

NHS

Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group

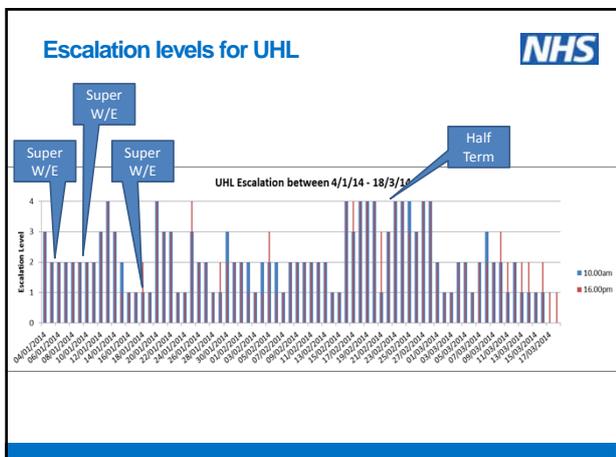
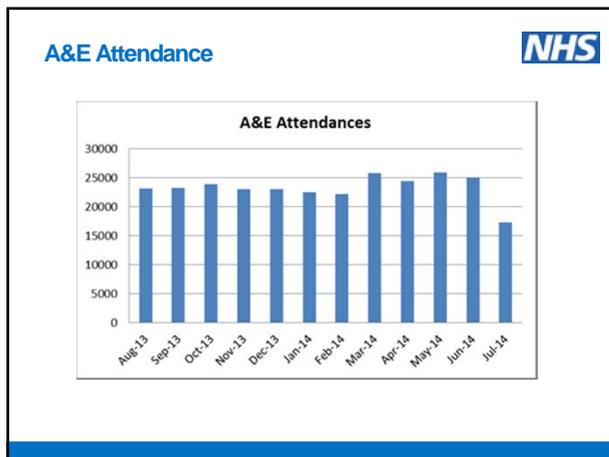
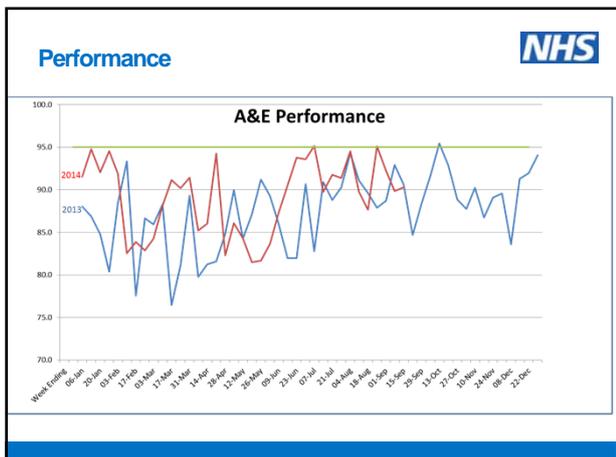
**Adult Social Care Scrutiny
Commission
Review of Winter 13/14**

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Winter Preparation 13/14

- Escalation tool – twice daily reporting
- Winter preparedness – Flu, bank holiday planning, communication strategy
- Community bed capacity – 24 beds+ City ICS Beds
- Additional University Hospitals of Leicester (UHL) capacity - Medical Admissions Unit and discharge ward beds continued
- GP - ambulance conveyance – additional crews to enable earlier conveyance to hospital
- Discharge transport capacity – Additional Arriva crews to support discharge
- Winter awareness campaign – communication strategy for public and staff.
- Additional staffing at UHL to support 7 day working



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Learning

What went well?

- Surge and capacity group co-ordinating preparation and response
- Better management of internal incidents
- Super weekends
- Bed co-ordinators within the community
- Plans enabled us to increase resources quickly and sustainably particularly over Christmas and New Year.

Learning

**What didn't go so well?**

- Ability to close the extra capacity after March
- Add hoc planning stresses other areas of the system
- Allocation of winter funding too late – October
- Delayed transfers of care – reducing flow
- Escalation plans not as linked with partners as they could be to support mutual aid.
- Lack of bed capacity at times of high inflow
- Weekend telephone calls inconsistent

Learning

**What could be done differently?**

- Review of shift patterns to match capacity and demand
- Need to manage pressure all year round not just winter
- Tighten organisational actions within the Capacity and Demand management plan
- Review pathways to support discharge
- Earlier allocation of winter funding

Preparation for 14/15



Revision of the Capacity and Demand Management plan
Exercise testing of the revision

Winter allocations completed at the end of August:

- Mental Health triage in A&E and Urgent Care Centre
- Increase support for the Single Point of Access
- Local Authority – 7 day working to support health
- East Midlands Ambulance Service training to support falls assessment and conveyance avoidance
- UHL - 7 day services
- Primary Care – support for care homes, long term conditions, care planning

Focus on key areas within the urgent care delivery plan

- Admission Avoidance – optimising support within the community
- Ambulatory care
- Reablement pathways to support discharge

Winter specific

- Flu / Norovirus
- Capacity and demand modelling
- Communication