

Adult Social Care and Health Overview and Scrutiny Committee

30 January 2019

Hospital to Home Service Update

Recommendation

1. To consider and comment upon the key messages outlined by the presentation from the Fire and Rescue Service on the Hospital to Home Service.

1.0 Purpose

- 1.1 The Fire and Rescue Service will provide a presentation on the progress of the Hospital to Home Service since it was established in August 2018. The presentation will cover the scope of the service, performance to date, feedback from customers, learning and opportunities for improvement. The presentation will offer the opportunity for members to ask questions and learn more about the service.

2.0 Context

- 2.1 The Hospital to Home Service is provided by Warwickshire Fire and Rescue Service through a Service Level Agreement with Strategic Commissioning (People Directorate) and has been operational since August 2018.
- 2.2 The service is funded through the Improved Better Care Fund and Winter Pressures funding, and subject to 19/20 BCF guidance and approvals, it is intended that funding will be secured until March 2020.
- 2.3 The customer group for this service is primarily focused on older people (adults aged 65 and over) who live in Warwickshire and have been assessed as eligible for or are in receipt of Care Act eligible services. The Service was set up to provide safe and timely transport for eligible customers who have been discharged from Accident and Emergency (A&E) departments and clinical decision units and who require transportation back to their place of residence and support to settle back at home (including care home residents).
- 2.4 The service does not provide regulated activities which require registration with the Care Quality Commission (CQC), such as personal care or transporting patients in a vehicle that was designed for the primary purpose of transporting people who require treatment (e.g an ambulance).

- 2.5 The aim of the service is to prevent unnecessary admission into hospital for adults who are well enough to go home following their treatment within A&E but require immediate transport and support to return home. The service covers A&E discharge from South Warwickshire Foundation Trust and George Eliot Hospital. The service is available 12 hours a day (10am to 10pm), 7 days a week and 365 days a year. The Hospital to Home Service attends the relevant A&E department within 60 minutes of the referral being made.
- 2.6 The Hospital to Home Service embeds the principle of Making Every Contact Count (MECC). Customers returned to their home are offered a Safe and Well Check, either on the day or within five days of their return. By carrying out a home based assessment of risk and well-being and sign-posting customers to appropriate organisations for further support, the service contributes to the aim of reducing readmission to hospital.

3.0 Next steps

- 3.1 The presentation will provide members with five months of data and intelligence on how well the service is performing, feedback from customers and key partners and learning from staff. This will inform how the service is improved and refined.

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Background papers: None

EIA: To follow

The report was circulated to the following members prior to publication:

Local Member(s): None

Other members: Cllr Caborn, Cllr Redford, Cllr Golby, Cllr Parsons and Cllr Rolfe