

18th April 2017

Agenda Item: 5

REPORT OF THE SERVICE DIRECTOR FOR SOUTH NOTTINGHAMSHIRE AND PUBLIC PROTECTION

EVALUATION OF HOSPITAL WINTER DISCHARGE ARRANGEMENTS AND PLANNING FOR 2017/18

Purpose of the Report

1. This report:
 - (i) outlines the Council's performance and the impact of the additional resources to meet increased demand for social care assessments in Nottinghamshire's hospitals over the winter period November 2016 to March 2017.
 - (ii) requests approval of extension to the following temporary posts up to the end of May 2017 to cover the projected increased demand over the Easter Holidays and Bank Holiday period:
 - 5 FTE Community Care Officers (Grade 5)
 - 4 FTE Social Workers (Band B).

Information and Advice

2. On 21st October 2016, NHS England, NHS Improvement and the Association of Directors of Adult Social Services (ADASS) issued a letter to all A&E Delivery Boards setting out the priorities for winter planning and national assurance arrangements for these. System wide plans were submitted. This included arrangements for:
 - Operational plans to adequately cover the Christmas and New Year Bank Holidays
 - Plans to free up space across key services in the run up to the Bank Holiday periods
 - Daily reporting and escalation processes
 - Maximising up-take of 'flu' vaccination programmes
 - Engagement of local authorities and confirmation of sufficient social care discharge support.
3. To ensure the Council had sufficient social care assessment capacity the Committee, at its meeting on 12 December 2016, approved five additional temporary Community Care Officer posts and four temporary Social Worker posts until 31st March 2017. The focus of the posts was to support hospital discharge and avoid unnecessary admissions.

4. Over the winter months there was unprecedented demand for both health and social care services. The additional posts enabled the hospital social work teams to manage the demand and ensure that people were discharged home safely.
5. At King's Mill Hospital (KMH) the numbers of people requiring admission to hospital and the proportion that then needed social care exceeded all estimates. January 2017 saw the highest ever numbers of people requiring admission at this time of year. This resulted in four additional temporary wards being opened to provide an additional 95 beds. In addition to the two temporary Community Care Officers (CCOs) approved by Committee, two further CCOs from the central Review Team and a Social Worker from the District Team had to be brought into the hospital for January and March in order to keep pace with the workload.
6. Despite the significant increase in demand there were only a small number of social care delays at the Sherwood Forest Hospitals NHS Foundation as follows:
 - November – 9 days waiting for a residential home, 2 days waiting for a care package
 - December – 2 days waiting for residential home
 - January – 4 days waiting for a residential home, 2 days waiting for a care package
 - February – 2 days waiting for a residential home.
7. In the south of the County, the additional resources helped to maintain the excellent performance of having no reportable social care delays within the NUH Trust. The staff were employed to work extended hours as part of a 7 day service. Nottingham University Hospitals NHS Trust recorded a 7 day joint health and social care delay in December 2016 which was the only joint delay in 2016.
8. At Bassetlaw Hospital the additional resources assisted in reducing the number of social care delays. Unfortunately, due to unavoidable staff absences there were a small number of delays attributable to social care and joint delays. In November there were 35 days, rising to 45 in December. This reduced to 38 days in January.
9. Members will also be aware that the Integrated Discharge Team at Bassetlaw Hospital recently won the Care Team of the Year award at the Great East Midlands Care Awards in recognition of their work to plan safe discharges and to enable people to regain their independence as quickly as possible.

Performance

10. A Delayed Transfer of Care (DToC) from an acute or non-acute hospital setting occurs when "a patient is ready to depart from such care and is still occupying a bed". Any patients falling within this definition are classified as a reportable delay and the information collected includes patients in all NHS settings.
11. The Local Government Association and ADASS publish regular monthly benchmarking data. Ranking is completed across all 152 English single tier and County Councils where highest rank i.e. 1 is good.
12. Despite the increase in demand Nottinghamshire was ranked 5th best performing Council for delays attributed to social care. This is a significant achievement at a time when

nationally councils have struggled to manage demand and is in part due to the additional resources and the commitment and the hard work of the hospital based workers.

13. The most recent data available was issued in February for December 2016.

December 2016 delayed days	Rank
Delayed days attributable to social care	5 th
Delayed days attributable to the NHS	92 nd
Total delayed days (NHS and social care)	44 th

14. In recognition of the Council's performance The Guardian newspaper published an article stating *"Nottinghamshire is bucking the trend. Whereas in December, English councils were on average each responsible for 456 days' delayed transfer of care, Nottinghamshire county council was responsible for just 65 days' delay – none of them at Nottingham University hospitals trust."*

Planning for 2017/18

15. The demand for hospital and social care services needs to be seen as all year round pressures with particular pressure points at key points such as winter and holiday periods.
Planning has now commenced to meet NHS England's planning and assurance objectives for the Easter and May Bank holidays. Traditionally, Easter and the May Bank Holidays sees high spikes in demand and in light of winter this year's is expected to be higher than previous years.
16. In order to ensure that there is enough capacity to meet the demands and to maintain the Council's excellent performance in enabling people not to be in hospital longer than is necessary, approval is requested to extend the additional temporary posts agreed for winter:
- 5 FTE (full-time equivalent) temporary Community Care Officer (Grade 5) posts, one each in Nottingham City Hospital, Queen's Medical Centre, King's Mill Hospital, Mansfield Community Hospital and Bassetlaw Rapid Response Service up to the end of May 2017. Total cost for April – May will be £26,840 inclusive of on-costs.
 - 4 FTE temporary Social Worker (Band B) posts; 2 FTE will be based in South Nottinghamshire and 2 FTE will be based in Newark and Bassetlaw Teams up to the end of May 2017. For April – May this will be an additional £29,920 inclusive of on-costs.
17. The total additional funding to increase for April – May 2017 will be £56,760, to be met from one-off money from the Better Care Fund. In order to enable continuity of staff in posts the Corporate Director for Adult Social Care, Health and Public Protection has applied delegated powers to approve the temporary extension of the posts for four weeks up to 30th April pending Committee approval.

Other Options Considered

18. There is an option to not fund the posts. If the posts were not approved it will risk people who are medically fit not being discharged in a safe and timely way from hospital. As a result this would have a corresponding negative impact on the Council's performance.

Reason/s for Recommendation/s

19. To ensure there are sufficient social care assessors in place to manage the increase in demand, avoid hospital admissions and enable people to be discharged in a safe and timely manner.

Statutory and Policy Implications

20. This report has been compiled after consideration of implications in respect of crime and disorder, 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, sustainability and the environment and ways of working 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

21. The total cost to extend the temporary posts for a further two months is £56,750 to be met from one-off money from the Better Care Fund.

Human Resources Implications (SJJ 23/03/2017)

22. The temporary contracts of the existing staff will be extended to cover the additional period therefore no recruitment will be necessary. At the end of the extended period the Council's redeployment policy, if applicable, will apply.

Ways of Working Implications

23. All posts can be accommodated within existing team and County Hall accommodation.

Implications for Service Users

24. With additional staff available, there will be the necessary capacity available within hospital social work and community teams so that people who are ready to leave hospital can be discharged as quickly and effectively as possible, over the Easter and May Bank Holiday periods.

RECOMMENDATION/S

That Committee:

- 1) notes the impact of the additional resources to meet increased demand for social care assessments and the exceptional performance in the context of enormous pressures in Nottinghamshire's hospitals over the winter period November 2016 to March 2017.

- 2) approves the extension to the following temporary posts up to the end of May 2017 to cover the projected increased demand over the Easter Holidays and Bank Holiday period:
- 5 FTE Community Care Officers (Grade 5)
 - 4 FTE Social Workers (Band B).

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Constitutional Comments (LM 27/03/17)

25. The recommendations in the report fall within the Terms of Reference of the Adult Social Care and Health Committee.

Financial Comments (KAS 22/03/17)

26. The financial implications are contained within paragraph 21 of the report.

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 winter – report to Adult Social Care and Health Committee on 12 December 2016.

Electoral Division(s) and Member(s) Affected

All.

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