

DISTRICT DIRECT - PILOT REVIEW 11th September 2017 – 31st March 2018

District Direct supports patients and hospital staff to identify and overcome barriers to discharge via a dedicated district council resource within the integrated hospital discharge hub. The aim is to identify housing related barriers to returning home at the earliest opportunity and support residents to return home in a timely manner from hospital to an environment that meets their needs with the necessary support in place.

District Direct provided:

A dedicated District Direct officer based within the integrated hospital discharge hub to;

- Support DISCOs to identify at an early stage patient vulnerable to delayed discharge, developing and promoting the referral process and gaining patient consent
- Assess and create an action plan to remove the barriers preventing patients from returning home
- Patient follow up to support sustainable independent living at home and prevent re-admission

Eligibility criteria

Patient identified as at risk of delayed discharge and/or re-admission due to the home environment, financial situation, homelessness, energy issues etc. and patient's needs not covered by other statutory organisations e.g. personal care.

Referral pathway

DISCOs are prompted at point of admission to ask 5 questions to highlight any indicators of heightened risk of delayed discharge. A simple referral form is completed and the District Direct Officer will visit the patient, assess and create an action plan to support the patient to return home to live independently. The District Direct Officer will then coordinate handover to the home authority.

Resource to date

District Direct was resourced by District Councils between 11th September 2017 and 31st December 2017 as proof of concept.

NNUH extended the pilot by, A&E delivery board agreement, on 6th December 2017. It was agreed to use winter pressure money to support the scheme until 31st March 2018 with the intention of identifying longer term sustainable funding.

Pilot review & outcomes (further analysis appendix 1)

The pilot supported 184 patients, has undertaken 290 interventions and provided wider information and advice to patients and NNUH staff. Patients have ranged from 31 to 96, with an average age of 71 years of age.

A comparative sample of patients, who had had a housing intervention in the previous six-months, was reviewed and it was found that their average length of stay (ALOS) from the point of being medically fit was 11 days. This reduced by 36% to 7 days ALOS for the 184 patients managed via District Direct. There were 725 bed days saved over a 29-week pilot which equates to a saving of £181,250 (based on £250 cost per bed day). Going forward there are plans being developed for a robust evaluation which will be able to include more qualitative elements and a longer-term view of value in respect of 90 day readmission rates. Primarily the focus for the pilot has been on reduction in LOS and improved patient flow. There are some case study examples of the kind of complex cases which the service has been able to support in the supporting evidence. Individual patient experience is a bit harder to capture due to the sensitive nature of some of the problems faced by patients e.g. debt issues, homelessness, domestic abuse.

Future funding & promotion

The initiative has now been extended for 12-months through partnership funding. Adult Social care have contributed £40k, the 3 central CCGs have contributed £39k and Broadland, Breckland, North Norfolk and South Norfolk District Councils have each contributed £8k, Norwich City Council have not contributed. The project will support any patient being discharged from NNUH.

The initiative has attracted national attention:-

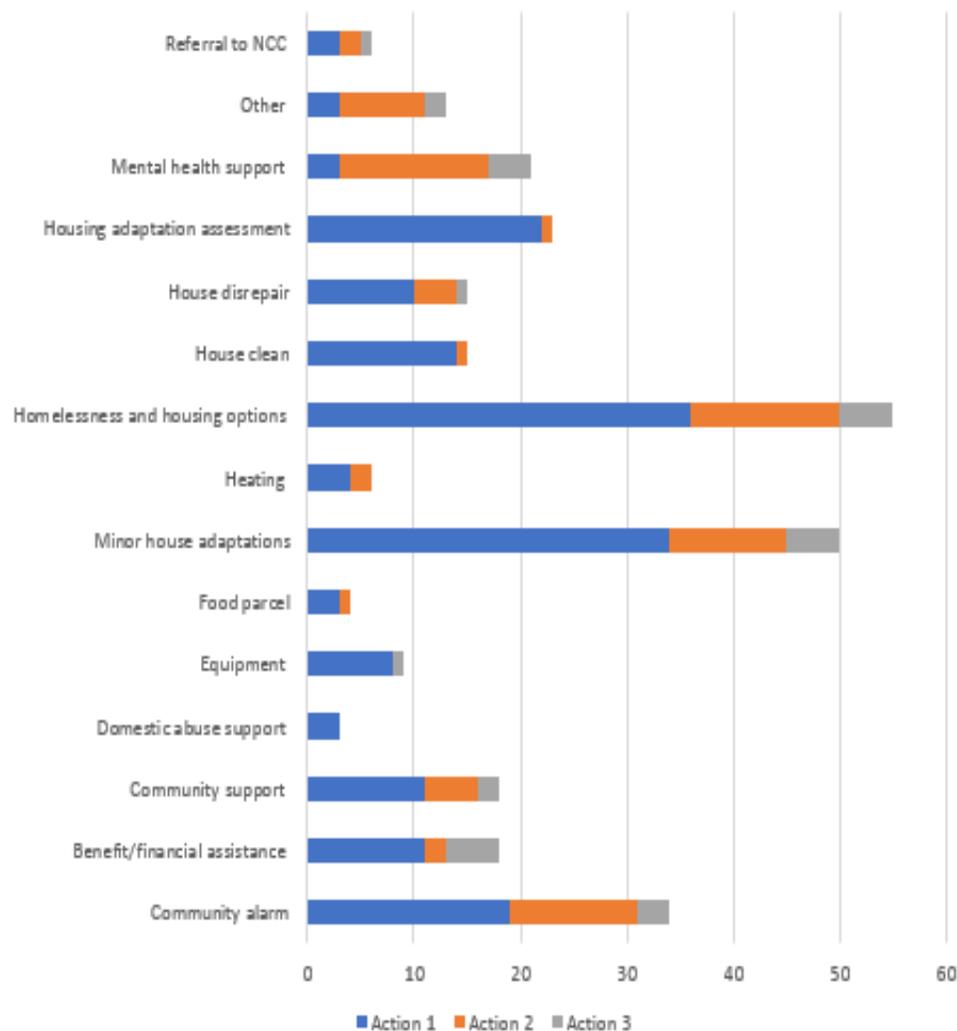
- In June 2018 District Direct was selected as Roy Lilley's 'Pick of the Week' on the Academy of Fabulous NHS Stuff website <https://fabnhsstuff.net/2018/06/19/supperandsix-district-direct/> following a 'Supper with Six' event in Sheffield. (Roy Lilley is an NHS writer, broadcaster and commentator and founder of the Academy of Fabulous NHS Stuff). There have been over 5000 views of the streamed live video of the event and further national interest is expected.
- Sam Cayford and Robert Fuller have been invited to speak about the service at a national King's Fund conference as it is considered an example of excellent innovative partnership working.

For more information, please contact:-

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Appendix 1: Pilot analysis

District Direct Officer intervention



Presenting barrier	No.
Access and adaptation	94
Housing Quality	20
Housing Status	52
Other	14
Support Networks	4

Resident tenure



■ No Fixed Abode
 ■ Other
 ■ Owner Occupier
■ Private rented
 ■ Social Housing
 ■ Temporary
■ unknown

District	No.
Breckland	27
Broadland	36
Kingslynn	2
North Norfolk	26
Norwich	54
Out of Area	4
South Norfolk	35

Referral source

