



**Berkshire Healthcare**  
NHS Foundation Trust



**Royal Berkshire**  
NHS Foundation Trust

# The Integrated Discharge Service

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**home early**  **settled & safe**

# Objectives.

- Our service
- Key Focus of 2018-19
- What are we doing differently?
- Aims 2019-20
- Our Vision



# The Integrated Discharge Service.

- Formed in 2017 – RBFT and BHFT merger
- Bringing established ways of working together, to provide a new *integrated* service across systems
- IDS *umbrella term* inclusive of our local authority, community and voluntary sector colleagues
- Working together for *individualised* patient management
- Whole system approach to discharge planning, with '*Home first*' underpinning process



*“Patient’s time is the most  
important currency in  
Healthcare”*

*Prof. Brian Dolan*



# New ways of working.

- Establish the new service following the merger
  - Team identity
  - Direct interface with other partners (CHS, LAs)
- Improved understanding of how best the service can meet needs of stakeholders
- Raise profile of IDS within the Berkshire West System and build relationships
- LGA peer review and recommendations



# What do our achievements look like?

- **More visible, reactive team**
  - Strengthened identity and understanding of roles
  - Order system on EPR
  - Drive patient flow
- **Case load management / zonal working**
  - Individualised support for each clinical area
  - Provide support with complex situations
  - ESD now part of the team – Home First
- **Excellent, two way communication**
  - IDS, our patients, ward MDTs, community colleagues



# The art of conversation.

Communication - it can be a barrier, but by working together and keeping it simple we can overcome the challenge.



# Success stories!

## Delayed Transfers of Care (DToC) Management.

- Challenge from LGA review to adopt a whole system approach to DToC management
- RBFT, BHFT (including community hospitals) and Mental Health

What did we do?

- Shared review of process
- Leaning out of steps
- Collaborative working to drive change





## What was implemented?

- New DToC breakdown codes
- Tuesday teleconference with all partners, full oversight of delays in system
- Wednesday face to face meeting with DASs, RBH and CCG reps to discuss complex cases and themes

## What is the impact?

- Early oversight of 'pinch points' in system
- High level problem solving and conversation
- Early escalation
- Decreased LOS and therefore improved patient flow
- DToC numbers decreasing



# Length of stay meeting.

- Increased ownership and awareness of stranded and super-stranded patient group

## What was implemented?

- Weekly meeting after DAS
- Ward, IDS (inc LA) and Director representation

## What was the impact?

- Timely identification of factors affecting discharge
- Prompt planning and ownership of actions
- Identification of potential problems
- Timely escalation of issues



## Aims of 2019-20.

- Continued development of team structure, by being reactive to demands of the system
- Developing further involvement in Care Home Trusted Assessment; by working closely with Care Home Transformation team
- Integration of Voluntary Sector into IDS – starting with January pilot



# Our Vision.

- To be an indispensable service
- To positively influence patient flow through the Berkshire West System
- Provide the best outcomes for our patients

**Compassionate | Aspirational | Resourceful | Excellent**



*Thank you for listening!*

**Any questions?**

