

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF EDUCATION, ADULT & CHILDREN'S SERVICES

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| TO: | HEALTH AND WELLBEING BOARD | | |
| DATE: | 10 OCTOBER 2014 | AGENDA ITEM: | 4 |
| TITLE: | FINDINGS OF HEALTHWATCH READING ON THE EXPERIENCE OF DELAYED DISCHARGE FROM HOSPITAL | | |
| LEAD COUNCILLOR: | COUNCILLOR HOSKIN4 / COUNCILLOR EDEN | PORTFOLIO: | HEALTH / ADULT SOCIAL CARE |
| SERVICE: | HEALTH / ADULT SOCIAL CARE | WARDS: | BOROUGH WIDE |
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1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 Healthwatch Reading has carried out a series of in-depth interviews with people affected by delayed discharge from hospital. Whilst many people are discharged from hospital in Reading without delay every day, Healthwatch's report describing the impact on those who experience delayed discharge makes a powerful case for the need to integrate care provision.
- 1.2 Reading's Health and Social Care Board (HSCB) has prepared a 'whole system' response to Healthwatch's findings, supported by an Action Plan to deliver on the commitments made in that response.

2. RECOMMENDED ACTION

- 2.1 The Health and Wellbeing Board notes:
 - (a) the findings of Healthwatch Reading as set out in the April 2014 report: *The experiences of people whose discharge from hospital was delayed*;

(b) the joint response to Healthwatch submitted by members of the Health and Social Care Board; and
(c) the Action Plan developed to deliver on the commitments made in response to Healthwatch's findings, which will be monitored through Reading's Integration Board.

2.2 The Health and Wellbeing Board proposes that the response of local care providers to Healthwatch's findings is reviewed as a scrutiny enquiry by the Adult Social Care Children's Services and Education Committee.

3. BACKGROUND

3.1 A report was prepared by Healthwatch Reading in April 2014 following a series of interviews with people affected by discharge from the Royal Berkshire Hospital being delayed beyond the point when the patient was medically fit to leave. As well as seven former patients affected in this way, family members and friends were also interviewed.

3.2 Healthwatch's report was brought before the Reading Health and Social Care Board (HSCB) in June 2014. The HSCB brings together senior officers overseeing the delivery of care across local agencies, and directs the Reading Integration Programme to develop better co-ordination of care services around individual need.

3.3 The HSCB welcomed Healthwatch's insights into the patient / customer experience, and directed Reading's Integration Programme Manager to develop an action plan to address the issues highlighted. This action plan will be monitored through the Reading Integration Programme Board, of which Healthwatch is a member.

4. HEALTH AND SOCIAL CARE INTEGRATION

4.1 Across the local care system, there is a strong commitment to developing more integrated services. However, there is a considerable amount of work still to be done to achieve this. The findings of Healthwatch Reading make the case from a patient/ service user perspective as to why integrated care is the way

forward, and why the reduction of delayed discharges from hospital is a key metric within Reading's Integration Programme.

- 4.2 The local commitment to integrated care pre-dates but is now largely articulated through Reading's proposals for use of the Better Care Fund (BCF). Reading's BCF plans have been developed, particularly over the summer months, and have been recognised as an exemplar and fast tracked through to the latest stage of the approval process.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The Reading BCF submission draws on and develops the strategic priorities set out in Reading's Health and Wellbeing Strategy (2013) and Prevention Framework (2011). It supports the vision outlined in the Berkshire West Strategic plan 2014-2019 and the Reading CCGs operating plans 2014-2016 to 'keep people well and out of hospital in partnership'.

6. COMMUNITY INVOLVEMENT

- 6.1 Healthwatch Reading has been a key partner in developing Reading's BCF plans and keeping the patient / user perspective central to discussions. Healthwatch will have an ongoing role in monitoring delivery against the Action Plan on Delayed Discharge through Healthwatch's membership of the Reading Integration Board.
- 6.2 As specific elements of Reading's Integration Programme are developed, patients, service users and carers will be invited to work alongside commissioners and providers in re-designing services around individual need.

7. LEGAL IMPLICATIONS

- 7.1 The Adult Social Care Children's Services and Education (ACE) Committee is responsible for the overview, service performance and improvement and scrutiny of all functions for which the Committee is responsible. The ACE Committee also undertakes the health scrutiny functions of the local authority under Section 244 of the National Health Services Act 2006 as amended by Sections 190

and 191 of the Health & Social Care Act 2012. On this basis, the ACE Committee would be an appropriate body to undertake a scrutiny review of the 'whole system' response to Healthwatch's findings on the experience of delayed discharge from hospital.

8. EQUALITY IMPACTS

- 8.1 All public sector bodies are under a legal duty to comply with the public sector equality duties set out in the Equality Act 2010. In order to comply with these duties, policies and services should be developed with a view to preventing discrimination, and also protecting and promoting the interests of 'protected' groups. Those most likely to experience delayed discharge from hospital are elderly people and/or people with disabilities. Addressing this issue would therefore support the discharge of statutory care providers' equality obligations towards those protected groups.

9. FINANCIAL IMPLICATIONS

- 9.1 There are no direct financial implications arising from this report. The Action Plan annexed sets out a series of commitments which can be delivered within existing resources and/or have been budgeted for within local programmes to deliver better integrated care and to meet the new obligations set out in the Care Act 2014.

10. BACKGROUND PAPERS

Appendix 1: *The experiences of people whose discharge from hospital was delayed* - Healthwatch Reading, April 2014 & updated October 2014.

(including appendices:

- Response of the Reading Health and Social Care Board (HSCB) to Healthwatch Reading on *The experiences of people whose discharge from hospital was delayed* - HSCB, September 2014
- Reading HSCB Action Plan on addressing Delayed Discharges - September 2014)