

CQC Report: Why Not Home Why Not Today Metrics

Core metrics

- DTOC performance in early April continues to show significant improvement in terms of delayed patient and delayed day volumes, maintaining improvement over the last 12 months. Slight increases have continued to be effectively managed to ensure lower numbers than the same period last year overall. The number of delayed patients has been below the target of 45 since 19/03/19 (Chart 2).

Chart 1

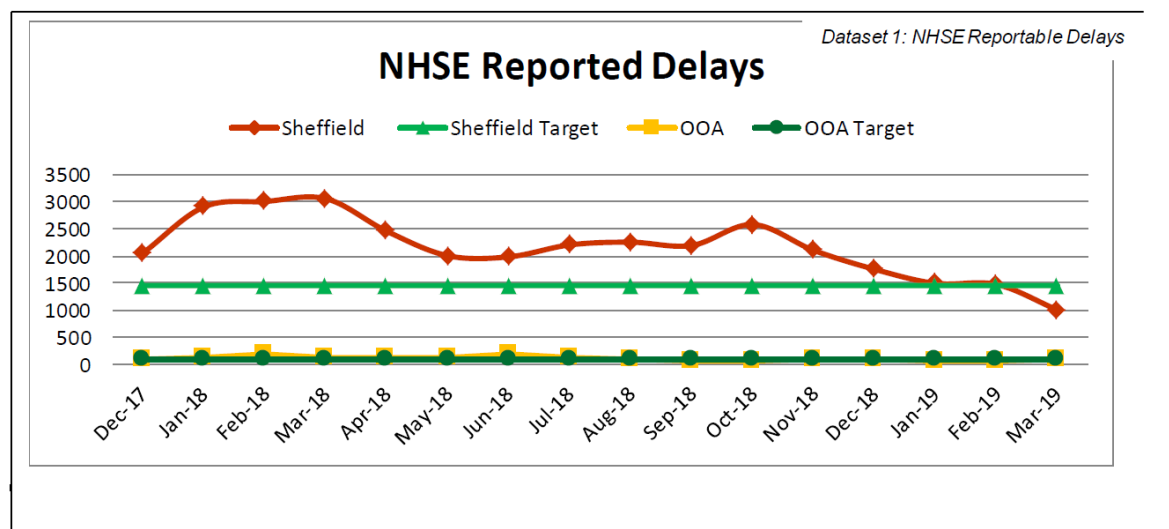


Chart 2

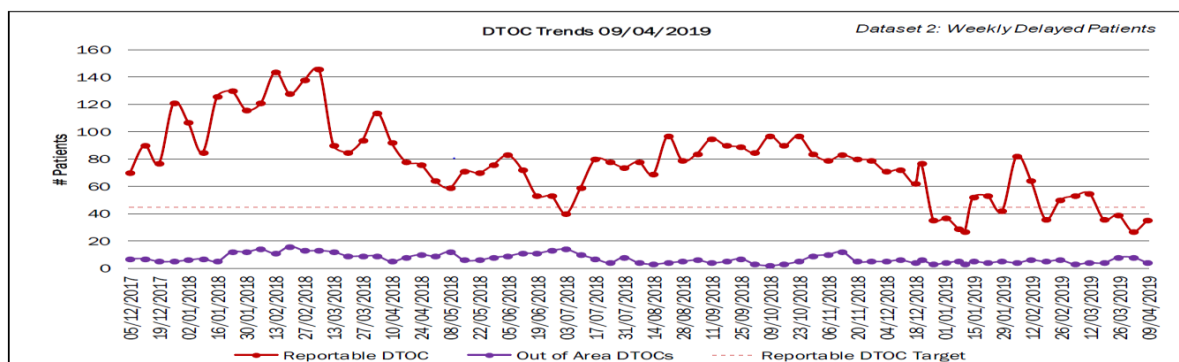


Chart 1 shows month-on-month improvement since October 2018 with numbers of reported delays now below the Sheffield target.

Weekly reports generated to inform system wide operational management of all delays and focus upon 'delayed patients'. These reports allow a more immediate appreciation of performance and provide more granular data which in Chart 2 show continuing decreases in delay volumes, with a particularly sharp decrease during late December and early January. An increase in early February was quickly addressed with significant work undertaken to maintain this position through March into the start of April 2019.

Chart 3

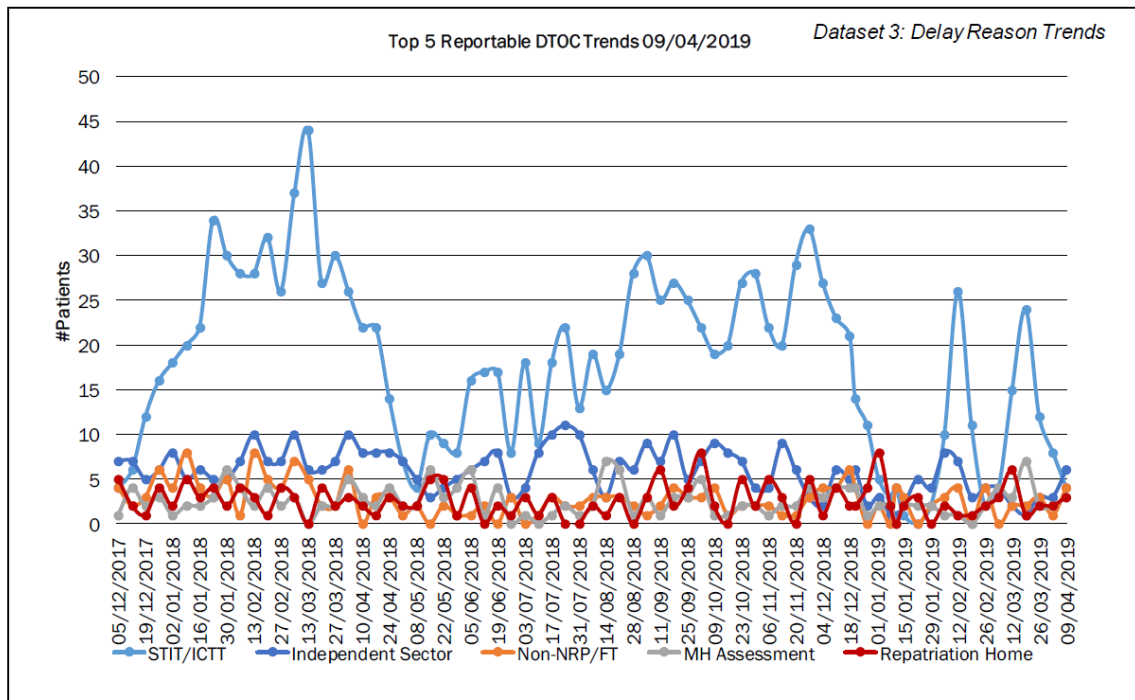


Chart 3 shows much reduced queues within the Route 2 (home to assess) delay categories. However, a significant peak in demand for STIT/ICTT resulted in an increase in patients waiting in early February and in March. Discussion with the operational teams has indicated that the rapid recovery in these peaks in demand have been achieved through flexibly switching between STIT and Offsite Community Beds (OCB) capacity.

Route 2 Capacity Flexibility

Flexibility now provided by the Offsite Community Beds (OCBs) with the increased demand for Route 2 catered for via dovetailing STIT and OCB capacity to ensure delays are quickly tackled. Moreover, the OCBs and Intermediate Care Beds (ICBs) are now managed in tandem, teaming and ladling bed capacity between the two in order to provide a rapid response to changing demand patterns.

This flexible approach is co-ordinated via the weekly system 'Flow' meeting and informed by the daily TASK meetings.

Patient Experience

It is the intent of this report to include regular information on patient experience across the system. This report includes information presented by Laura Cook, Healthwatch to the WNHWT board.

Interviews conducted during Route 2 bed stay:

- 10 patient interviews, 1 relative interview, 1 patient and relative interview, 12 'I statement' surveys from patients, and 2 'I statement' surveys from relatives
- When asked directly, most people said they would chose R2 bed stay over care in their own home
- Mainly satisfied with information given in hospital about what would happen next, but did not recall receiving information leaflet
- Longer than expected waits for transport
- Mainly happy with experience in hospital and nursing home
- Appreciation and praise of staff
- Satisfied getting enough of the right care and support to aid recovery
- Physio and improving mobility valued
- Not worried about going home and no concerns about having enough support, but some underlying anxiety about falls

Further Work

- Follow-up interviews to capture people's new experiences of care and support and the transition home
- Interviews with patients during hospital stays

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