

## **TRAFFORD COUNCIL**

**Report to:** Health Scrutiny Committee  
**Date:** 12<sup>th</sup>. October 2016  
**Report of:** Executive Member for Adult Social Services and  
Community Wellbeing

### **Report Title**

**Executive's Response to the Dignity in Care review – Follow Up  
recommendations made in March 2016**

### **Summary**

**At the June 2016 meeting of the Executive, a report from the Scrutiny Committee, setting out their recommendations from the follow up of the dignity in care review carried out in 2013 was received and a verbal response given.**

**The Executive values the contribution that the Scrutiny Committee has made to dignity in care and the experience of discharge from hospital and fully supports their findings and recommendations.**

**The Executive is committed to improving the experience of Trafford residents who receive hospital care and treatment and to contributing to a smooth discharge process.**

**Responses have been sought from CMFT, UHSM and SRFT on progress to date and the responses will be reported at the meeting.**

### **Recommendation(s)**

**It is recommended that this report is noted and approved.**

**It is further recommended that the progress made by the hospital trusts are noted.**

### **Contact person for access to background papers and further information:**

Name: Karen Ahmed  
Extension: 1890

### **Background Papers:**

Report to Health Scrutiny Committee 15<sup>th</sup>. March 2016  
Dignity in Care – follow Up

## **Implications**

Relationship to Policy Framework/Corporate Priorities	N/A
Financial	N/A
Legal Implications:	N/A
Equality/Diversity Implications	N/A
Sustainability Implications	N/A
Staffing/E-Government/Asset Management Implications	N/A
Risk Management Implications	N/A
Health and Safety Implications	N/A

## **Background**

1. The Health Scrutiny Committee carried out a comprehensive review of dignity in hospital care which reported back in December 2013.
2. Follow-up meetings were held in February 2016 and March 2016 which led to a series of recommendations which were referred to Executive in June 2016 (Appendix 1).
3. The report and the recommendations were welcomed by the Executive. In addition it was noted that the work continues to be on-going.
4. The Executive notes that the majority of recommendations are for health partners to implement and as such UHSM, SRFT and CMFT were asked to provide further reports on their progress to provide assurance to both the Executive and the Health Scrutiny Committee of their recognition of the importance of hospital discharges.
5. Comments and observations on the recommendations are detailed below.

## **Response of the Executive**

### **Recommendation 1:**

**The NHS Trust discharge procedures continue to be reviewed on an annual basis and refreshed when required.**

6. The Executive notes that work on discharges from hospital is subject to on-going improvement and that the CCG, Council and Pennine Care have worked together to improve hospital discharges, with a particular emphasis on Wythenshawe Hospital where delayed transfers of care are an issue.
7. As such the Executive notes that there has been extensive review of the discharge procedures with a view to improving the safe and timely transfer of care from a hospital setting to a destination where the patient's needs can be better met.

**Recommendation 2: That Trafford Council Adult Social Care, CMFT and UHSM work with Trafford Healthwatch in meeting the recommendations set out in their report.**

8. Issues identified by Trafford Healthwatch continue to be addressed by the Council and the CCG in increasing community and residential and nursing capacity within the community. Pennine Care have also begun providing an intermediate care facility at Ascot House which will be fully open by the 1<sup>st</sup> October.
9. Where residential or nursing homes have concerns that they are unable to meet the needs of patients, Pennine Care now provide the Community Enhanced Care service which provides the homes with the reassurance that they need.

**Recommendation 4: That UHSM have a representative attend the Residential/Nursing Home forums**

10. As part of the review of the discharge procedure at UHSM, Pennine Care and the Council work closely together, and now manage the discharge process. Close links with the residential and nursing forum are maintained through the Council and CCG commissioners.

**Recommendation 9: That Trafford Council discuss locality locations of the Trafford Carers Centre with NHS Trusts**

11. The Trafford Carers Centre have been in discussion with the Council and the CCG regarding the co location of carer centre staff. They currently have a presence at Trafford General and will in the future be starting to work at Wythenshawe hospital and the TCC.

**Response from Salford Royal Foundation Trust**

**Recommendation 7: That SRFT inform Trafford Health scrutiny committee of the results of the new Transfer of care form and if successful (and appropriate) to help other trusts implement a similar form.**

12. SRFT report that the Transfer of Care form is still in the pilot phase. It has now been rolled out to all nursing homes who have been asked to complete one for each patient. This is checked at annual review by the social worker or the NHS funded care team and there is an additional form which confirms that the Transfer of Care form has been evaluated and is up to date.
13. Work is on-going in embedding the use of the form as part of the standard process. The form should be scanned in on arrival at the hospital, and this does not always happen. The pilot is currently being audited by the consultant geriatrician at Salford Royal.

**Response from UHSM**

14. The response from UHSM is attached at Appendix 2

### **Response from CMFT**

15. The response from CMFT will follow.

### **Recommendations**

16. Health Scrutiny Committee are asked to :
- Note and approve the report
  - Note the progress made