



Wiltshire
Clinical Commissioning Group

Home First

August 2017

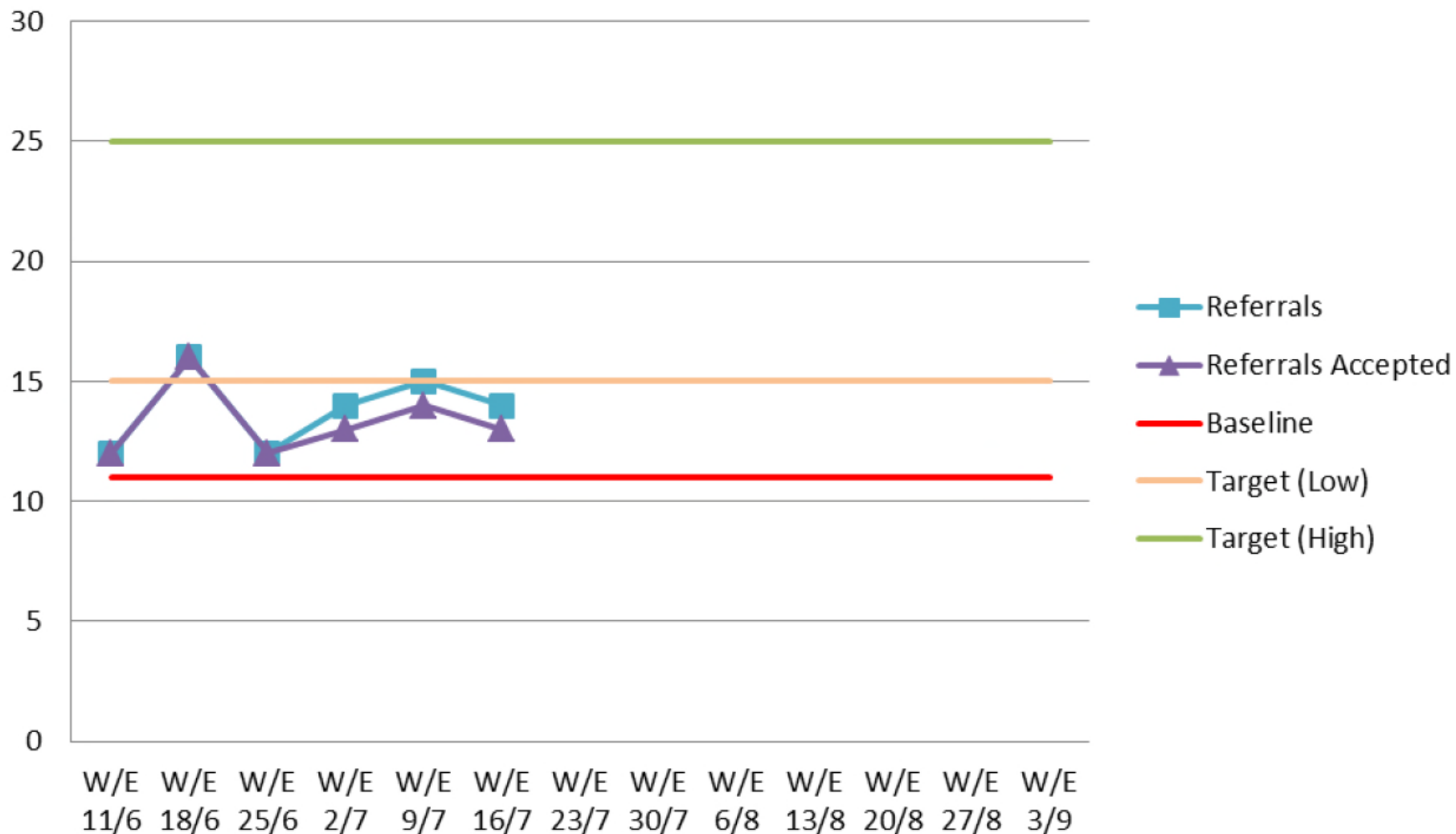
'The right healthcare for you, with you, near you.'



Wiltshire overview

- Green to go (G2G) numbers in RUH have reduced by 50% since Home First was implemented.
- Wiltshire has seen a significant reduction in delayed transfer of care (DToC) numbers.

Home First: Wiltshire CCG



'The right healthcare for you, with you, near you.'

Issues to overcome

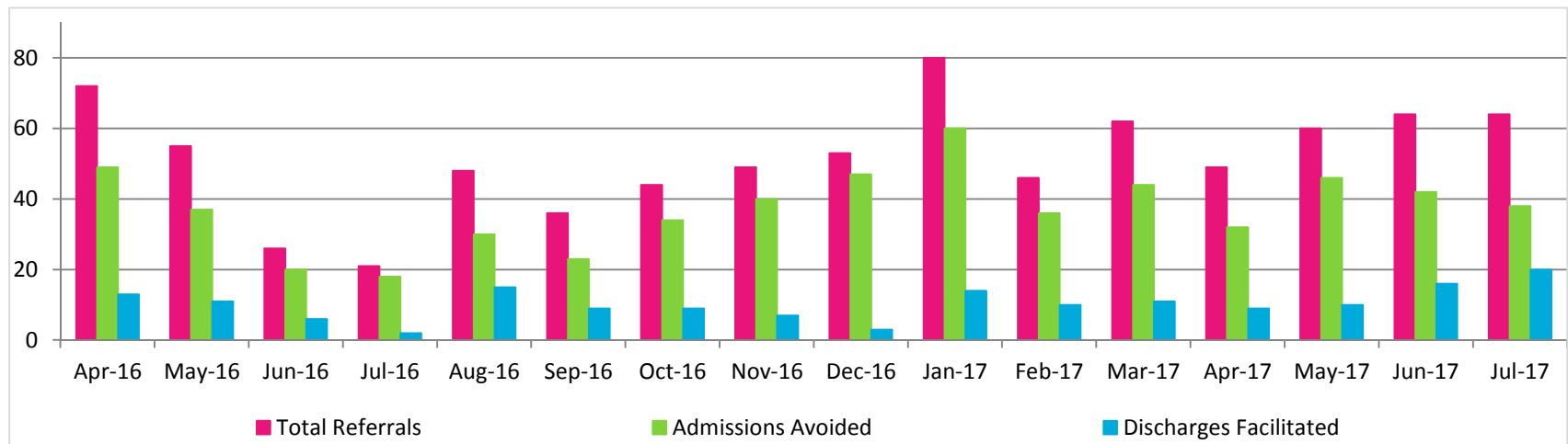
- To work with Wiltshire Council to increase and sustain the number of care hours required to enable Wiltshire residents to have the opportunity to remain at home and receive the right care at the right time.
- Delayed discharges due to the current transport structure. There are separate services with no single overview (Arriva, RUH booked taxis, community hospital transfers, Home First, front door turnaround).

Other projects in Wiltshire to support early discharge or admission prevention

○ Urgent Care at Home

Integrated rapid health & social care response service, for service users in crisis in their own home. The service focuses on supporting service users to:

- Access appropriate assessments in the right place at the right time;
- Remain at home with additional support;
- 'Step up' to a community hospital or Intermediate Care bed;
- Expedite return to home with additional support following acute assessment.



○ **Out of Hours (OOH)**

- ED can refer directly into the Wiltshire OOH service for any Wiltshire patients that are appropriate for primary care assessment by calling 0300 111 5818 (this number should not be given to patients).
- If ED phone OOH, then a Coordinator can arrange a follow up phone call or an appointment at one of their bases (Chippenham, Trowbridge, Warminster, Savernake, Salisbury, Devizes). They can also arrange a follow up visit should that assist ED discharging.
- This is the same as the Access to Care number (24/7) so should also be contacted for arranging support from the Community Teams, Community Hospital, Intermediate Care or Urgent Care @ Home.

○ End of Life Care Hospice Programmes

- The current 72hr Supported Discharge Service (SDS) at Salisbury Hospice and Enhanced Discharge Service (EDS) at Dorothy House Hospice deliver 24 hour home care to support a rapid discharge to preferred place of care at the end of life and support earlier discharge for patients with complex needs.
- Wiltshire patients supported over and above EDS:

