

Community Assessment Lounge

Acknowledgments:

Solent NHS Trust.
Southern Health NHS Foundation Trust.
Portsmouth Hospitals NHS Trust.

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Community Assessment Lounge

Executive Summary

The Community Assessment Lounge (CAxL) is provided as part of a commissioned community pathway developed specifically to target admission avoidance within the Emergency Department (ED) at Queen Alexandra Hospital (QAH) in Portsmouth. The Community Assessment Lounge provides a clinician led specialist community assessment service, to enable the safe, timely transfer of care of patients who do not require hospital admission back to the community with a support plan that addresses their immediate and longer term health and social care needs.

The primary aims of the service are to:

- Provide active comprehensive community assessment to facilitate a timely and safe transfer from the Emergency Department to the patient's usual place of residence or to a rehabilitation or re-enablement environment if appropriate.
- Plan and co-ordinate immediate packages of care to enable a timely and safe discharge to the patient usual of residence to maximise their functional potential and regain/maintain their optimal level of independence.
- To provide timely, comprehensive, person centred assessment and intervention
- Provide a safe, quality service that promotes dignity and supports choice for people
- To minimise the need for acute admission
- Prevent avoidable admissions to acute hospital where a medical assessment has been carried out and a diagnosis has been established.
- Facilitate timely transfer of care following presentation at the Emergency Department

The service is provided as an integrated commissioning approach between Solent NHS Trust, Portsmouth Hospitals NHS Trust and Southern Health NHS Foundation Trust with close interdependencies with ED, MAU, CEDT, Virtual Wards, and the wider health and social care community.

The key focus of activity for the service is that cohort of patients who have received a medical assessment, have a diagnosis, are deemed not to require hospital admission but who require an immediate response from community health and /or social care services to enable them to be discharged from the Emergency Department. The presence of the Community Assessment Lounge enables the immediate transfer of care from the ED Team to a space within ED where needs based assessment can be completed and the appropriate community response activated for those patients. Patients may be referred directly into the Lounge by the ED nursing and medical team, or following assessment by the Community ED Team in ED, the Observation Ward or MAU.

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1. 0 Introduction

The purpose of this report is to review the first six months of the CAxL. The Lounge opened on Dec 10th 2012 with full co-operation from all three provider Trusts in Portsmouth & SE Hants in addition to full Commissioner support. This report covers the time period from Dec 10th 2012 to May 31st 2013 inclusively.

This report will cover a variety of metrics broken down to show current performance.

Agreed expected outcomes are as follows:

- To support a reduced admission rate to the ED Observation Ward and Medical Assessment Unit where acute admission was previously unavoidable.
- To enable patients to be assessed in the most appropriate setting and supporting patients in making decisions about their future thus increasing the number of discharges directly from the PHT ED Department.
- A reduction in avoidable emergency admissions and re-admissions.
- To reduce number of 4 hour breaches within the ED.

To date (31st May 2013) **1004** have been assessed in the CAxL with **587** pure admission avoidances and **417** assisting with flow through the ED/MAU/wards.

The Community Assessment Lounge has received positive feedback from both staff and patients.

2. 0 Service Model

The Community Assessment Lounge is delivered from designated space within the Emergency Department. It is operational between the hours of 09.00 – 21.00 hours over seven days. The service is provided by a Band 6 Nurse and a Band 2 Health Care Support Worker with dedicated admin support. Clinical and operational support is provided by the Community Matrons within the Community ED Team

Solent NHS Trust is currently recruiting to an 8a Clinical Manager role. This individual will oversee the operational management of the CAxL and CEDT.

During the time frame of this report the CAxL was lead by an 8b Senior Physiotherapist who was responsible for leading the mobilisation of the service and providing direct operational support. Management oversight and leadership will transfer with effect

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from 01.06.13 to the Solent NHS Trust Locality East Community Healthcare Services Business Unit.

3.0 Current Annual Financial Costs

Wte	Role	Cost
0.61 wte	Band 8a Clinical Manager	£39,247
3.16 wte	Band 6 Nurses	£136,782
3.16 wte	Band 2 HCA	£71,049
1.21 wte	Band 2 Admin Support	£27,212
	Catering Cost	£6,570
	IM&T	£6,000
	Patient Transport	£24,840
	Property & Estates	£22,843
	Corporate Overheads	£5,756
		TOTAL £340,299

The cost of the CAxL for the 6 months from Dec – 31st May was **£170,150**.

4.0 Numbers/Metrics & Findings

The Community Assessment Lounge became operational December 10th 2012 to

The metrics agreed upon were as follows, these have been captured since January 2013:

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Table 1: CAxL Performance Metrics

Actual Daily Admission Avoidances
Actual CAxL triages in MAU/Obs 10pm-10am - CAxL + CEDT
No. of patients arrived in CAxL before 4 hour breach.
No. of patients arrived in CAxL after 4 hour breach.
Actual No of patients 'PULLED' from MAU/Obs/wards
TOTAL No of patients seen in CAxL

Table 2: Total number of Admission Avoidances

December (from 12 th Dec)	52
January	105
February	99
March	116
April	106
May (up to 27 th May)	109
TOTAL ADMISSIONS AVOIDED	587

Table 3: Time patient arrived in the CAxL (12th Dec – 31st May)

	December	January	February	March	April	May	TOTAL
09.00 - 10.00	16	4	25	26	32	28	131
10.00-11.00	10	28	30	16	34	32	150
11.00-12.00	10	16	11	21	30	22	110
12.00-13.00	8	16	12	19	17	18	90
13.00-14.00	8	15	9	17	18	8	75
14.00-15.00	9	18	24	16	16	20	103
15.00-16.00	10	12	8	11	4	12	47
16.00-17.00	11	18	12	12	15	16	84
17.00-18.00	6	21	13	20	9	25	94
18.00-19.00	5	15	7	14	14	13	68
19.00-20.00	0	4	4	7	6	12	33

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20.00-21.00	0	3	2	4	4	4	17
21.00-22.00	0	2	0	0	0	0	2
							Total 1,004

Figure 2: Patient Attendance by Time (12th Dec – 31st May)

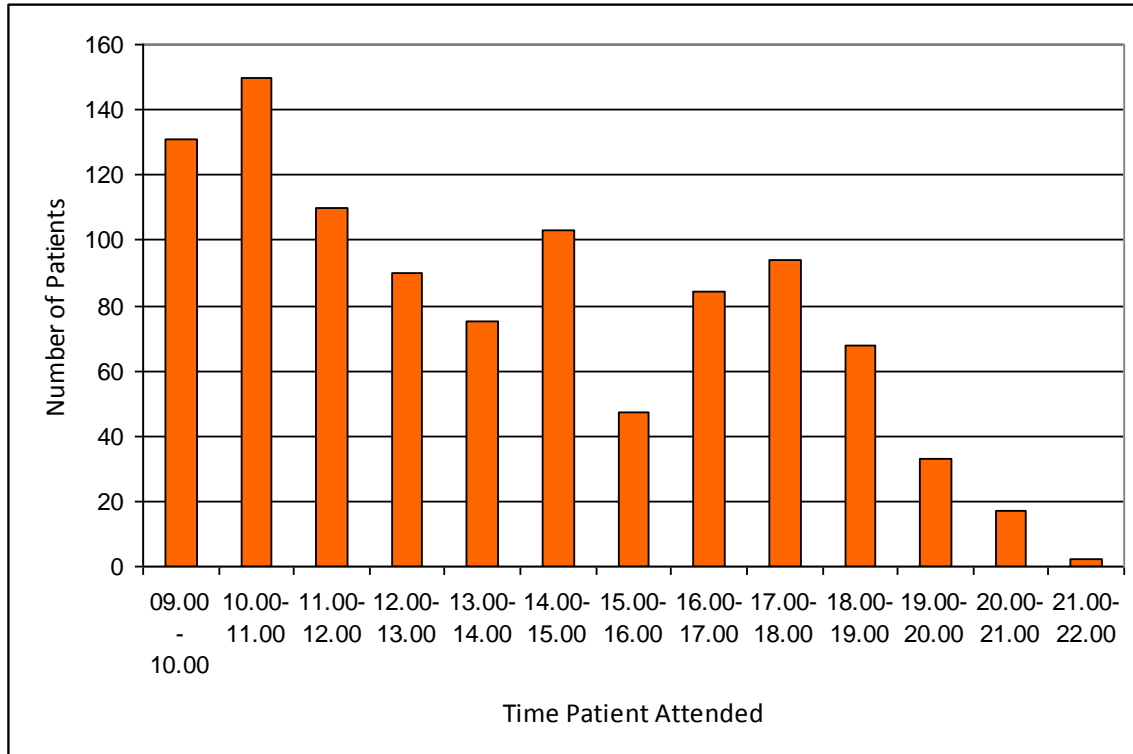


Table 4: CAXL patients by area (12th Dec – 31st May)

	December	January	February	March	April	May	TOTAL
Hampshire	60	100	93	110	131	142	636
Portsmouth	27	61	54	67	81	69	359
Other	2	0	3	2	1	1	9
						TOTAL	1,004

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Figure 3 : Discharge destinations of patients seen in the CAxL (12th Dec – 31st May)

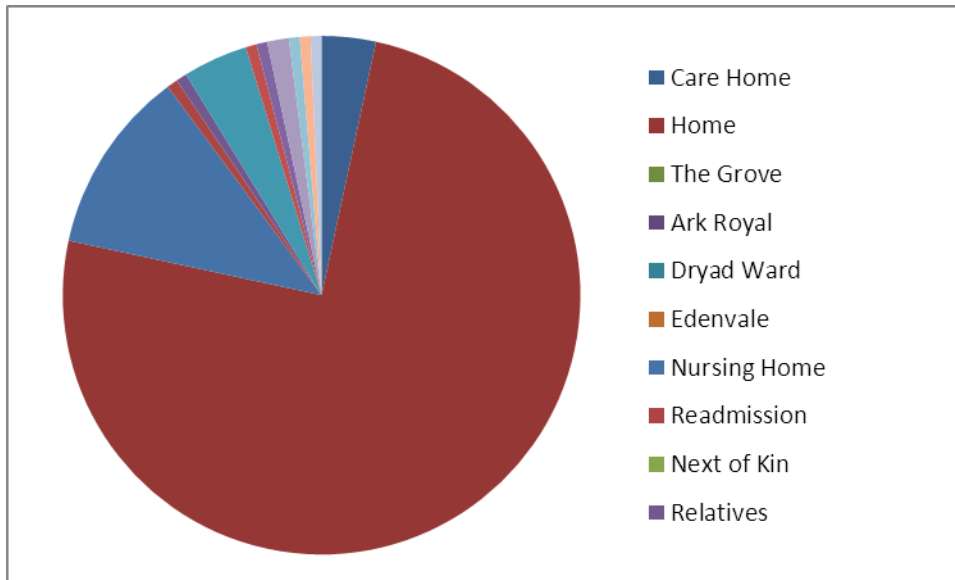


Table 5: KPI update from Dec 2012 – 31st May 2013

4 Hour Breach Target	
Total number of patients who arrived in CAxL before the 4 hour breach <i>(data was collected from Feb onwards & only applicable to patients who attended the CAxL from Minor/Majors)</i>	499
Total number of patients who arrived in CAxL after the 4 hour breach <i>(data was collated from Feb onwards & only applicable to patients who attended the CAxL from Minor/Majors)</i>	178
Patients 'Pulled' by the CAxL from MAU/Obs	
Total number of patients 'Pulled' from Obs	374
Total number of patients 'Pulled' from 'Other'	13

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Total number of patients 'Pulled' from MAU	30
Total number of patients 'Pulled'	417

5. 0 Patient & Staff feedback.

Patient surveys have been undertaken since January that have asked questions about the quality of the service, privacy & dignity, advice and information and overall experience of their stay in the CAxL. By far the majority of the responses are positive with many patients commenting positively about the ethos and attitude of the staff, all privacy and dignity, and the information they were provided with. The CAxL has received no complaints to date.

Examples of patient feedback:

"Just to say thank you for the excellent care"

"Many thanks, really excellent care. The dignity of my 95 year old mother was carefully considered"

"We were amazed at the kindness, competence and care received whilst in the Lounge. Many thanks to all concerned"

"Staff were very friendly and supportive although they were busy and made my brother feel that they cared"

"I would like to say every one was so kind and caring to me and my mother"

"Treated with kindness and respect"

"It was a scary situation for me but everyone in A & E and the Assessment Lounge were super and kindness itself"

Examples of staff from ED feedback:

"Very useful, friendly, effective service and have prevented unnecessary admission to hospital multiple times"

"This service makes a huge difference to flow in A/E also enabling quick discharges when appropriate. Definitely a great service which department needs due to its high turnover"

"Very good, stay very professional. Aids inpatient flow and avoiding Obs ward admission"

"CAL has assisted me greatly in the safe management of a number of elderly patients"

"Very helpful service. Would like CAxL to stay"

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“Excellent service and much appreciated by patients when they are told they are to have discharge assessment in there. Reduces stress on minors re discharge among practitioners and nursing staff”

6.0 Next Steps

- Confirm recurrent funding from the commissioning organisation
- Evaluate financial efficiencies of the scheme
- Recruit to substantive posts
- Merge management and performance lines of the Community ED Team and Community Assessment Lounge to improve governance and service provision
- Work with PHT and Southern partners to integrate the Community Assessment Lounge with proposals relating to the expansion of Ambulatory Care and the Urgent Care Centre

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