

Alterations to Discharge Process during COVID-19 period: implemented from Monday 30 March 2020

In order to respond to the national guidance, we have worked very quickly over the last week to agree some alterations to the way in which discharges are managed in Wiltshire. These are designed to maximise the flexibility of our resources, and the speed at which we can operate in an environment in which legislative requirements have been altered. The main changes, being implemented from Monday 30 March, are:

Coordination of discharge requests

The Wiltshire Patient Flow Hub will handle all requests for supported discharge (currently Pathways 1-3). All information and requests to be sent directly to the Hub (not through Access to Care) to the email address (insert email). A phone line is available (insert number), but email is much preferred for speed.

All requests for a supported discharge to be accompanied by the attached common information form.

The Flow Hub will extend its hours to 8am-8pm, 7 days a week

Flow will be aided by the availability of a Flow Management Call (previously referred to as Silver Call):

- RUH : 10.30 when required
- SFT:11.00
- GWH: Wiltshire-specific call as required

Any further escalation of issues should be made through the Incident Control arrangements.

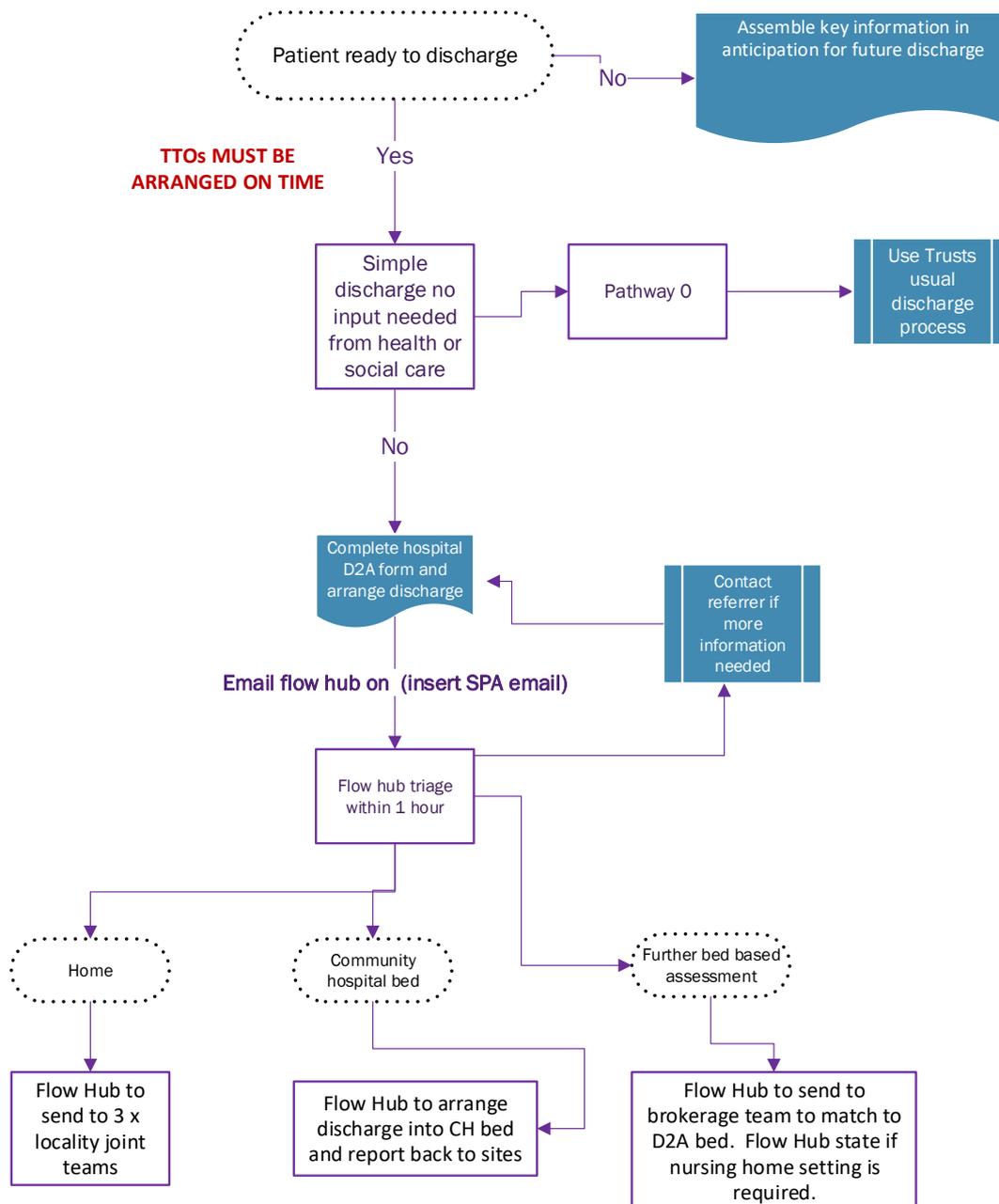
Changes to capacity

All home-based discharges will be allocated to a flexible virtual pool of resources which includes all Home First and reablement resources as well as block domiciliary care hours

Discharges to Community Hospitals will be in line with the criteria being developed for use of community hospital beds during Covid-19

All other bed-based discharge will be to a pool of 'Discharge to Assess beds' in nursing homes.

Wiltshire Council and Wiltshire Health and Care



- Board rounds to review patients twice a day for discharge .
- All discharges to be actioned prior to 2pm
- Ordering of equipment for use at home must be completed prior to discharge by the hospital teams
- NHS CHC assessments for people on the acute hospital discharge pathway and in community settings are not required until the end of the COVID-19 emergency period.
- Where a care package is already in place, this will be restarted immediately through a phone call by the hospital discharge team to brokerage. This applies to self funded care. There is no option for reablement during this emergency period.
- Acute hospitals are responsible for leading on the discharge of all people on pathway 0, ensuring that the 50% of people who can leave the hospital with minimal support do so on time.
- Duties under the Mental Capacity Act 2005 still apply during this period. If a person is suspected to lack the relevant mental capacity to make the decisions about their ongoing care and treatment, a capacity assessment should be carried out before decision about their discharge is made. All duties regarding safeguarding remain.
- It is quicker to email the referral form, but a number is available to call the flow hub (phone number)