

SERVICE INNOVATION DURING COVID 19

WENDY DARLING
UK COUNTRY DIRECTOR

June 2020

INTRODUCTION



TWO PRIORITIES



Service Continuity
Staff Safety

New and Emerging Demands

CHANGING PRACTICES

- Homeworking
- PPE!
- Lockdown & Shielding
- Digital Solutions
- Proactive calls

Supporting other services
– Commissioners
– ARCs



THE CHESHIRE EXPERIENCE

Existing relationships with the two Councils

Fully managed TEC services

Presence in two acute hospitals

Publication of the Government's Covid 19 Hospital Discharge Service Requirements 19 March 2020



BACKGROUND

- On 19th March 2020 the NHS issued the **COVID-19 Hospital Discharge Service Requirements** which set out:
- “...the Hospital Discharge Service Requirements for all NHS trusts, community interest companies and private care providers of acute, community beds and community health services and social care staff in England, who must adhere to this from Thursday 19th March 2020. It also sets out requirements around discharge for health and social care commissioners (including Clinical Commissioning Groups and local authorities)”



HM Government



COVID-19 Hospital Discharge Service Requirements

Published 19 March 2020

KEY REQUIREMENTS

The requirements detailed a number of measures including:

- To support the NHS “2-hour” discharge target
- To provide on-going, accelerated hospital discharge to support capacity in hospitals
- To provide Technology Enabled Care (TEC) packages to enable prompt discharge & prevent admission to hospital
- To provide a single coordinator in each area with an Executive Sponsor so referrals can be streamlined and issues escalated quickly and effectively
- To maintain a steady stream of appropriate equipment to enable tailored support for patients at home
- 8am – 8pm 7 day assessment and installation services

OUR RESPONSE

Worked with the CCG & LA

Proposed a solution

Created an implementation plan

Obtained sign off by Stakeholders



IMPLEMENTATION

Restructured Technician Team

Re-modelled local administration function

Implemented new processes

New office location with a store

Prepared and programmed new units

Prepared Mobile Response Team

Introduced screening revised risk assessments

Introduced Telephone Telecare assessments



OUTCOMES

- Bridged the gap between the Councils and CCGs
- Much broader buy in (GP surgeries, ambulance etc)
- Single point access (all referrals from GP / Ambulance / NHS and LA)
- Ambition to look at Telehealth
- Plan in place for next 12 months in preparation for next wave
- Secured testing for our teams

THANK YOU

For further information
please contact

wendy.darling@doro.com

Tel: 07756 500089



