

Safe, Well and at Home

Delayed Transfer of Care (DToC)



Supporting people to be *Safe, Well and at Home*

What Constitutes a DToC?

A SitRep delayed transfer of care from acute or non-acute (including community and mental health) care occurs when a patient is ready to depart from such care and is still occupying a bed.

A patient is ready for transfer when:

- a. A clinical decision has been made that patient is ready for transfer AND
- b. A multi-disciplinary team decision has been made that patient is ready for transfer AND
- c. The patient is safe to discharge/transfer

**Current performance - Delayed
transfer of care per 100,000
population (All delays) – ASCOF 14/15:**

- National = 11.2
- Devon = 17.0
- Plymouth = 15.2

What are we doing locally and in line with the Better Care Fund (BCF)?

One of the national metrics for how well the BCF is being used to develop integrated care is DToC.

Examples of local schemes to affect DToC:

1. Standardising processes for health and social care recording and agreement of coding across all in-patient areas

This piece of work involves matrons and Senior Managers for Health and Social Care meeting weekly to agree reasons for delay and escalating/actioning any delays that are not being resolved. This focus allows us to understand and monitor our DToCs

Local Examples Continued...

2. Working with our NEW Devon colleagues as part of the DToC Working Group.

This group is working across all of the commissioning area to ensure organisations are all recording the same information. We will then be able to compare performance across areas

3. Integrated hospital discharge team.

We set up an integrated hospital discharge team for Plymouth, bringing health and social care staff to work together on supporting people with complex needs to be discharged from hospital. The Integrated team has reduced the need for multiple assessments thereby reducing DToCs.

The team is piloting tests of change such as discharge to assess schemes which enable people to have their assessment of need outside of the hospital which also affects DToCs.

4. Alternatives to admission schemes

Robin Community Assessment Hub and the Community Crisis Response team are 2 schemes which focus on reducing Emergency Department attendances and Unplanned admissions thereby impacting positively on DToC. (See next presentation).

Safe, Well and at Home

Plymouth Community
HEALTHCARE

Supporting people to be Safe, Well and at Home