the last 18 months. However, there is potentially more that social care might can offer to support a patient waiting in the Emergency Department to be discharged back home within four hours, which is now being explored at King's Mill Hospital.

Mid Nottinghamshire

8. Since the start of the year, the Mid Nottinghamshire health and care system has been struggling to cope with unprecedented levels of urgent care demand. The graph below shows that the actual number of people attending the Emergency Department (also known as A&E) since April 2019 has been consistently above the planned or forecast level of

attendance for this year. The actual number of attendances in 2019/20 has also been consistently higher than the actual level of attendance over the same period in 2018/19. The reasons for this are monitored.



Month	Plan	Actual	Diff	% Diff
Apr	8,388	8,613	225	2.7%
May	8,668	9,169	501	5.8%
Jun	8,388	8,768	380	4.5%
Jul	8,668	9,561	893	10.3%
Aug	8,668	8,883	215	2.5%
Sep	8,388	8,773	385	4.6%
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
YTD	51,167	53,767	2,600	5.1%

9. King's Mill Hospital (KMH) in Mansfield is the main hospital within the group of hospitals managed by Sherwood Forest Hospitals NHS Trust. The hospitals are King's Mill, Newark and Mansfield Community Hospitals. Their services are provided mainly to residents of Mid Nottinghamshire although about 10-20% of patients live in Derbyshire.
10. The hospital social work team has staff based at all three hospital sites. Patients are referred to the team for a variety of reasons, including advice and guidance for self-funders, involvement with safeguarding concerns, referral to short-term services on discharge (such as START Reablement, an assessment bed or Home First Response Service) or involvement in a process to determine if Continuing Healthcare should be awarded for ongoing care needs.
11. Mid Nottinghamshire health and care partners have discussed ways to reduce the level of attendance at the Emergency Department and to ensure that as many people as possible are discharged back home quickly, if they do not have a clinical need to be admitted to hospital. Various proposals have been developed to achieve this and NHS Transformation Funding has been made available via the Integrated Care System.
12. One of the proposals approved by the Mid Nottinghamshire Integrated Care Partnership was to fund a dedicated social worker presence at King's Mill Hospital front door. This would ensure that a social worker would be available seven days a week, during normal working hours, to give advice and guidance or carry out assessment and support planning, in order to try and avoid unnecessary admissions and help NHS staff to meet the four hour target.
13. The cost of this proposal has been established as £88,669 based on 1.5 fte Social Work posts costed at the top of Band B, with additional payments added for working at weekends. This cost will be fully met by the NHS Transformation Funding.
14. This proposal will enable the system to test the impact of placing dedicated Social Worker capacity in the Emergency Admissions Department. The business case and funding for these staff was not confirmed until after the Workforce Review report was presented to

Committee in November 2019 and hence it was not possible to include these posts in the review at that point. This proposal provides an opportunity to test new ways of integrated working to avoid emergency admissions. Placing Social Workers temporarily in the Emergency Department does not indicate that this is the preferred model for the future. Learning from the evaluation will inform future integrated front door models and will be shared across all three acute hospital systems.

Other Options Considered

15. One full time post could have been funded for five days a week instead of needing 1.5 fte posts to provide weekend cover. Health colleagues decided that having seven day cover was their priority.

Reason/s for Recommendation/s

16. The Committee is requested to approve the establishment of 1.5 fte Social Work posts within the King's Mill Hospital social work team, to be fully funded by NHS Transformation Funding. This will provide dedicated and timely social work advice and support for patients attending the Emergency Department at King's Mill Hospital and learning will inform future integrated front door models across Nottinghamshire.

Statutory and Policy Implications

17. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

18. Financial implications are outlined at **paragraph 13**. The costs incurred will be met by the Mid Nottinghamshire Clinical Commissioning Groups using Transformation Funding provided by the Nottingham and Nottinghamshire Integrated Care System.

Human Resources Implications

19. HR implications are that 1.5 fte Social Work posts will be established at Band B for 12 months, with additional payments added for working at weekends.

Implications for Service Users

20. People attending the Emergency Department at King's Mill Hospital will have access to dedicated social care advice, assessment and support planning 7 days a week during normal office hours. This will support people to be discharged back home if they do not have clinical needs which justify hospital admission.

RECOMMENDATION/S

- 1) That Committee approves the establishment of 1.5 fte temporary Social Work (Band B) posts for 12 months within the King's Mill Hospital social work team, to be funded by NHS Transformation Funding.

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Constitutional Comments (EP 17/12/19)

21. The recommendation falls within the remit of the Adult Social Care and Public Health Committee by virtue of its terms of reference.

Financial Comments (OC 17/12/19)

22. The 1.5 fte posts will cost an additional £88,669; this will be met by the Mid Nottinghamshire Clinical Commissioning Groups using Transformation Funding provided by the Nottingham and Nottinghamshire Integrated Care System.

HR Comments (SJJ 18/12/19)

23. These posts will be recruited to and appointed to on fixed term contracts.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

[Planning for Discharge from Hospital – report to Adult Social Care and Public Health Committee on 9th October 2017](#)

[Planning for Discharge from Hospital – report to Adult Social Care and Public Health Committee on 11th June 2018](#)

Electoral Division(s) and Member(s) Affected

All.

ASCPH693 final