

This matter is being dealt with by:

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**Nottinghamshire
County Council**

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21st September 2017

Dear

please find our response to your request for information regarding delayed transfers of care.

I have provided a copy of the letter we have recently received from Jeremy Hunt, Secretary of State for Health, to Anthony May as Chief Executive, regarding our performance on Delayed Transfers of Care (DToC) across Nottinghamshire. This refers to improvement in performance between the periods of March – May 2016 compared to March to May 2017, because Nottinghamshire has achieved the biggest improvement in the country. The total number of delayed days for the NHS, Social Care and Joint for March 2016 to May 2016 was 6451. For the same period in 2017 the total number of days was 4302 which gives an improvement of 2149 days. However, the number of delays attributed to social care is minimal and we are one of the best performing councils in the country.

I have also included a copy of the *Report to Adult Social Care and Public Health Committee* dated 11th September 2017, which written in regards to *Supporting the Delivery of Expansion of Assessments and Reviews*. This is to update the Committee on the current position in relating to assessments and reviews.

In addition please find attached a copy of the Guardian article that we discussed which profiles the excellent performance at Nottingham University Hospitals NHS Trust. Also a copy of the national SITREPs guidance; this sets out how health and social care must categorise and code any “days of delay” for hospital patients.

Please see next page

In answer to your specific questions:

1. What is the average length of time between a referral being received and a social care assessment being completed for older people aged 65 and over a) in hospitals awaiting discharge and b) living in the community

- a) Hospital patients, average time for assessments to be completed after receiving a referral (Period covered 1.4.17 to 14.9.17): It should be noted that a person may not be medically safe to leave hospital after an assessment has been complete.

Trust	Hospital name	No of assessments completed	Average number of days from referral to completion
Bassetlaw and Doncaster Hospitals NHS Foundation Trust	Bassetlaw Hospital	54	6
Sherwood Forest Hospitals NHS Foundation Trust	Kings Mill Hospital	123	9
Sherwood Forest Hospitals NHS Foundation Trust	Newark Hospital	30	10
Nottingham University Hospitals NHS Trust	City Hospital	91	18
Nottingham University Hospitals NHS Trust	Queens Medical Centre	190	10
Total		488	10.8

Information taken from the Business Information Hub, 15.9.17

- b) Community service users – new assessments completed during the period 1.4.17 and 14.9.17.

Team name	No of assessments completed	No of days on average taken to complete
Adult Access Service	320	16
OA assessment team M & A	447	33
OA assessment team N & S	249	27
OA assessment team Bassetlaw	289	28
OA assessment team Rushcliffe	188	23
OA assessment team Broxtowe	215	22
OA assessment Gedling	181	26
Total	1889	25.6

Information taken from the Business Information Hub, 15.9.17

Performance over time:

Aged 65 plus	2016_17	2015_16	2014_15	2013_14	2012_13
Number of assessments completed in hospitals	1032	991	1115	1059	N/A
Average length of time from referral to assessment end (days)	10.0	10.9	13.1	11.8	N/A
Number of assessments completed in the community	1632	1557	2085	2250	N/A
Average length of time from referral to assessment end (days)	24.2	34.0	26.3	27.7	N/A
Total number of completed assessments	2664	2548	3200	3309	N/A

Percentage of new assessments completed within 28 days

The Council has a local target to complete 80% of all new assessments for social care within 28 days. The target of 80% is seen as challenging and reflects that it is not possible to complete an assessment in 28 days in all cases due to the complexity of the case or someone's changing circumstances.

This year the Department has made very good progress and has assessed 73% of new people within 28 days, compared to 64% the previous year.

Please note that only "new" Care and Support Assessments are measured from start to finish. There are a variety of other assessments which are completed by Council staff for older adults – for example, reablement assessments and OT assessments. Taking these into account, the total number of assessments completed for older adults between 01/04/16 – 31/03/17 was 6647. This included 1915 assessments completed by hospital teams and 4732 by other social care teams.

2. How many older people aged 65 and over in hospitals awaiting discharge waited more than 72 hours for a social care assessment to be completed, breaking the government's deadline, in each of the following years:

- a. 2015/16**
- b. 2016/17**
- c. 2017/18 to 01/08/2017**

The SITREPS guidance provided explains how NHS Trusts are required to send an Assessment Notice to social care, in order to inform us that a patient requires social care involvement in order to support the patient to be discharged from hospital. A Discharge Notice is also required to inform social care of the Predicted Discharge Date, which is the date when the patient is predicted to be ready to leave hospital. This is when social care are required to have any social care funded service in place, to enable the discharge to happen safely and effectively.

The SITREPS guidance explains that Assessment Notices can be sent to social care even before the patient is admitted, but not more than 7 days in advance of the date of admission, to allow sufficient notice. Your question refers to a "government deadline" of "72 hours" for an assessment to be completed by social care. This deadline is the minimum timescale that the NHS must give social care to complete an assessment before the Predicted Discharge Date. It is not a deadline that applies in all cases.

For example, if the Assessment Notice was submitted before the patient was admitted (e.g. 2 days before someone is admitted for a hip operation), social care would not be expected to complete the assessment of that person's needs on discharge within 72 hours of receiving the Assessment Notice. It is only when there is a Predicted Date of Discharge agreed that the deadline of 72 hours becomes relevant.

We suggest that hospital colleagues submit an Assessment Notice to us when the patient is on the "road to recovery" from their treatment in hospital. At this point, it should be possible to predict what the person's needs will be on discharge. If the person's health is not stable or improving, we cannot start an assessment about what services they will need to help them leave hospital. Once there is a Predicted Date of Discharge agreed, then it is clear when the services need to be available. The assessment must be complete within 72 hours and the commissioned services be available, in order to prevent a delay being attributed to social care.

So we have interpreted your question to mean, *in how many cases did a delay in completing the social care assessment mean that the person had a delay in leaving hospital, beyond their Predicted Date of Discharge?*

This is the data that we have about these assessment delays for each NHS trust in Nottinghamshire over time. Unfortunately we do not hold the data by patients as the performance indicator is measured in "days of delay". This is what is reported to the national NHS database every month by NHS Trusts. As you can see, our performance against this category of delay has improved significantly over the periods shown.

Total delayed days for 01/04/17 – 30/06/17 for awaiting assessment only by trust and responsible organisation	NHS	Social Care	Both
DERBY TEACHING HOSPITALS NHS FOUNDATION TRUST	0	1	0
DONCASTER AND BASSETLAW TEACHING HOSPITALS NHS FOUNDATION TRUST	76	16	28
LEICESTERSHIRE PARTNERSHIP NHS TRUST	0	0	7
NOTTINGHAM CITYCARE PARTNERSHIP	0	22	0
NOTTINGHAMSHIRE HEALTHCARE NHS FOUNDATION TRUST	0	0	80
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	0	5	0
SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST	449	0	0
Grand Total	525	44	115

Total delayed days for 01/04/16 – 31/03/17 for awaiting assessment only by trust and responsible organisation	NHS	Social Care	Both
DERBYSHIRE COMMUNITY HEALTH SERVICES NHS FOUNDATION TRUST	0	6	0
DONCASTER AND BASSETLAW HOSPITALS NHS FOUNDATION TRUST	516	157	140
NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	128	14	0
NOTTINGHAMSHIRE HEALTHCARE NHS FOUNDATION TRUST	93	0	220
ROTHERHAM DONCASTER AND SOUTH HUMBER NHS FOUNDATION TRUST	47	0	0
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	6	4	0
SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST	2852	5	13
SOUTH WARWICKSHIRE NHS FOUNDATION TRUST	115	0	0
UNITED LINCOLNSHIRE HOSPITALS NHS TRUST	0	58	0
Grand Total	3757	234	373

Total delayed days for 01/04/15 – 31/03/16 for awaiting assessment only by trust and responsible organisation	NHS	Social Care	Both
DERBY TEACHING HOSPITALS NHS FOUNDATION TRUST	24	9	0
DERBYSHIRE COMMUNITY HEALTH SERVICES NHS FOUNDATION TRUST	0	0	16
DONCASTER AND BASSETLAW HOSPITALS NHS FOUNDATION TRUST	43	87	232
NOTTINGHAM CITYCARE PARTNERSHIP	126	103	0
NOTTINGHAMSHIRE HEALTHCARE NHS FOUNDATION TRUST	18	121	390
SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST	653	7	0
UNITED LINCOLNSHIRE HOSPITALS NHS TRUST	101	10	10
UNIVERSITY HOSPITALS COVENTRY AND WARWICKSHIRE NHS TRUST	8	0	14
Grand Total	973	337	662

At Nottingham University Hospitals NHS Trust and Sherwood Hospitals NHS Foundation Trust, the social care teams are organised so that social care staff are linked to particular wards, or clusters of wards, where there are high volumes of patients who need social care support to get home safely. For example – general medicine, stroke wards etc. This enables us to get to know about new patients very quickly and we can often start the process of assessment before we have received an official Assessment Notice. This model of ward-linked workers helps to ensure effective communication and early assessment.

In both of these Trusts, the NHS has provided extra funding to social care to pay for staff to work at the weekends and bank holidays. This means that there is no gap in social care resource available. This extra cover has not been available in Bassetlaw Hospital (where the social care assessment delays are higher) but we are looking to recruit additional staff on 7 days contracts, to help address the need for weekend cover.

3. What are the five longest waits by older people aged 65 and over for a social care assessment once they’ve been referred to the council, and why, for the period 1st January 2016 – 1 August 2017?

We assume that this question asks about the five longest waits that people experienced, from the time of contacting the Council to when the assessment started, between Jan 16 and Aug 17. Through our processes an initial assessment commences on the same day in the majority of cases or the next day. In the cases below there are legitimate reasons why the assessment was not completed within 28 days as per our target.

Identifier	Date referral made to Council	Date assessment started	Total length of time before assessment started	Reason for wait
A	17/06/2016	30/12/2016	196	Advance notice re: funding arrangements
B	04/05/2016	03/11/2016	184	Advance notice re: funding arrangements
C	15/03/2016	18/08/2016	156	Complex case
D	09/09/2016	09/02/2017	154	Advance notice re: funding arrangements
E	21/06/2016	26/10/2016	127	Advance notice re: funding arrangements

Cases A, B, D and E : Adult Social Care is alerted when a self-funding person lives in a care home and their personal funding arrangements are going to change. For example, the person may be funding the placement from their own resources but the money is due to run out in the next 6 months. ASCH needs to ensure that new arrangements for funding the care home are put in place (ie costs are picked up by health and/or social care), before the personal resources end.

Case C –The worker accepted the referral on 15.3.17 and visited the client with a few days with an involved health colleague. A Safeguarding investigation was required related to Domestic Violence which involved the Police and an IMCA (independent advocate for the client). The complexity of the situation meant that the Social Care Assessment could not complete the assessment until the lengthy Safeguarding investigation had been completed.

The start of the assessment commences with the referral. However the assessment is not completed until nearer the time when the funding will reduce and the person is no longer a self-funder. If the person as in these cases will be a self-funder for over 3 months we cease the assessment and commence the assessment nearer the time.

4. What is the average length of time between the completion of a social care assessment for older people aged 65 and over and the implementation of a care package for each of the following years:

- a. 2012/13
- b. 2013/14
- c. 2014/15
- d. 2015/16
- e. 2016/17
- f. 2017/18 to 01/08/2017

We are unable to answer this question. We do not currently track this and to do so for this request would involve a considerable amount of manual manipulation of data, which would, in combination with the time spent compiling the data available exceed the cost limit for this request. What I can assure you is that we commission or arrange a service to meet someone's outcomes in a timely manner once the assessment is completed.

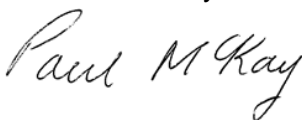
5. What are the five longest waits by older people aged 65 and over from the time their social care assessment was completed and a care package was put in place, and why, from 1st January 2016 and 1 August 2017?

We are unable to answer this question. We do not currently track this and to do so for this request would involve a considerable amount of manual manipulation of data, which would, in combination with the time spent compiling the data available exceed the cost limit for this request.

As above we commission or arrange a service to meet someone's outcomes in a timely manner once the assessment is completed.

Please do not hesitate to contact me if you require further information or would like to visit or discuss this further.

Yours sincerely



Paul McKay
Service Director
Adult Social Care and Health