

## Discharge from Care – Consolidated Scoping Document

### (1) Background to the Project

- a. Over the 3-year period of its existence, the Portsmouth LINK has become increasingly concerned at a perceived lack of coordination amongst Service Providers when patients/clients require support in the community after discharge from the care of one organisation into the care of another.

### (2) Aim

- a. The LINK believes that a number of organisations tend to focus on their own internal processes rather than on the holistic needs of the client/patient and that re-focussing will lead to a better patient/client experience, more efficient processes and better 'joined-up' care.

### (3) Objectives

- a. Working in conjunction with local stakeholders, to examine whether patients/clients discharged from Health and/or Social Care have the best possible support and experience during the process of becoming as independent as possible in the community.
- b. To review and assess current procedures and processes used by Health and Social Care organisations forming the patient/client pathway during discharge into the community.
- c. To identify Care Providers potentially subject to this review.
- d. To identify what information is available from Care Providers and previous LINK reports that will contribute to this assessment.
- e. To assess patient/client satisfaction using survey and compliment, comment & complaint data and to determine where improvement to the patient/client experience is possible.
- f. To obtain and make known the views and experience of local communities.

#### **(4) Expected Outcomes**

- a. An improved patient experience of discharge from care into the community.
- b. Improved communication and 'joined-up' care by all organisations involved in the discharge process.
- c. Cost-effective provision of discharge care that satisfies the patient/client perspective.
- d. Shorter discharge times that acknowledge the overriding importance of client/patient safety and well-being.
- e. Efficient provision of supporting services (equipment, medication, etc.) during the discharge process to help the patient/client return to being as independent as possible in the community as quickly as is safely possible.
- f. Sharing information gathered and the project report with Stakeholders (i.e. Service Providers, Portsmouth HOSP, other LINKs and Voluntary Sector Organisations).

#### **(5) Required Outputs**

- a. An initial analysis of available information and interim report indicating next steps by 31 March 2011.
- b. To have developed a clear project timetable by 31 March 2011.

#### **(6) LINK Lead and Support**

- a. Chrissie Monck (Lead)
- b. Jock McLees (Deputy Lead).
- c. Fred Monck (Support).
- d. Terry Carter (Support).
- e. Steering Group as required.
- f. Sub-Groups as required.

#### **(7) Host Support**

- a. LINK Support Officer and Administrator.
- b. Central Administration (Melksham) (subject to contract).
- c. Snap Survey Team (HAPUK) (subject to contract).
- d. HAPUK Governance (subject to contract).

## (11) Probable Activity Plan

- a. LINK Informs stakeholders of the project and provides copies of the scoping document.
- b. LINK discusses the overall plan for the Project described in this Scoping Document. LINK decides a timeframe, lead responsibilities and initial milestones for actions to be completed.
- c. LINK defines the information to be gathered, the method of gathering it (i.e. approaching Service Providers for data, LINK Surveys, HAPUK Snap Surveys and Interviews) and collation of information already held by LINK.
- d. Meetings with stakeholders to determine what information of use to the Project Team is available.
- e. Identify elements/pathways to be given priority for this project (if appropriate, select specific pathways to review – e.g. from acute care, from mental health, from detoxification).
- f. Decide which other organisations and communities to include in the actual operation of the project.
- g. Visit sites of Service providers to discuss the Project.
- h. Request information.
- i. Review objectives.
- j. Analyse data gathered.
- k. Discuss draft findings with Stakeholders.
- l. Publish Report.