

## Care Scrutiny Investigation – PART 2

<b>REFERENCE</b>	YMCH 7
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<b>SUPPORT AND ADMINISTRATION</b>	Bethan Adams,
<b>VERSION</b>	Version 0.5

### **1. Title of the Investigation: From Hospital to Home PART 2 (In the Community/Home)**

How appropriate and effective are the arrangements of the Betsi Cadwaladr University Local Health Board and its partners for supporting older people to return home or to the community following a hospital stay?

### **2. Background:**

Each health organisation has arrangements in place for planning the means by which patients are discharged from hospital. The main aim of these arrangements is to reduce the time that patients have to spend in hospital, to reduce the likelihood that patients return to hospital in an unplanned manner and to improve the co-ordination and delivery of services to patients when they have returned home or to live in the community.

However, Members of the Services Scrutiny Committee have concerns about the appropriateness and effectiveness of these arrangements in Gwynedd. The concerns of the Members of the Services Scrutiny Committee are based on the experiences of some of their constituents of being discharged from hospital without the appropriate care support and social networks in place when they return home or to live in the community.

### **3. Purpose of the Investigation:**

The investigation will consider the appropriateness and effectiveness of the arrangements of the Betsi Cadwaladr University Local Health Board and its partners for discharging older patients from hospital and supporting them to return home or to live in the community.

To achieve this, the investigation will address the following issues:

- The appropriateness and effectiveness of the discharge arrangements in terms of achieving the best outcomes for older patients, by identifying and highlighting good practice and areas for improvement.

- The appropriateness and effectiveness of the joint working arrangements between the Local Health Board and the Council in terms of assessing, planning and delivering integrated and appropriate care for older patients who are discharged from hospital.
- The role of Third Sector organisations in supporting older patients to return home or to live in the community.
- To identify examples of good practice from other areas and highlight those that can be adopted and implemented in Gwynedd / North Wales.
- To prepare a set of improvement recommendations to be presented to the Local Health Board, Gwynedd Council and Third Sector organisations to respond to the main findings and conclusions of the investigation.

**4. Methodology:**

- Interview key officials from the Betsi Cadwaladr University Health Board and Gwynedd Council about:
  - The Health Board’s policy and procedures for assessing the needs of older patients and discharging them from hospital.
  - The Council's policy and arrangements for supporting older patients who are discharged from hospital to return home or to live in the community.
  - The arrangements of the Health Board and the Council for working together to support older patients who are discharged from hospital to return home or to live in the community.
- Interview representatives of Third Sector organisations about the support they offer to older patients who are discharged from hospital.
- Interview a sample of older patients and their families or carers about their experiences of being discharged from hospital and being supported to return home or to live in the community.
- Interview representatives from other relevant organisations associated to this area of work e.g. Community Health Council, Welsh Ambulance Service Trust, Independent Care Providers.
- Consider and analyse relevant performance data and information.
- Investigate examples of good practice from other areas in order to identify practices that could be adopted and implemented in Gwynedd or throughout the region.

**6. Period of the Investigation:**

Part 1

Start of the Investigation	September 2013
End of the Investigation	May 2014
Report to the Scrutiny Committee	June 2014

Part 2

Start of the Investigation	October 2014
End of the Investigation	November 2014
Report to the Scrutiny Committee	December 2014

## 7. Outline Work Programme PART 2:

Presented below is an outline Work Programme for completing the Scrutiny Inquiry:

Task / Activity	Target Date
Confirm the brief, scope and work programme of Part 2 of the Scrutiny Investigation and prepare for the interviews with key witnesses.	October 2014
Conduct interviews with witnesses	October 2014
Consider, analyse and summarise all of the information gathered in order to identify themes to form the basis for preparing conclusions.	November 2014
Prepare and agree the main recommendations.	November 2014
Prepare the draft report.	November 2014
Present the draft report to the Services Scrutiny Committee for consideration.	December 2014
Present the final report to the relevant Cabinet Member for consideration.	December 2014

This Work Programme will be updated and amended as required. In addition, Members will be asked to undertake additional work between meetings.