Quality Academy
Planning for Quality

Understanding and Addressing Delayed Discharge in Midlothian

- Working towards reducing and eliminating delayed discharge for Midlothian patients

Allister Short

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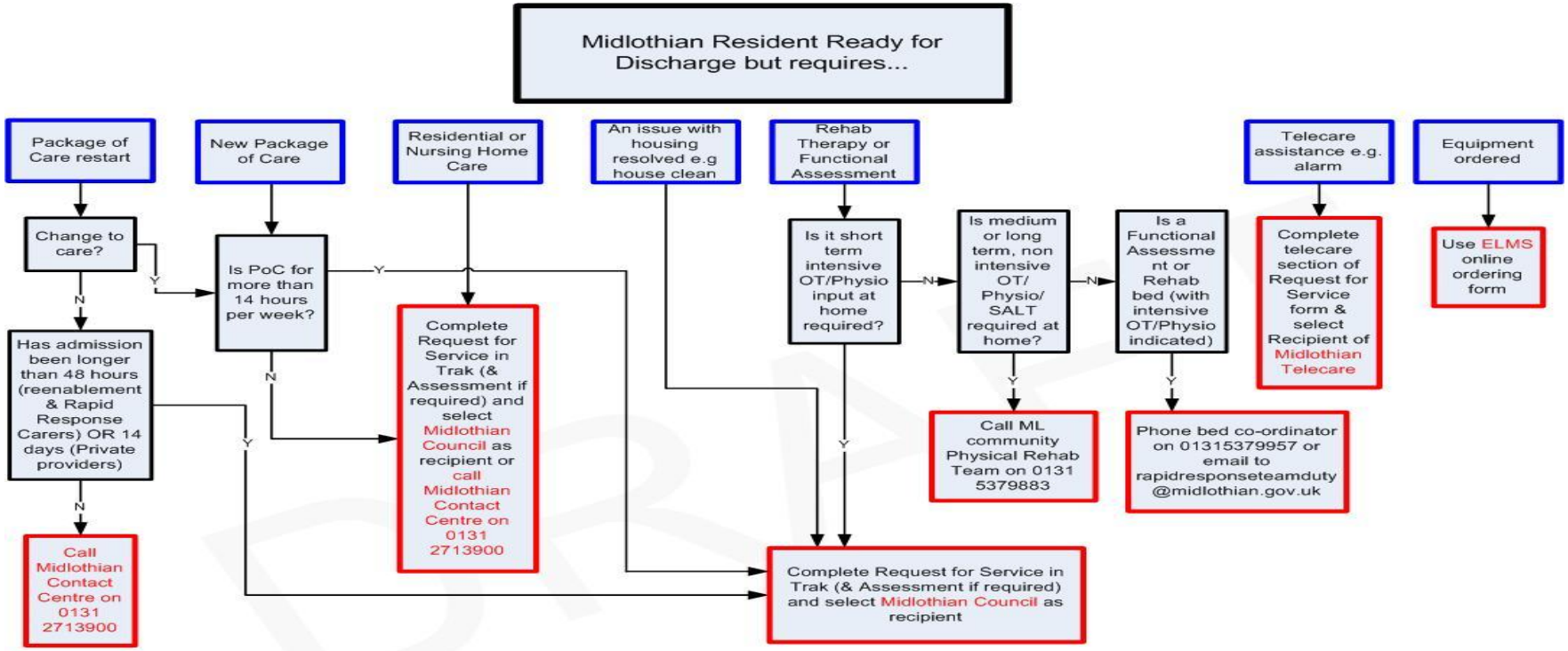
NHS Lothian

Project background: Why?



- A long delay can often lead to the patient falling ill again, or losing vital life skills, independence or mobility. It could ultimately result in the patient having to be admitted to a care home due to the deterioration in their health and mobility.
- Delayed discharge is a whole system issue and can result in elective operations being cancelled and significant pressures across sites.

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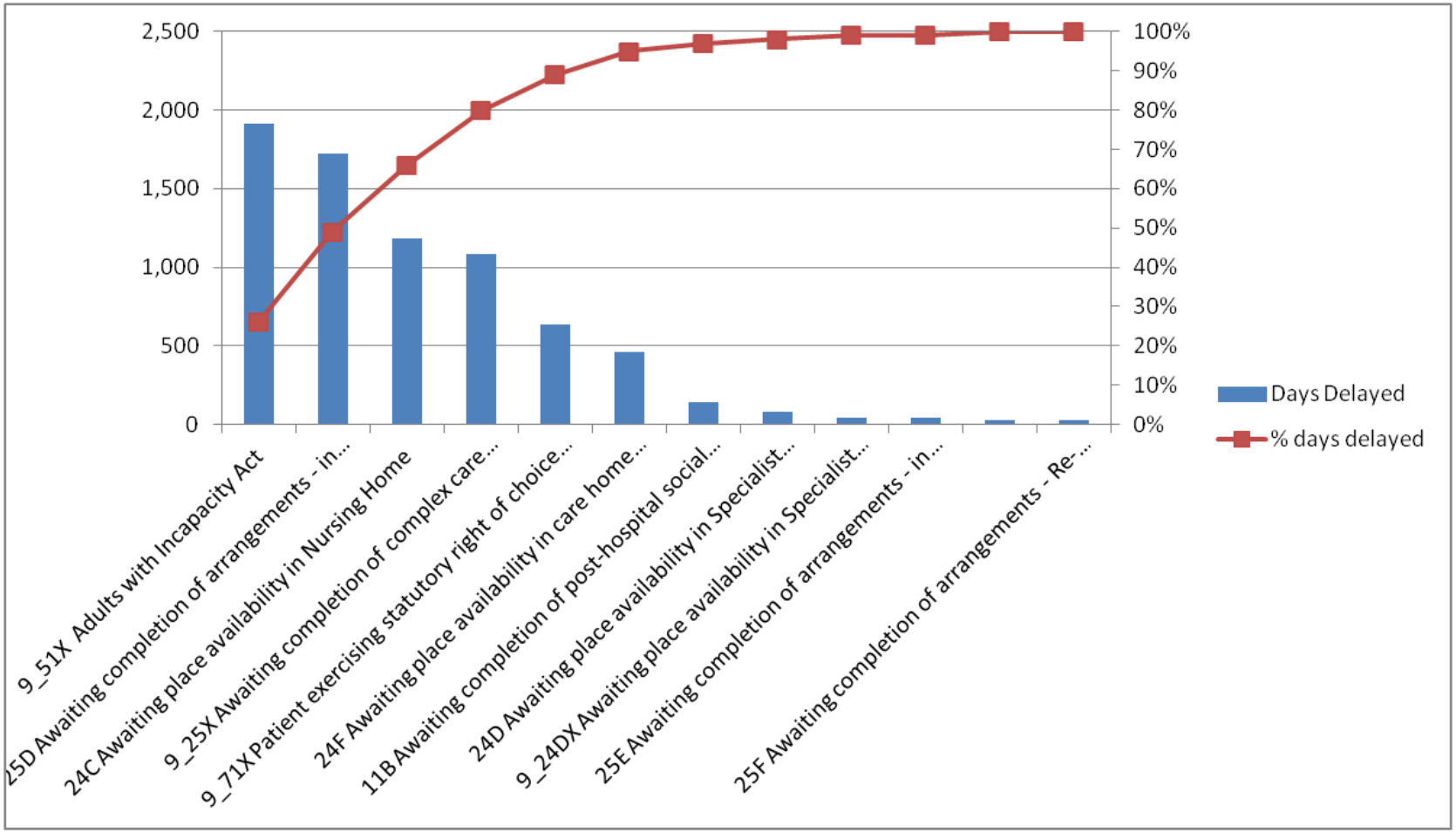

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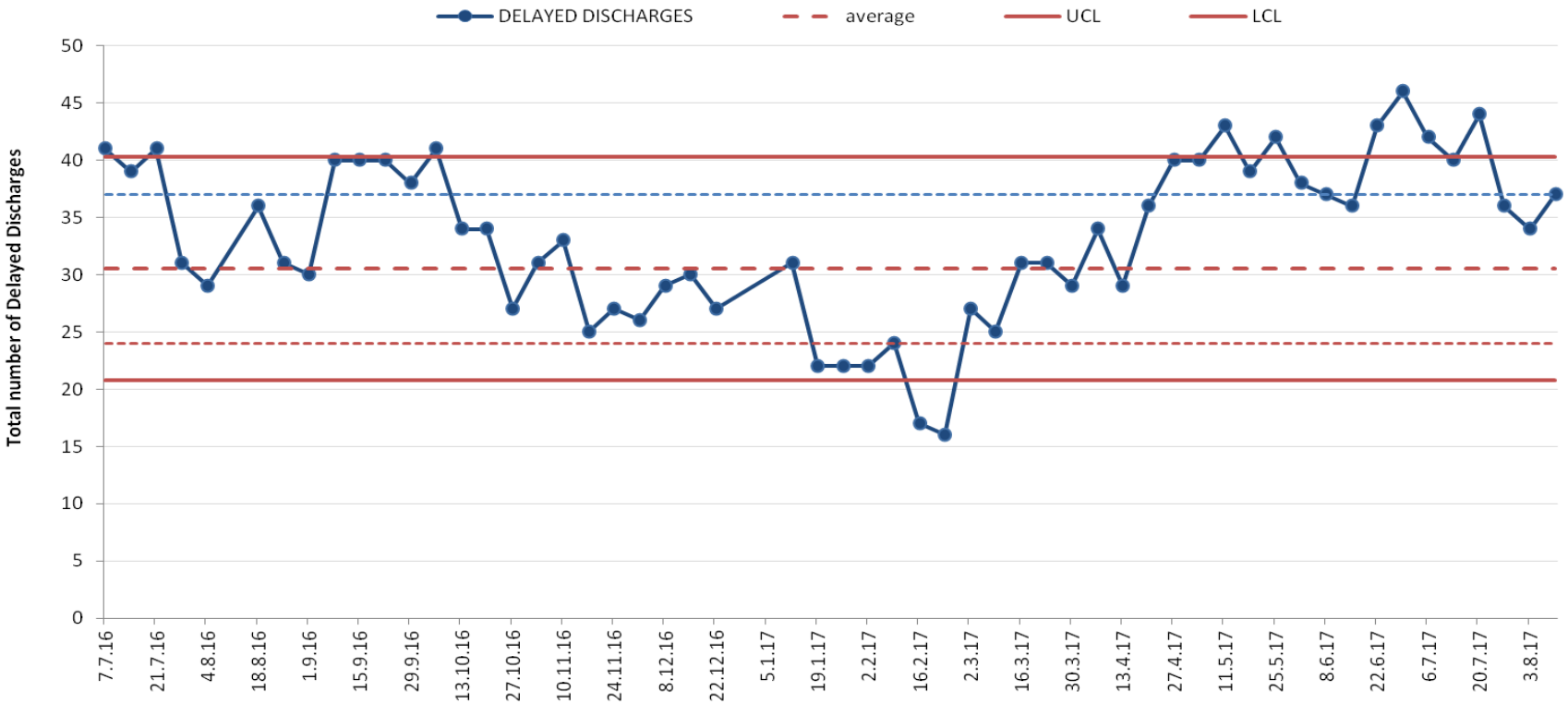
What are we trying to achieve?

The aim of the improvement programme is to better understand and to then address delayed discharge in Midlothian, working towards reducing and eliminating delayed discharge for Midlothian patients.



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What changes can we make that will result in improvement?

Reduce the delay in discharge for patients from Midlothian

- **Streamline the AWI and Guardianship Processes**
  - Early identification of patients who may need AWI process — Agreed named MHO worker within Midlothian as part of Inreach Team
  - Planning for discharge to begin on admission and daily review of patients admitted to hospital
  - Improve awareness of POA and AWI with families and carers — Use learning from Edinburgh model on addressing AWI delays within Midlothian
  - More effective and safe use of 13ZA policy to support discharge — Offer to provide Council legal team free of charge to support families applying for Guardianship to reduce delay in private applications
- **Increase capacity within Care At Home Services**
  - Increase recruitment of staff to care at home sector — Joint recruitment and induction process for internal & external services
  - Introduce Framework Agreement to increase capacity within the sector — Implementation of new model for care at home delivery focussed on localities
  - Undertaken GIS Mapping to determine current activity to maximise capacity — Review all current client 'runs' and amalgamate based on 1 provider

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How will we know a change is an improvement?

Outcome measure:
•Reduction in the number of bed days lost due to delays in discharge for patients undergoing AWI process

Process measure:
•Reduction in length of time for private guardianship applications
•Improvement in the response to requests for medical reports and other associated paperwork
•Response time of Council legal services team in processing AWI cases
•Reduction in the number of patients requiring AWI whilst delayed in hospital

Balancing measures:
•Monitor use of 13ZA as a mechanism for moving patients to ensure appropriate use
•Family satisfaction with the outcome and overall process

Test of Change:
•Work with Mental Health Officer and Council Legal team to review options
•Identify 3 patients who require AWI / Guardianship process
•Test out the new way of working and measure against previous patients
•Review learning and outcomes, retest if required and implement across the service

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