



Brighton and Hove
Clinical Commissioning Group

Gill Brooks
Commissioning Manager
Brighton & Hove CCG

**Brighton and Hove
Community Short Term
Services**

National Conference
Wednesday 13th November 2013

National Audit
of Intermediate Care

2013

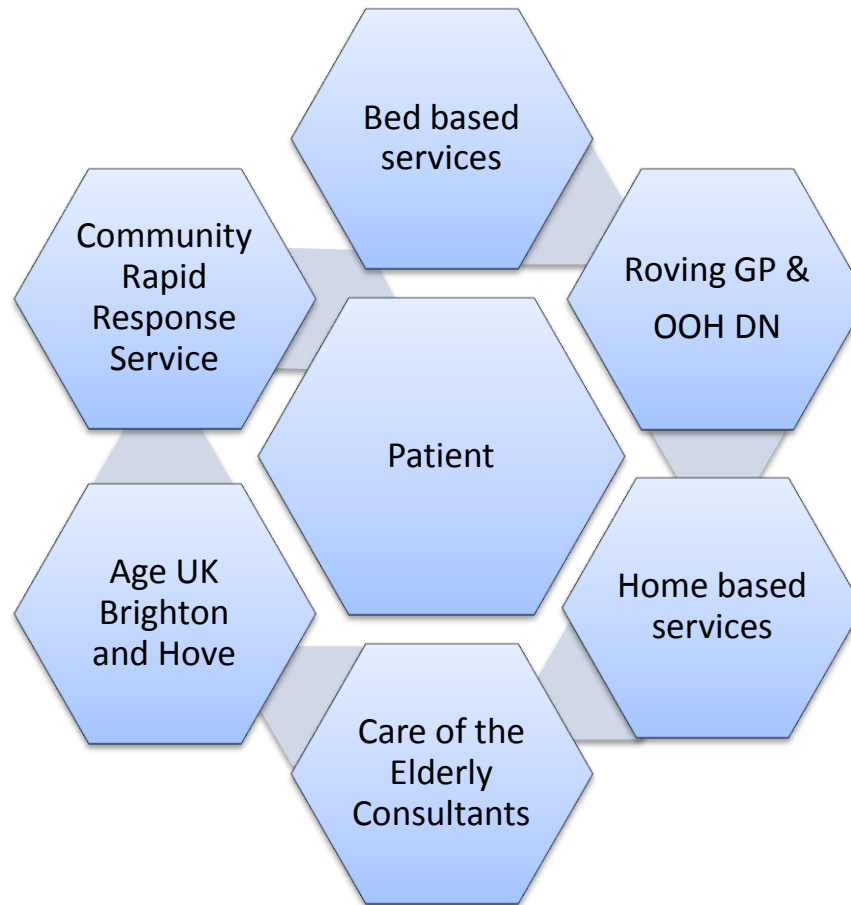


Community Short Term Services (CSTS)



- Multiple providers under an umbrella service
- Rehabilitation and re-ablement
- Up to 6 weeks of care
- Single point of contact
- Avoid hospital attendance / admission
- Support timely discharge from hospital

Community Short Term Services (CSTS)



Community Rapid Response Service (CRRS)



- Multi-disciplinary team: nurse, therapy, social worker, mental health, HCA & Admin
- 08.00-20.00 seven days a week, 2 hour response time
- Provide a MDT rapid assessment / care intervention for people in a crisis – to prevent admission
- Up to 72 hours care & support at home, at short notice
- Link with ED, Hospital Rapid Discharge Team
- Falls, catheter care, IV therapy, DVT, Dementia pathway, personal care
- Link with Age UK Brighton and Hove and Roving GP

A CRRS patient



A physiotherapist with our community rapid response service, providing excellent care to Eileen and Norman, both 89. Eileen had fallen and the Physiotherapist, Bejay is working to keep her mobile and safe.



Age UK Brighton and Hove



- Referrals for Crisis service from CRRS
- Short term emergency support at home for patients to remain independent
- 08.00 - 20.00 seven days a week
- Avoids hospital admission and readmission
- Personal care, medication prompting, practical assistance and emotional support
- Day time dementia sitting

Roving GP service

- A GP service across the city
- Referrals mainly GPs and paramedics & CSTS
- Attend CRRS mid day MDM
- 09.00 -18.30* Mon-Fri, 1 hour response time
- Assess and review acutely unwell patients
- Treat patients at home where possible
- Reduce conveyance, attendance and admission
- Session time support to CSTS beds

*Extending to 21.00 for the next 6 months as a pilot



Out of hours District Nurses



- A team of district nurses and HCAs
- Referrals from day teams to avoid hospital admissions
- Meet clinical nursing needs overnight
- Can provide multiple visits
- 20.00 - 08.00 seven nights per week
- Waking night sits for vulnerable patients
- Access to OOH GP for clinical support

Care of the Elderly Consultants

- Acute based
- Sessions in CSTS beds for complex patients
- Starting domiciliary visits to CSTS patients
- Front door in ED & refer to CSTS to prevent admission
- Use of CSTS for timely discharge
- Rapid Access Clinic for Older People



Benefits and evaluation

- Needs assessment audit January 2012 compared to August 2013
- Age UK Brighton and Hove user survey
- ED attendances reduction



Age UK Brighton & Hove user survey



Mrs P was suffering from high levels of anxiety and calling out services inappropriately, then turning them away on their arrival. The paramedics referred her to the CRRS and support was provided in a way which was described as 'excellent' especially as it happened over a weekend.



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Age UK Brighton & Hove user survey

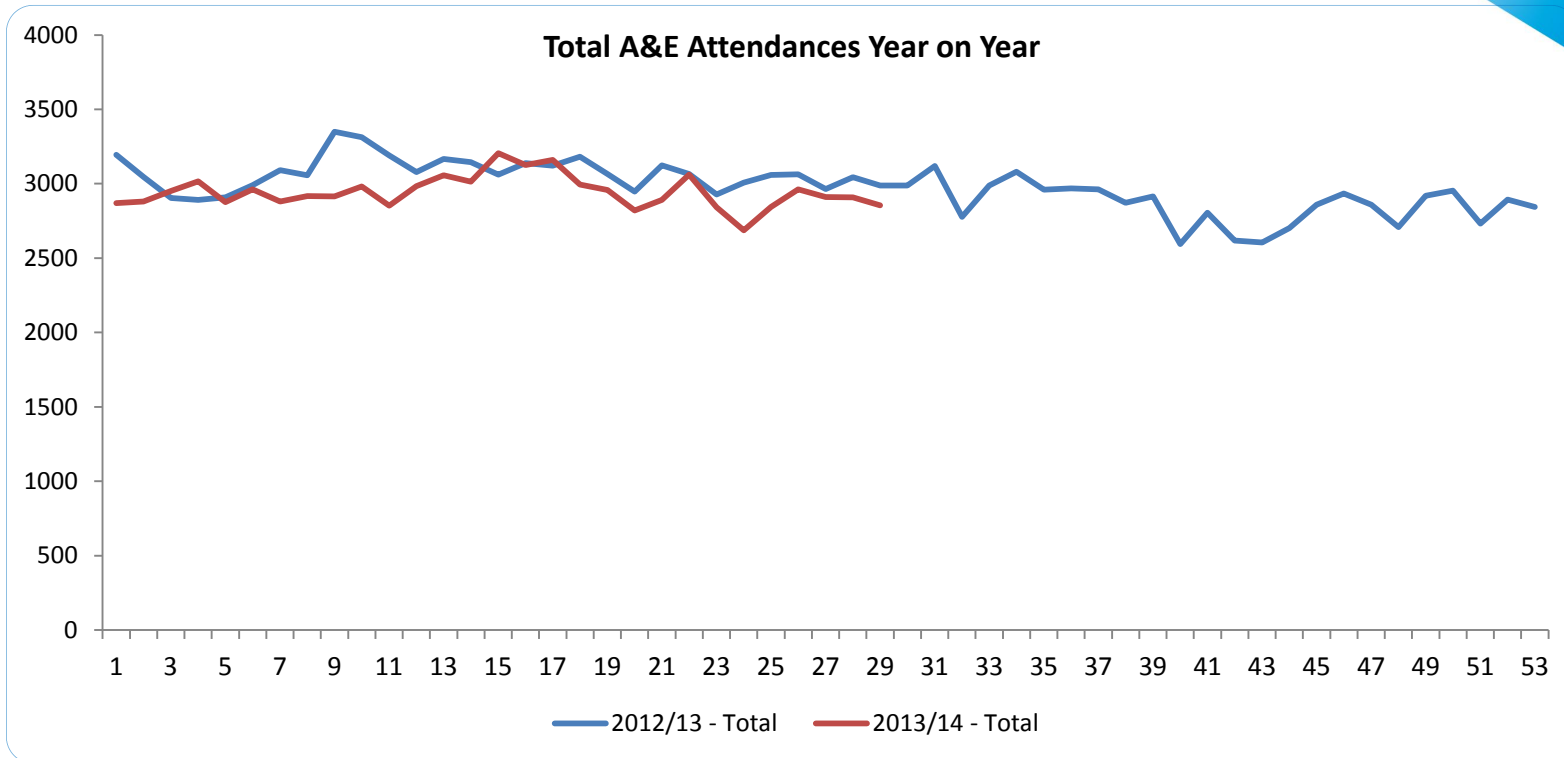


Mrs O had a fall, bruising herself badly after health service daytime hours. The lady rang her daughter who lives a long way away, and she spoke to a Roving GP, accessed with ease.



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ED attendances





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**Any
Questions?**

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