



The Dolphin Society

Registered Charity Number: 203142



Collaborating  
to get people  
home from  
hospital

**Target population** - Disabled adults and older people awaiting discharge

## Aims

- To provide practical housing related support, to ensure rapid, well managed discharge from hospital and prevent admissions and re-admissions.
- To reduce public expenditure, accidents, falls, cold homes and improve housing.

## Model of Delivery

- Working in the hospital our caseworkers stimulate referrals from the ward and discharge teams.
- They provide a holistic casework service that includes a Home Safety Check to identify safety hazards including 'trip and falls' risks, health risks, any lack of essential facilities and evidence of fuel poverty.
- They arrange and co-ordinate contractors, handy person and 3<sup>rd</sup> party contractors as required by the case.

# Why home from hospital

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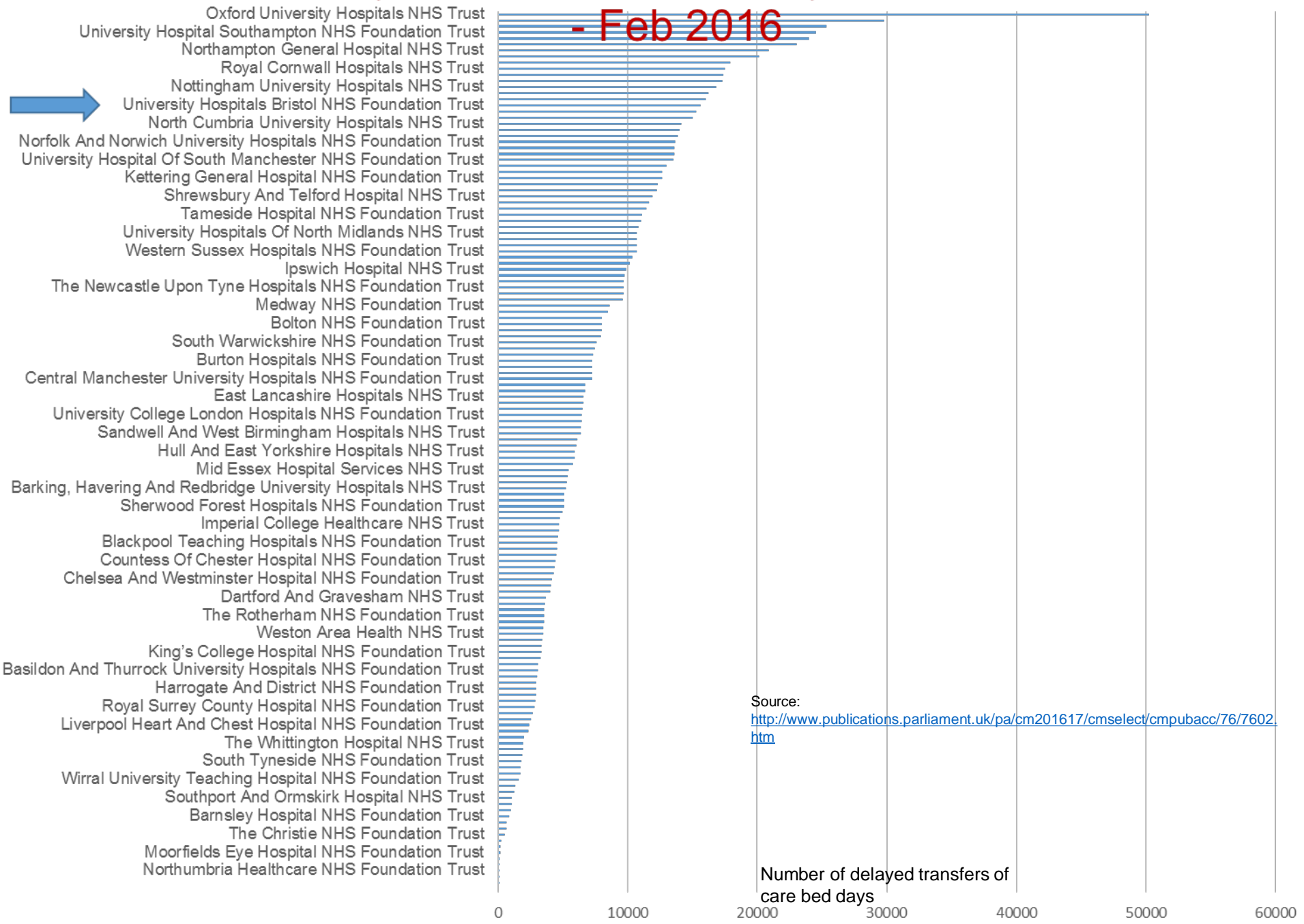


- 18% increase in emergency hospital admissions of older patients 2010/11 – 2014/15
- 62% of hospital bed days occupied by people aged 65 or over in 2014-15
- 31% increase in delayed transfers for older people 2013 – 2015
- £820m - estimate of gross cost to NHS of older patients in hospital beds who are no longer in need of acute treatment
- 10% fall in local authority spending on adult social care 2009/10 – 2014/15 (£16.3 billion to 14.6 billion)

Source: <http://www.publications.parliament.uk/pa/cm201617/cmselect/cmpublicacc/76/7602.htm>

# Acute delayed transfers of care by hospital Mar 2015

- Feb 2016



Source:  
<http://www.publications.parliament.uk/pa/cm201617/cmselect/cmpubacc/76/7602.htm>

Number of delayed transfers of care bed days

# Our pitch to Dolphin

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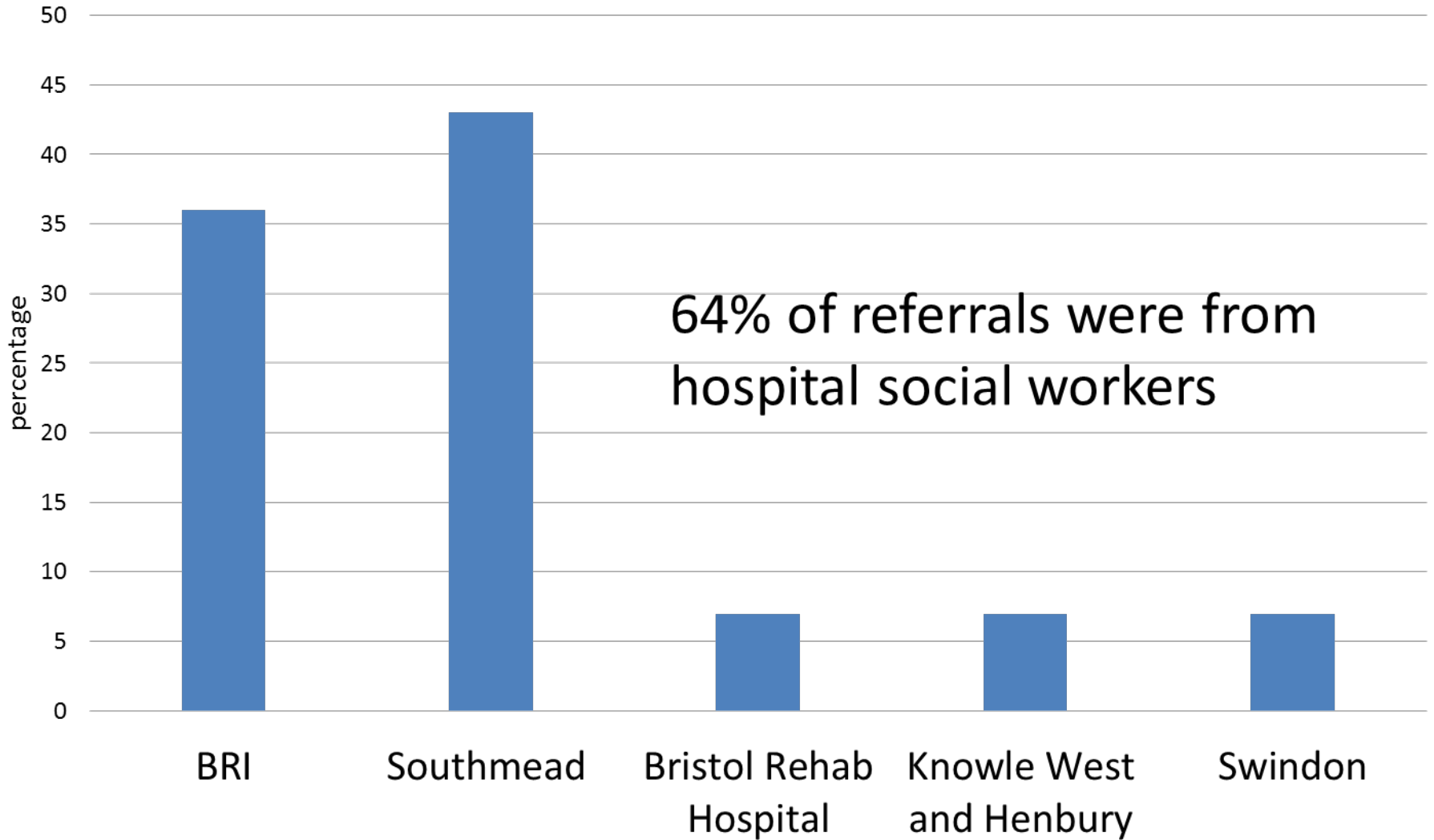


<b>Situation</b>	Too many older people go unnecessarily into hospital & spend too much time awaiting discharge.
<b>Assets</b>	WE C&R home safety checks, minor repairs, adaptations and home from hospital casework all help with this situation.
	Dolphin give WE C&R funds to target to those in most need & there has been historic underspend on the funds.
<b>Gaps</b>	WE C&R need to obtain 'core' funding & flexibility to offer & evaluate dedicated holistic hospital prevention and discharge services.
	Dolphin seeking to increase recognition to support fundraising.
<b>Output</b>	WE C&R & Dolphin Society deliver a hospital prevention & discharge project using WE C&R services solutions and historic underspend of Dolphin Funds (£23k)
<b>Outcome</b>	Improved quality of life, safety and independence of vulnerable people by a project that evidences impact, delivers recognition and increases reputation of the partners.



# The referrals

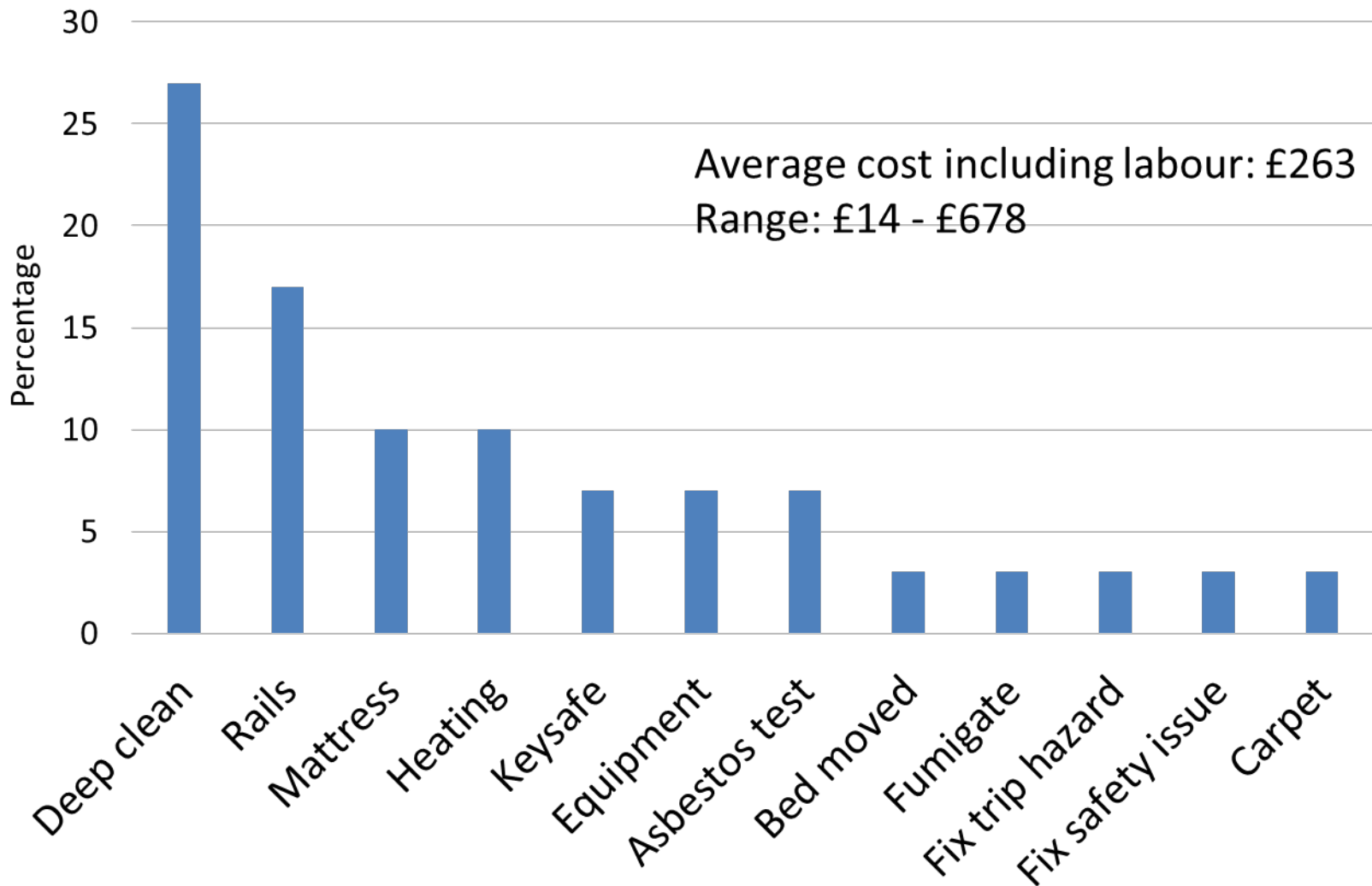
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# The work delivered

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# The impact

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An independent evaluation assessed how the housing interventions by WE C&R affected the length of stay in hospital and examined resulting time savings for hospital and social care staff.

The evaluation examined all case records, interviewed 15 hospital staff and undertook an in depth analysis of a sample of 4 cases.

Headlines from the analysis of just 4 cases established:

- A saving in hospital bed days of £13,526
- The cost of the housing interventions to achieve that saving was £948 - a cost benefit ratio of 14:1
- In addition, savings in hospital staff time amounted to a further £897

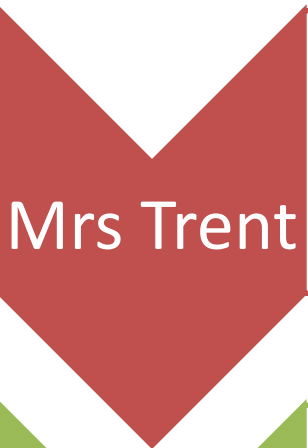




# A case example



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Mrs Trent

- Mrs Trent, 78, was admitted to the BRI for inflammation of the gall bladder but could not be discharged home because of each room in her home was so full of possessions that she was unable to prepare food, keep clean or move around.



WE CR

- **WE C&R organised** – Clearance, Repair (fixing a leaking waste pipe and removed a trip hazard and enabled access at the rear of the property) and Adaptation (a mopstick handrail to the stairs).
- **In addition, WE C&R referred her for** - benefits check –(as her DLA had been withdrawn despite her mobility and care issues), social services assessment to address personal care and meals issues and to a local befriender/volunteer



Impact

- Cost of work including labour and materials = £370
- Estimated bed days saved = 14
- Saving NHS (at £600 per day for a surgical bed) = £8,400



# What happened next

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Dolphin used the success of the project in a successful fundraising campaign and chose to again fund a new WE C&R project - This time on Falls prevention.

As a direct result of this success Bristol City Council introduced two new capital grant streams to cover the cost of repairs to the homes of people leaving hospital.

Unfortunately though, as a result of £73m black hole in the CCG funds in Bristol the funding for the WE C&R caseworkers is likely to end in 6 months time! WE C&R is now exploring whether a grant funder will sponsor its caseworker roles.

# The end

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Thank you.

This presentation contained findings from an evaluation conducted by Mackintosh O'Connor Associates Ltd.

The full evaluation report and a summary report are available from the Care & Repair England Website.