



*Although a formal committee of Brighton & Hove City Council, the Health & Wellbeing Board has a remit which includes matters relating to the Clinical Commissioning Group (CCG), the Local Safeguarding Board for Children and Adults and Healthwatch.*

Title:	Healthwatch Brighton & Hove Let's Get You Home – a report on the experiences of older people being discharged from the Royal Sussex County Hospital, Brighton from July – September 2018	
Date of Meeting:	19th March 2019	
Report of:	Rob Persey, Executive Director Health & Social Care, Wendy Carberry, Managing Director South, Central Sussex and East Surrey Commissioning Alliance, & David Liley, Chief Executive Healthwatch Brighton & Hove	
Contact:	Barbara Deacon	Tel: 01273 296805
	Email: <a href="mailto:barbara.deacon@brighton-hove.gov.uk">barbara.deacon@brighton-hove.gov.uk</a>	
Wards Affected:	All	
<b>FOR GENERAL RELEASE</b>		
<b>Executive Summary</b>		
Healthwatch is the local independent consumer champion for health and care and is a co-opted member of both the Brighton & Hove Health Overview & Scrutiny Committee (HOSC) and the Health & Wellbeing Board (HWB).		
Each year Healthwatch undertakes a number of reviews which vary in focus and size. This report, 'Let's Get You Home', asked local older people about their experience of getting advice and support when being discharged from hospital to home.		
Healthwatch interviewed 80 people in hospital and followed up on 49 people two months later at home. 41% of those who took part were over 80yrs old.		
This review (see appendix 1) raises concerns about the quality and consistency of		



care planning and a lack of coordination and personalisation of care and includes a number of recommendations. These recommendations have been turned into an action plan (appendix 2) agreed by the bodies concerned.

## 1. Decisions, recommendations and any options

1.1 That the Board agrees to the following:

1.1.1 to note the report

1.1.2 refer the report to the Health Overview and Scrutiny Committee to monitor how the recommendations are implemented and the outcomes/impact on residents

## 2. Relevant information

2.1 In the summer of 2018, Healthwatch asked local older people about their experience of getting advice and support when being discharged from hospital to home. Healthwatch interviewed 80 people in hospital and followed up on 49 people two months later at home. 41% of those who took part were over 80 years old.

2.2 The review raises concerns about the quality and consistency of care planning and a lack of coordination and personalisation of care.

- **Personalised care – “make it real...”**  
59% people felt they were not involved or only partly in decisions about their care. Over half of these patients 53% felt they had not been asked for their opinion
- **Integrated health and social care – “make it real...”**  
39% of all patients felt the advice they had received while in hospital was not good enough to prepare them for being at home. 44% of all patients felt they were either not ready or only partly ready to return home.
- **Being in control of your own health and social care – “make it real...”**  
At the time Healthwatch spoke to hospital patients, only 3% had received written advice on discharge planning, 11 people had received a hospital discharge letter, and only two people had received a written care plan.

2.3 The NHS ‘Let’s get you home’ hospital discharge cornerstone initiative of 2017 does not seem to have been rolled out consistently within the Brighton & Hove area to gain traction in implementation. The review has highlighted that there are a number of areas that need improvement. These have led to several recommendations within the report (appendix 1, 7-10).

- 2.4 In December 2018 Healthwatch Brighton and Hove provided an Interim Report to the local NHS and City Council. These have been translated into actions and can be seen in appendix 2. It is important to note that a number of additional actions including how people are supported in the Discharge Lounge and how to maximise patient comfort during transfers is also underway.

### **3. Important considerations and implications**

#### 3.1 Legal:

There are no legal implications arising from this report which is for noting.

Lawyer consulted: Elizabeth Culbert Date: 20/02/19

#### 3.2 Finance:

There is the potential for financial efficiencies to be obtained by improving the client pathway from hospital through better co-ordination across multiple agencies. Detailed modelling would need to be carried out to ascertain the likely financial impacts from the implementation of the recommendations.

Finance Officer consulted: Sophie Warburton Date: 20/02/2019

#### 3.3 Equalities

The equalities considerations are included within this report.

### **Supporting documents and information**

Appendix1: Let's Get You Home – the Experiences of Older People being discharged from the Royal Sussex County Hospital Brighton from July 2018 – September 2018

Appendix 2: Summary of recommendations and agreed actions to date (to be completed by partners – to follow

