



## SEVEN DAY SERVICES CASE STUDY

APRIL 2016

Salford Independent Living Service, Salford City Council

# Seven Day Equipment Provision

### AT A GLANCE:

- Timely provision of equipment is a contributory factor to the safe discharge of many hospital patients. Equipment requests surged on Fridays and Mondays but lack of weekend access to equipment meant that some patients could not be discharged from hospital, despite being medically fit .
- A pilot ran from 1st November 2014 – 31st March 2015 extending the equipment delivery service to 7 days a week, funded by winter pressures money. Following the pilot, the extended service continued for a further six months from 1 April -30 September 2015 to allow for further monitoring. During these six months, 258 bed days have been saved.
- As a result, patients and their family and carers have experienced safer, more timely discharge, and delayed discharges from the trust have reduced.

**Salford Independent Living Service is jointly funded by Salford City Council, Salford Royal NHS Foundation Trust and Salford CCG, with Salford City Council as the host organisation. Using a pooled budget to respond to winter pressures, Salford City Council extended the equipment provision service to seven days a week.** The aim was to free up bed space by improving patient flow through more timely hospital discharge and the avoidance of unnecessary hospital admissions.

### How the improvements were made

Two occupational therapy assistants in the role of community assessment officers (CAOs) were funded to provide a service over the weekend. Their role was to manage referrals and liaise with staff, provide equipment and follow-up any equipment deliveries to ensure patients could use the equipment safely or identify any further equipment needs that can arise on discharge. Complex moving and handling assessments were not provided. Working in pairs supported the lone working policy, as the CAOs were always in contact with each other. The CAOs had telephone access to a manager if needed, and qualified occupational therapists are also available via the rapid response team at the weekend if required.

The two CAOs accommodated weekends within their contracted five day week. Additionally, a senior administrator provided support on weekdays, to optimise logistical efficiency with

planning the orders of journeys for the CAOs. An outside contractor was also used for the delivery of the equipment during the weekends. In addition to fulfilling their primary roles, the CAOs also offered administrative assistance.

As a result of equipment deliveries being made seven days a week from 1st April to 30 September 2015, there were an additional 296 deliveries on a Saturday, 203 deliveries on a Sunday and 37 deliveries on a bank holiday.

## What was achieved

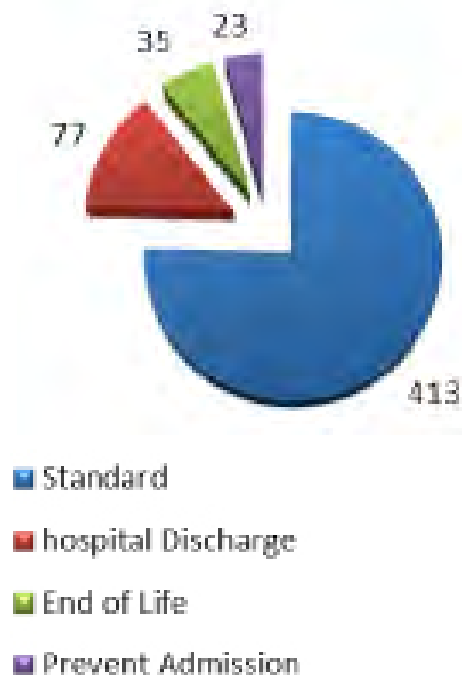
Patient flows out of hospital have improved as family members are more likely to be available to take equipment deliveries to facilitate discharge at the weekends.

**“Mum had 15 months quality of life thanks to your tenacity getting all the services and equipment in place to facilitate this, and no words can thank you enough for your support” .**

Priority is given to provision of equipment which directly contributes to avoidance of admission to, or discharge from hospital. The breakdown of the types of discharge and admission avoidance is shown in the chart for 1st April – 30th September 2015.

Staff also reported that weekend working has been beneficial as it has allowed them time to catch up with and complete patient documentation from weekday assessments from their regular case load.

Figure 1: Weekend delivery by type



## What was the impact

- From 1st April 2015 – 30th September 2015, 880 items of equipment were delivered to 547 patients.
- As a result of more timely discharges, 258 bed days were saved between 1st April 2015 and 30th September 2015. Based on the assumption of a bed day costing £300, this amounts to a saving of £77,400. The cost of running the service is £47,000.

## TOP TIPS

- Establish if equipment stores and other services are available at the weekend and analyse demand to understand if the service needs to be extended to operate over six days or seven days a week
- Match the skills, knowledge and competencies to the tasks required, to ensure that the correct staff member is doing the correct job.
- Start small to test your approach and build as required.
- Include feedback and quotes from patients and families in your monitoring data.

## Contact

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