# CQC Report: Why Not Home Why Not Today Metrics

The WNHWNT board has not met since the last CQC update report was produced on 20th May 2019. The data in this report is taken from the DTOC dashboard. Therefore we do not have the number of NHSE reported delays in days and the DTOC trend graphs are slightly different when compared to last months report.

Core metrics

- DTOC performance in early August shows the number of delayed patient has been above target for 3 weeks. Increases have continued to be effectively managed to ensure lower numbers than the same period last year overall.

Chart 1
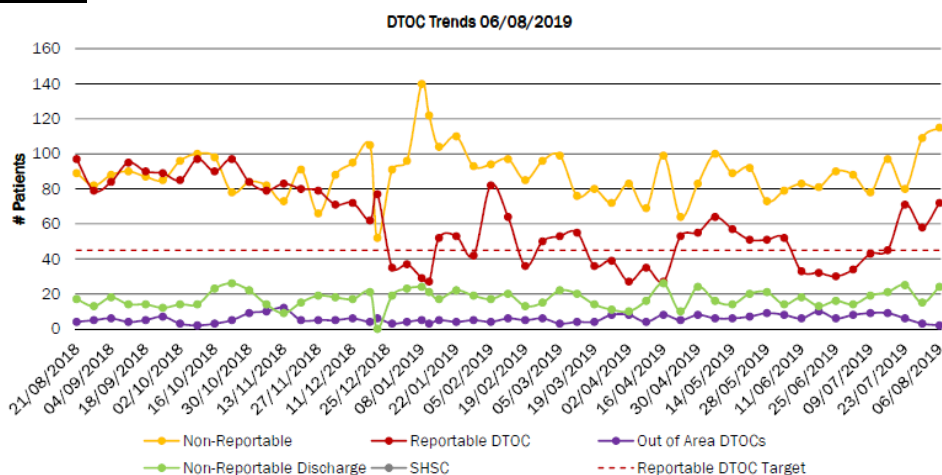
Weekly reports generated to inform system wide operational management of all delays and focus upon 'delayed patients'. These reports allow a more immediate appreciation of performance and provide more granular data which in Chart 1 show an increase in the number of reportable delayed patients recently. The number of reportable delayed patients was below target from 11/06/19 for 5 weeks but sharply increased 23/07/19 and has been above the target of 45 since.
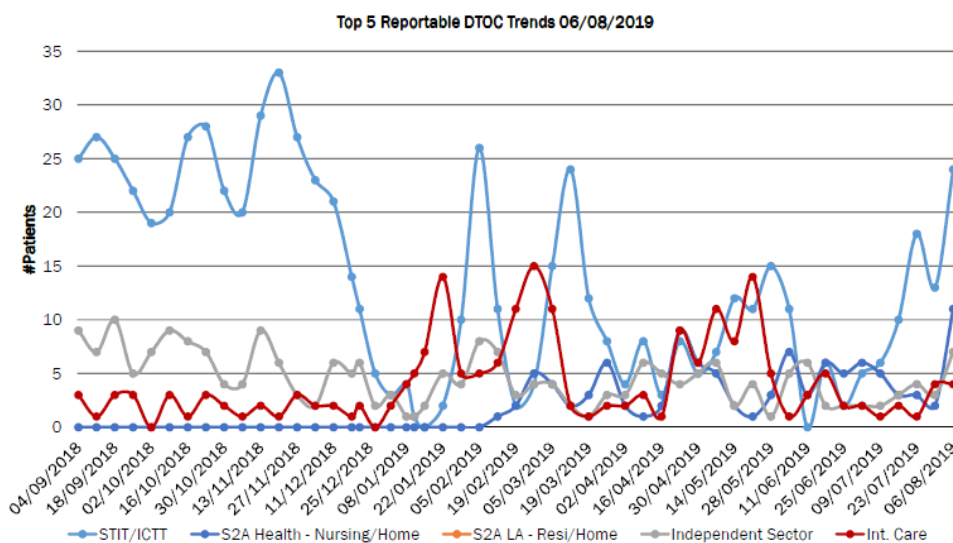
Chart 2

Chart 2 shows previously reduced queues within the Route 2 (home to assess) delay categories, although this has peaked at 06/08/19. A significant peak in demand for STIT/ICTT resulted in an increase in patients waiting in early February and in March. A similarly high peak has now been observed for August. 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. Future reports will show whether the peak in August is recovered as rapidly.

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, teeming 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 provided by Laura Cook, Healthwatch.

Route 2 beds:
- Healthwatch Sheffield has interviewed three patients on Brearley 2 and completed two follow-up interviews with people in their own homes to capture experiences of returning home following a Route 2 bed stay.

- At the Older People Engagement Steering Group (OPESG) meeting on 30th July, members discussed 'who' already in the system could conduct similar interviews with patients in the future.

- Next steps regarding gaining consent from selected interviewees to access their health and care records to be finalised during the Route 2 interviews have been shared with CQC LSR Patient Experience meeting on 13/09/19. Route 2 patient case studies have been shared with the group.

Other work:
- 65+ Health and Care survey has been developed in partnership with the OPESG. The survey is currently live with a response deadline of 9th September. The findings aim to provide insight into what is and is not working well and captures respondent's demographic information to allow experiences of specific groups to be compared. Learning around partnership working to reach a diverse range of people will be captured.

- Healthwatch Sheffield is currently exploring the option of implementing an idea from the OPESG. The aim is to try out gathering patient and carer knowledge of local activities and groups for older people in GP surgery waiting rooms within a given neighbourhood area, to enable information to be collated and then shared within the same surgeries.

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