

APPENDIX 1

Progress Update – Review of Hospital Discharge (Phase 1)

| SCRUTINY MONITORING – PROGRESS UPDATE | |
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| Review: | Hospital Discharge (Phase 1) (discharge to care homes during the COVID-19 pandemic) |
| Link Officer/s: | Emma Champley / Gavin Swankie |
| Action Plan Agreed: | December 2020 |

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

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| Recommendation 1: | There is continued regular engagement between local NHS Trusts, SBC and care providers regarding escalation-planning and how this will be managed, with arrangements to be agreed by all stakeholders. |
| Responsibility: | Stockton-on-Tees Borough Council (SBC) North Tees and Hartlepool NHS Foundation Trust (NTHFT) Clinical Commissioning Group (CCG) Public Health (PH) Care Providers South Tees Hospitals NHS Foundation Trust (STHFT) |
| Date: | Ongoing |
| Agreed Action: | <ul style="list-style-type: none"> • Weekly ‘Stockton locality meeting’ to include representation from each respective organisation including CCG, NTHFT, SBC, PH. Focused discussion on current position, escalation planning, hospital discharges and care home engagement. • Organisational leads to be identified and act as key links in supporting daily operational escalation and reporting into wider strategic groups. • Care Home Protection Group (CHPG) established as the primary link for communication between health, social care and care homes. Care providers to use as key support mechanism. • Continuation of action log focussing on priorities for care providers and hospital discharges Action log to be reviewed weekly within Care home protection Group. • Care home provider events delivered in partnership with NTHFT and Care providers. Agreement between SBC, PH, Care providers and NTHFT to develop a programme of monthly provider events to be rolled out. |

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| Agreed Success Measure: | <ul style="list-style-type: none"> • Weekly discussion is completed with notes and minutes recorded as evidence. • All matters escalated are responded to in a timely manner to meet the needs of the population. • Organisational leads are identified. • Care Home Protection Group is developed and acknowledged as key link to support care homes in a collaboration system approach. • Action log is implemented with joint accountability on delivery agreed. • Provider events completed within agreed timeframes. | | | | | | | | | | | | | | | | | | |
|------------------------------------|---|---------|-------|-------------|---------------------------------------|----------------|---------------------------------------|----------------|--|------------------|------------------------|----------------|--|--------------|---------------------------------|--------------|---|-------------------|---|
| Evidence of Progress (April 2021): | <ul style="list-style-type: none"> • Stockton Locality meetings commenced on 27th March 2020, with 39 meetings held in last 12 months. Meeting frequency changed in response to the requirements at that time. • CHPG group meetings commenced on 22nd June 2020, with 40 meetings held since commencement date. • Phase 3 Discharge Group meetings commenced on 11th September, with 27 meetings held since commencement date. • Organisational leads identified for Stockton-On-Tees Borough Council, North Tees and Hartlepool Foundation Trust, South Tees Foundation Trust and Clinical Commissioning Group. Phone call communication to agree and resolve urgent 'same day' escalation regarding care home discharges. • Action log implemented and reviewed weekly by partners; actions delivered through collaboration within CHPG. • 6 Care Home provider events have taken place in last 12 months with the first being held on 18th March 2020. <ul style="list-style-type: none"> - Average attendance is between 40-50 attendees per event - Speakers to date at the provider forums: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Speaker</th> <th style="text-align: center;">Title</th> </tr> </thead> <tbody> <tr> <td>Ann Workman</td> <td>Director of Adults and Health (Chair)</td> </tr> <tr> <td>Dr Emer Cullen</td> <td>Speciality Registrar in Public Health</td> </tr> <tr> <td>Martin Skipsey</td> <td>Strategic Procurement and Governance manager</td> </tr> <tr> <td>Catherine Buller</td> <td>Transformation manager</td> </tr> <tr> <td>Lesley Wharton</td> <td>Assistant Director of Nursing / Infection Prevention Control</td> </tr> <tr> <td>Calum Titley</td> <td>Safeguarding Adults Team Leader</td> </tr> <tr> <td>Janet Walker</td> <td>Medical Director of the NHS Tees Valley CCG</td> </tr> <tr> <td>Dr Simon Stockley</td> <td>Senior Medical Lead for Vaccination Programme</td> </tr> </tbody> </table> | Speaker | Title | Ann Workman | Director of Adults and Health (Chair) | Dr Emer Cullen | Speciality Registrar in Public Health | Martin Skipsey | Strategic Procurement and Governance manager | Catherine Buller | Transformation manager | Lesley Wharton | Assistant Director of Nursing / Infection Prevention Control | Calum Titley | Safeguarding Adults Team Leader | Janet Walker | Medical Director of the NHS Tees Valley CCG | Dr Simon Stockley | Senior Medical Lead for Vaccination Programme |
| Speaker | Title | | | | | | | | | | | | | | | | | | |
| Ann Workman | Director of Adults and Health (Chair) | | | | | | | | | | | | | | | | | | |
| Dr Emer Cullen | Speciality Registrar in Public Health | | | | | | | | | | | | | | | | | | |
| Martin Skipsey | Strategic Procurement and Governance manager | | | | | | | | | | | | | | | | | | |
| Catherine Buller | Transformation manager | | | | | | | | | | | | | | | | | | |
| Lesley Wharton | Assistant Director of Nursing / Infection Prevention Control | | | | | | | | | | | | | | | | | | |
| Calum Titley | Safeguarding Adults Team Leader | | | | | | | | | | | | | | | | | | |
| Janet Walker | Medical Director of the NHS Tees Valley CCG | | | | | | | | | | | | | | | | | | |
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| | Lynn Morgan | Senior Clinical Matron |
| | Pam McNeice | Clinical Lead for Learning Disabilities |
| | Dr Tanja Braun | Consultant in Public Health |
| | Rebeca Denton-Smith | Lead Nurse for Infection and prevention control |
| | Lyndsay Graham | Advocacy Director |
| | Siobhan Smith | Integrated Community Service Lead |
| | Christine Bruce | Locality Manager |
| | Karen Hampshire | Clinical Educator |
| | Stephen Donaghy | Environmental Health Service Manager |
| | Paul Whittingham | Commissioning Delivery Manager |
| | <ul style="list-style-type: none"> Stockton-On-Tees Borough Council's, Quality Assurance and Compliance Team commenced 5 times a week calls to 52 care homes on 16th March 2020 until 1st May 2020. 3 times a week calls to care homes between 4th May 2020 until 3rd July 2020. Weekly calls to care homes from 6th June 2020 to current date. Additional planned calls were made during the week if the care home was experiencing an outbreak or requested additional communications. Each call aimed to understand the current situation within the care home and offer support where needed. | |
| Assessment of Progress (April 2021): (include explanation if required) | 1 (Fully Achieved) | |
| Evidence of Impact (April 2021): | <ol style="list-style-type: none"> 5148 planned calls from the Council to care home providers from 16th March 2020 to current date to gather information and offer advice and support. There were also a significant number of unplanned calls, anecdotally this figure is in excess of the planned calls. Regular Engagement between system key partners was established and continued throughout the last 12 months. No delayed hospital discharges recorded for people who required placement in Stockton-On-Tees Care homes. Number of care homes utilising National Early Warning Score (NEWS) observations has increased significantly, the NEWS score helps staff identify a deteriorating person. Care homes are asked to record a NEWS observation once a day for each person to achieve 100% NEWS target for residents. In March 2020 the NEWS score per bed was 57(%) meaning each resident was having observations once every 2 days as opposed to 1. In February 2021 the NEWS score per bed is 255% meaning each resident is having their NEWS score taken 2-3 times per day in care homes. Community health and social care services continued to deliver face to face support into care homes. Any escalation or issues raised within a care home, received a face to face visit from SBC Environmental Service in partnership with Public Health to provide targeted support to the provider. | |

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| Recommendation 2: | North Tees and Hartlepool NHS Foundation Trust provide a prompt response to the communication issues raised by care homes through the survey undertaken as part of this review. |
| Responsibility: | Stockton-on-Tees Borough Council North Tees and Hartlepool NHS Foundation Trust |
| Date: | 15.12.2020 |
| Agreed Action: | NTHFT to provide response. |
| Agreed Success Measure: | |
| Evidence of Progress (April 2021): | <ul style="list-style-type: none"> • Progress update provided to Scrutiny committee on 15th December 2020. • Action plan developed to support care home communication included the following key areas: <ul style="list-style-type: none"> - Introduction of NHS mail accounts to care homes - Integration of care home representatives in weekly MDT forums - Development of virtual resource for care providers, working in partnership with SBC • Action plan transition into wider communication strategy, identifying a single key link and contact number for people or families to access support • Home First pathway implemented, expansion of clinical triage operational hours to cover 24/7, the single access contact number and support made available to care homes 24hrs per day. |
| Assessment of Progress (April 2021): (include explanation if required) | 2 (On-Track) |
| Evidence of Impact (April 2021): | <ol style="list-style-type: none"> 1. Single contact phone number in place to support care home managers. 2. Care Home providers have not reported any recent issues with regard to communication in relation to a care home discharge. |

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| Recommendation 3: | The recently issued ‘designated settings’ guidance (for discharge of positive COVID-19 cases from hospital to CQC-approved care home accommodation) be fully implemented. |
| Responsibility: | Stockton-on-Tees Borough Council North Tees and Hartlepool NHS Foundation Trust Clinical Commissioning Group Public Health Care Providers South Tees Hospitals NHS Foundation Trust |
| Date: | Ongoing |
| Agreed Action: | <ul style="list-style-type: none"> • 10 Residential beds to be made available in CQC assured designated setting. |

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| | <ul style="list-style-type: none"> • Implementation of quality assurance measures to support the decision making for people who test positive and require discharge into nursing care home. • Designated setting guidance and the implementation of, added as a core agenda item for the Stockton locality meeting. • Continue to explore a nursing designated setting provision with NHS Trusts, CCG and Care providers. |
| Agreed Success Measure: | <ul style="list-style-type: none"> • People are discharged into a designated setting following positive test result in hospital and require a residential care home setting. • All persons who have tested positive and require a nursing care home provision have a case-by-case conversation, agreement and decision between NHS Trusts, SBC and care providers prior to discharge from hospital. |
| Evidence of Progress (April 2021): | <ul style="list-style-type: none"> • Prior to designated setting guidance Rosedale opened a unit to take COVID positive people which commenced on 30th March 2020, this supported other care homes in the Borough if they were not in a position to accept a COVID positive person. This offer was communicated to Integrated Discharge Team based at University Hospital of North Tees. • Residential Designated Setting opened 30th October 2020; 10 beds brought online. • Nursing care designated setting opened 1st February 6 beds brought online. • 62 people have been discharged into a designated setting from 30.10.20 to date. • Integrated single point of access (iSPA) service development accelerated and brought online in March 2020. The iSPA 'reviewed' all planned hospital discharges for people being discharged into a care home or requiring home care support. This was cross checked with the latest hospital to care home discharge guidance at that time to ensure the discharge met all requirements of the guidance. • Case by case discharge process implemented for all discharges into a nursing care provision overseen by organisational identified leads and SBC Quality Assurance Team. The Quality Assurance Team discussed each individual COVID positive discharge with the care home manager, the conversation was structured on the CQC IPC measures. |
| Assessment of Progress (April 2021): (include explanation if required) | 1 (Fully Achieved) |
| Evidence of Impact (April 2021): | <ol style="list-style-type: none"> 1. People discharged from hospital into a care home that had tested positive for COVID were discharged in line with government guidance at that time. |

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| Recommendation 4: | Planning for the use of the Council’s Rosedale Centre (a recently CQC-approved ‘designated setting’) for a second surge takes into account the possibility of higher demand than what was required from March 2020. |
| Responsibility: | Stockton-on-Tees Borough Council Care Quality Commission |
| Date: | 27.10.2020 |
| Agreed Action: | <ul style="list-style-type: none"> • 10 Additional beds made available in Rosedale should demand require use. • Beds to be available within 48-hours of agreement that more capacity is required. |
| Agreed Success Measure: | Capacity utilised should it be required. |
| Evidence of Progress (April 2021): | <ul style="list-style-type: none"> • There was no requirement to open additional beds. |
| Assessment of Progress (April 2021): (include explanation if required) | 1 (Fully Achieved) |
| Evidence of Impact (April 2021): | 1. Designated setting capacity was sufficient to meet demand following its opening on October 30 th 2020. |

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| Recommendation 5: | Local leaders support the desired expansion and funding of local Trust testing capabilities, and that any increase in capacity be prioritised for both Trust and care home staff and patients / residents. |
| Responsibility: | Stockton-on-Tees Borough Council North Tees and Hartlepool NHS Foundation Trust South Tees Hospitals NHS Foundation Trust |
| Date: | 31.12.2020 |
| Agreed Action: | Local leaders are requested to provide resource that will increase testing capacity. |
| Agreed Success Measure: | Local Leaders respond to the request. |
| Evidence of Progress (April 2021): | <ul style="list-style-type: none"> • No request placed to local leaders for increased testing capacity. If this request had been made it would have been supported. |
| Assessment of Progress (April 2021): (include explanation if required) | 1 (Fully Achieved) |
| Evidence of Impact (April 2021): | 1. Care Home providers have not reported any recent issues with regard to accessing testing for symptomatic / asymptomatic staff or residents. |

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| Recommendation 6: | Regular testing of care home staff and residents is supported, with a continued push for a quicker turnaround in the notification of test results. |
| Responsibility: | Stockton-on-Tees Borough Council North Tees and Hartlepool NHS Foundation Trust Care Providers Public Health |
| Date: | Ongoing |
| Agreed Action: | <ul style="list-style-type: none"> • All care home staff to take part in routine weekly testing. • All care homes to take part in routine 28 day testing of residents. • Provider specific data on which care providers are delivering ‘whole home testing’. Overseen by Care Home Protection Group. • IPC team at NTHFT to implement new process to deliver test results back to providers. Daily check of positive cases linked to care homes, reported back to care home within 24 hours. |
| Agreed Success Measure: | <ul style="list-style-type: none"> • Data log to evidence number of care homes taking part in whole home testing. • Update report from Care Home Protection group to include time taken for care homes to receive test results and which pillar/pathway supporting the test return. |
| Evidence of Progress (April 2021): | <ul style="list-style-type: none"> • 100% of care homes offered support and advice in implementing ‘whole home testing’ as part of national guidance. This included non-contracted care home providers. • Public Health led update provided weekly as part of the CHPG. Data showing number of care homes implementing whole home testing was provided. Targeted support offered to any care homes experiencing difficulty in implementing the whole home testing. • Outbreak testing moved from PHE labs to NTHFT lab from 29/10/2020 and then to the National Lighthouse Lab in Newcastle from 16/2/2021. • Reported delays for care home outbreak testing results being returned to care home providers in December / January resolved within the CHPG. Local process agreed and supported by the IPC team from NTHFT to provide results to Care providers within 24hrs of results being processed. |
| Assessment of Progress (April 2021): (include explanation if required) | 1 (Fully Achieved) |
| Evidence of Impact (April 2021): | 1. All Stockton-On-Tees Care homes are taking part in whole home testing in-line with national guidance. Test results are returned to care homes within 24-48 hours. |

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| Recommendation 7: | The latest guidance from the UK Government, in conjunction with recognised best practice, is fully understood and acted upon by key partners, and is considered during the regular dialogue that takes place between health and social care services. |
| Responsibility: | Stockton-on-Tees Borough Council North Tees and Hartlepool NHS Foundation Trust Clinical Commissioning Group Public Health South Tees Hospitals NHS Foundation Trust |
| Date: | Ongoing |
| Agreed Action: | <ul style="list-style-type: none"> • Weekly communication from SBC to all social care providers includes any updates to national guidance. • All new guidance / recommendation's / mandates received is considered within the Stockton locality meetings prior to implementation in respective organisations. |
| Agreed Success Measure: | Future guidance is delivered in partnership, timely and effectively across health and social care. |
| Evidence of Progress (April 2021): | <ul style="list-style-type: none"> • Government guidance / recommendations / mandates are shared and discussed at the Stockton Locality meeting, additional meetings arranged as required following guidance release dates. • Weekly newsletter to care home providers commenced on 25.8.2020 and remains in place to date. Newsletter provides resources, guidance updates, best practice and shared learning across care providers. • To date the Government website for COVID information within the section 'Guidance and Regulations' has 673 Guidance or Regulation documents have been released since February 2020. This means an average of 1.6 guidance documents per day have been released in the last 14 months. 428 guidance results are returned when searching for Care homes or Adult Social Care. • A sample taken of 10 key guidance documents shows a total of 178 updates across the 10 guidance documents. The guidance documents sampled had an average of 17.8 updates per guidance. |
| Assessment of Progress (April 2021): (include explanation if required) | 1 (Fully Achieved) |
| Evidence of Impact (April 2021): | <ol style="list-style-type: none"> 1. National guidance adhered to and implemented within set deadlines. 2. Multi-organisational agreement on strategic direction and operational roll-out to minimise risk and support people and professionals during the transition into new guidance or updated guidance. 3. Funding processes/decisions have not impacted on any hospital to care home discharges. 4. Essential services have continued to deliver support to people following discharge from hospital in line with national guidance. |

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| Assessment of Progress Gradings: | 1 Fully Achieved | 2 On-Track | 3 Slipped | 4 Not Achieved |
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