



**Birmingham**  
City Council

# **Delayed Transfers of Care (DToC)**

**Health and Social Care  
Overview & Scrutiny Committee  
19<sup>th</sup> September 2017**

# Background

A delayed transfer of care is when a person is put at risk by remaining in an acute hospital when they no longer require acute care.

Nationally there is a focus on:

- Minimising risk to people, particularly older people;
- Encouraging systems to invest together to prevent delays occurring in the first place.
- Stronger partnership working between acute trusts and local authority social care departments.
- Better systems of discharge planning encouraging the development of proactive planning for discharge rather than reactive last minute planning for discharge.

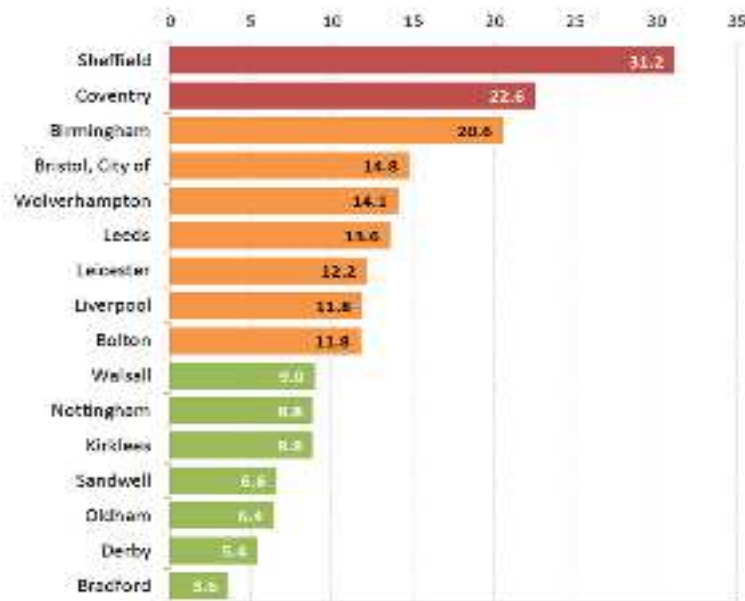
The Care Act 2014 sets out the legal context. The requirements are contained in the Care and Support Statutory Guidance ([www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation](http://www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation) ).

DTOC should be viewed as part of an intra-dependent system.

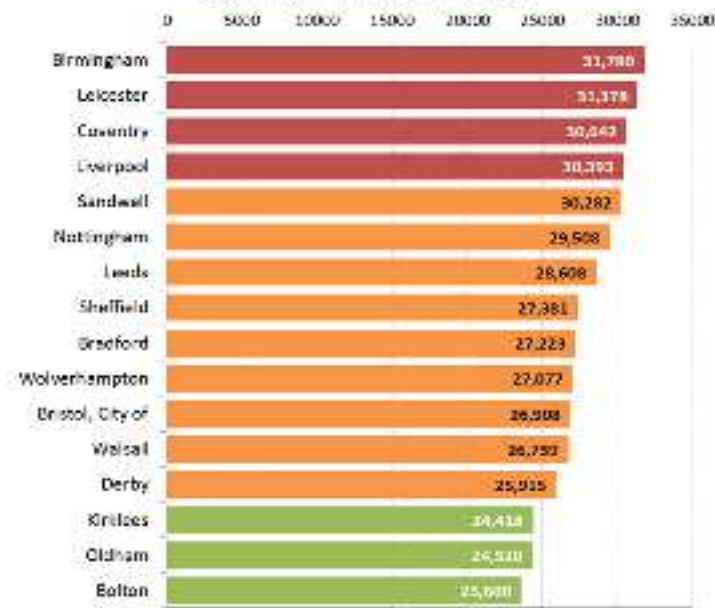
# Local Situation

- Birmingham experiences a both a high level of emergency admissions and DToC.
- The recently released NHS Social Care Interface Dashboard shows an average rate of 20.6 delayed days per day per 100k population for Birmingham for all DToC.
- This rate places Birmingham as 134 out of 151 localities for this measure.
- Birmingham is ranked as 14 within our comparator group of 16 local authorities.

**Total Delayed Days per 100,000 18+ population**



**Emergency Admissions (65+) per 100,000 65+ population - Mar 2016 - Feb 2017**

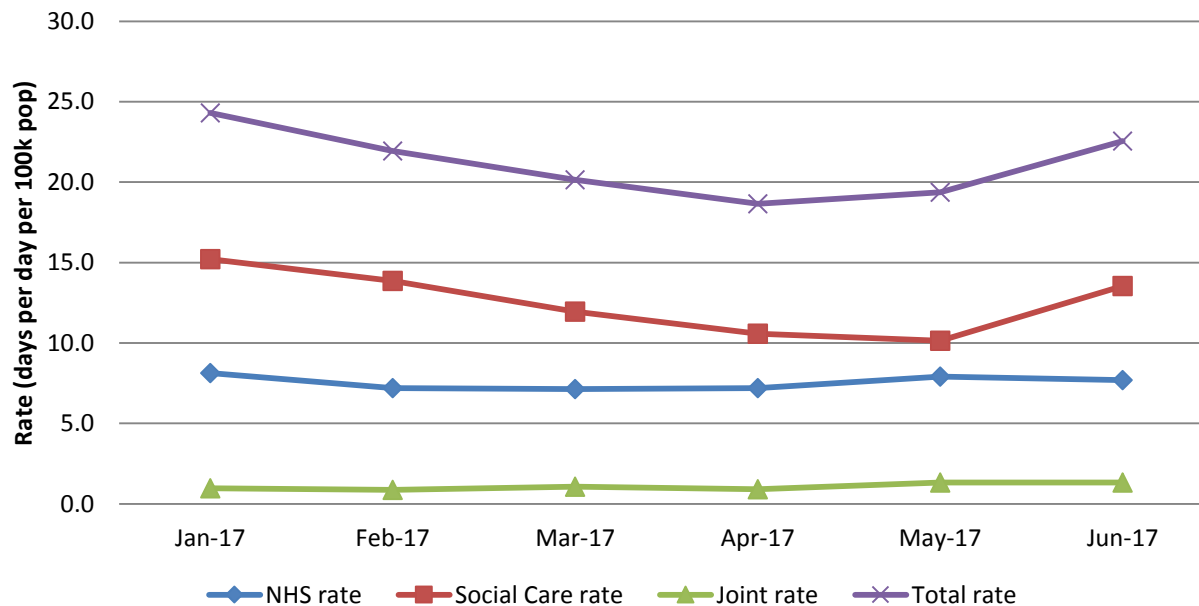


# Local Situation 2

DToC are expressed as being:

- Attributable to NHS providers
- Attributable to LA Adult Social Care
- Jointly attributable to both NHS providers and ASC

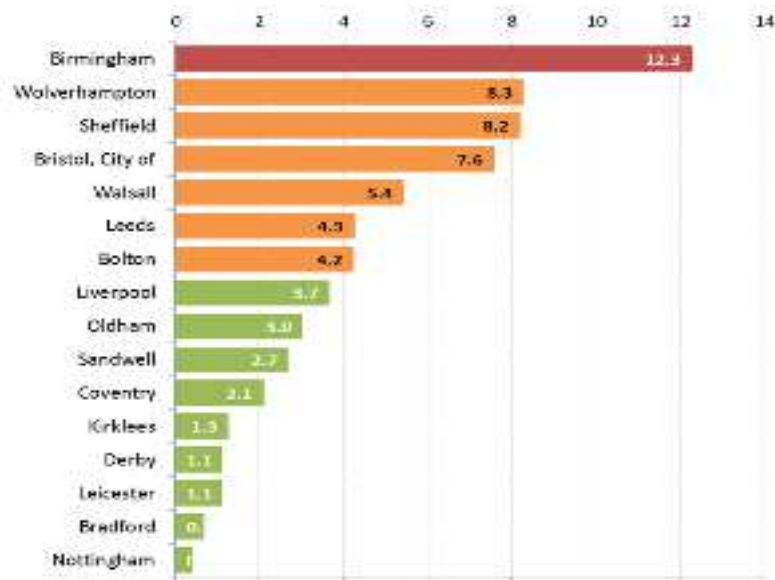
**Birmingham DToC Rate Jan 17 - Jun 17**



# Local Situation 3 – 16/17 performance

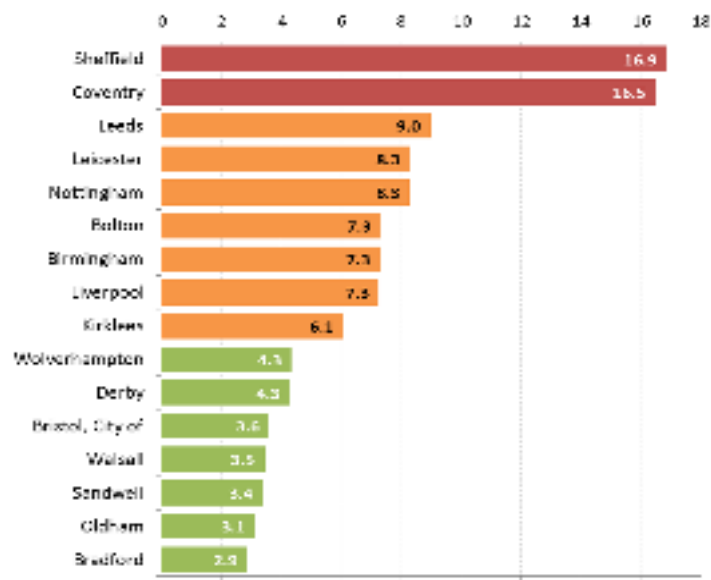
## Social Care Delayed Transfer of Care

Total Delayed Days per 100,000 18+ population



## NHS Delayed Transfer of Care

Total Delayed Days per 100,000 18+ population

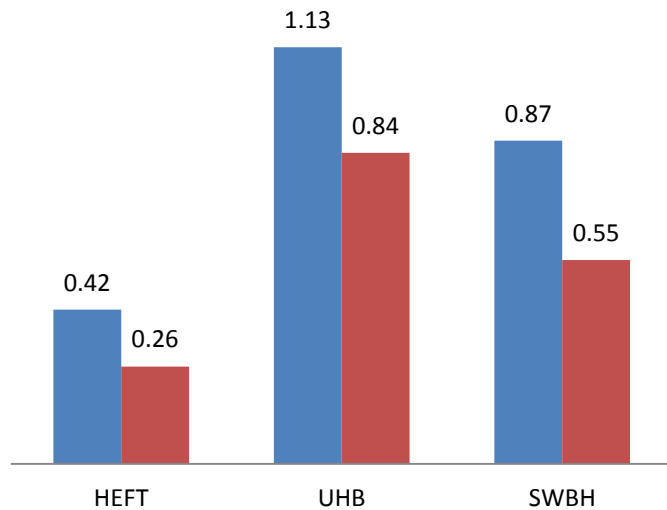
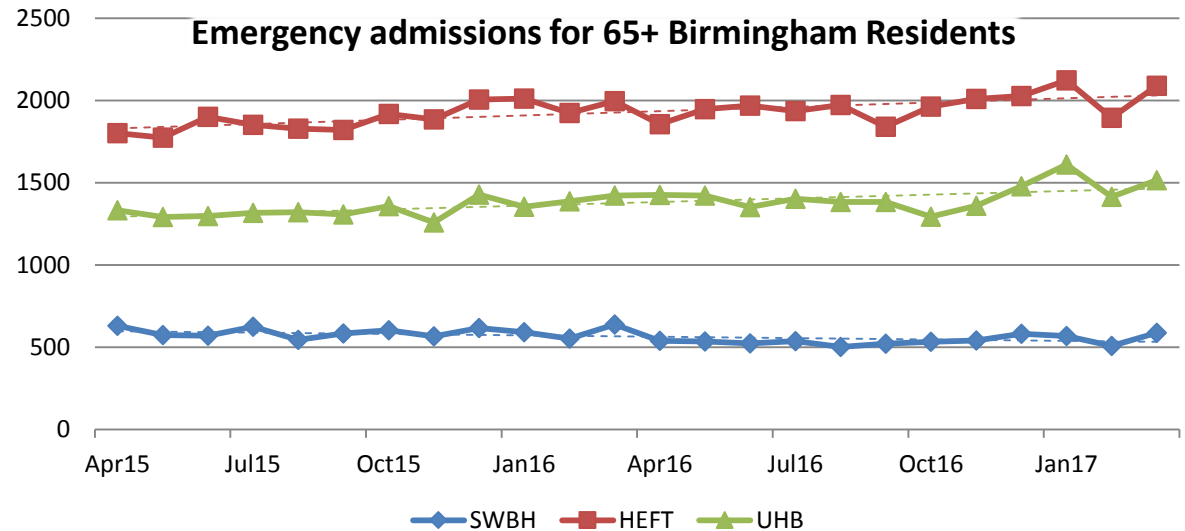


## Local Situation 4 – Reasons for Delays (May 2017)

Reason for Delay	NHS DToC	Adult Social Care DToC	Joint DToC
Assessment	260	440	155
Public Funding	73	91	93
Non-acute NHS Care	826	0	0
Residential Care	24	445	0
Nursing Care	240	1161	69
Care Package at Home	27	416	3
Community Equipment/Adaptation	64	11	25
Patient/Family Choice	377	70	0
Disputes	60	20	0
Housing	118	0	0
Other	0	0	0
<b>Grand Total</b>	<b>2069</b>	<b>2654</b>	<b>345</b>

# Admissions rates and DTOC

The monthly numbers of emergency admissions have risen over the last 2 years at HEFT and UHB, and have fallen slightly for Sandwell and West Birmingham hospitals.



There is considerable variation between acute trusts in terms of the average length of delay per admission.

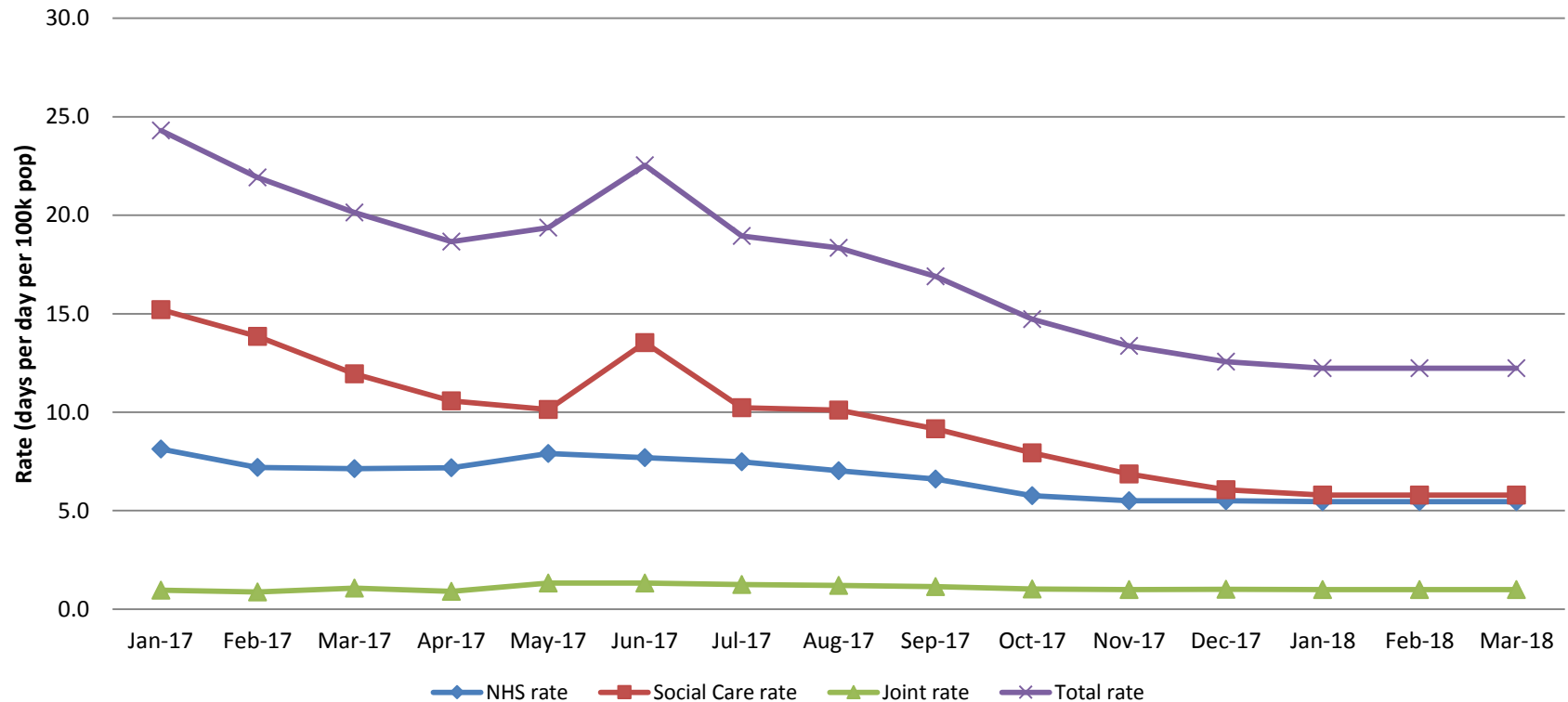
# DToC Target

- The Government has recognised that Adult Social Care services need additional funding to help reduce the pressure on the health system as a result of DToC;
- The Improved Better Care Fund for 2017/18 makes an additional £27m available for social care actions to improve DToC;
- The funding is conditional upon agreeing a trajectory for reducing DToC;
- Birmingham's system has been set a target of 11.2 delayed days per day per 100k (NHS – 5.5; LA – 4.7; Joint – 1);
- In response a trajectory was submitted to NHS England in July 2017.



# Forecast Trajectory

Birmingham DToC Rate Trajectory (Jan 17 - Jun 17 actual data)



## Making Improvements (ASC): Short Term

- **Implementation of consistent process for counting and validating DToCs** - This involves working closely across organisations to embed national guidance around counting and validating individuals;
- **Implementation of Patient/Family Choice Policy** - Incentivising providers to assess prior to placement offers being made to citizens/family;
- **Implementation of Escalation Process** - Need a consistent system of appropriate escalation. Communication to be sent to relevant managers at all hospitals setting out how issues should be properly escalated
- **Shared understanding of organisation work** – e.g. providing an overview of social work practice for the benefit of clinical staff especially at discharge hubs
- **Better Utilisation of Bed Based Enablement capacity** – To better use the enhanced assessment bed (EAB) resource
- **Brokerage** – additional officers to undertake brokerage activity to reduce delays in securing care packages

## Making Improvements (ASC): Medium/Longer Term

- **System Review** – partners are working jointly with Newton Europe Ltd to develop an implementation plan for improving the flow of citizens through the health and social care system (see separate briefing note);
- **Nursing Care** – commission additional capacity of both interim and long term beds to support prompt discharge;
- **7 Day working** – to reduce delays over weekends;
- **Commissioning Framework for Providers** – to address structural issues with the supply of nursing care;
- **Hospital to Home** – work with the voluntary sector to enhance the capacity of Hospital to Home service to provide practical support that people need to return home from hospital;
- **Reconfigure Enablement Services**

# CQC Review

Birmingham's health and social care system has been selected as one of the first 12 localities to be reviewed by the Care Quality Commission as part of their new approach to place based reviews;

DToC – and the progress the system is making to reduce levels - will be a key area of the focus for the review team;

Review will take place during December/January – week “on-site” w/c 22 January 2018.

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