With all of us in mind

South West Yorkshire Partnership NHS
NHS Foundation Trust

RightCare Barnsley

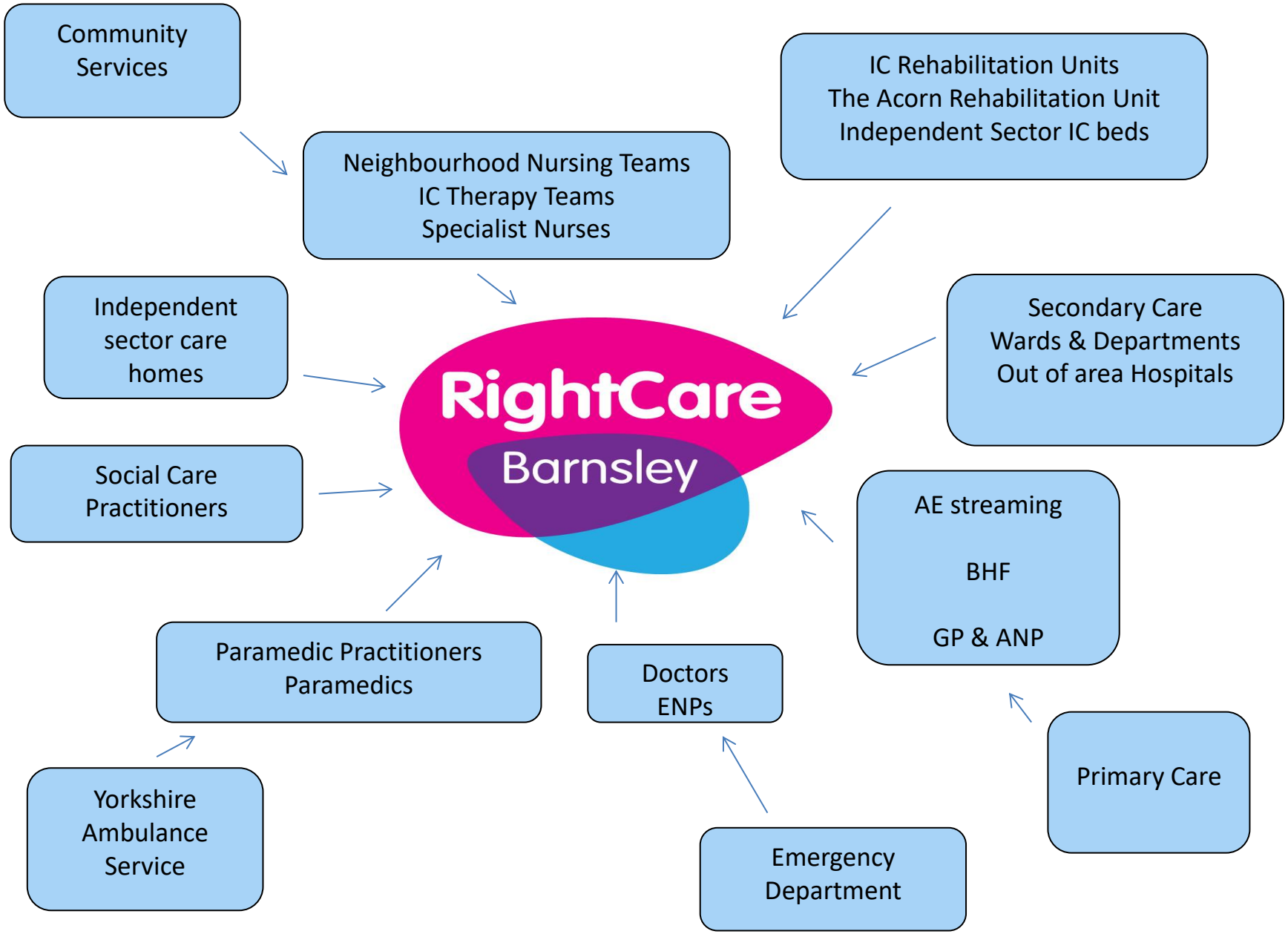
RightCare Barnsley

Jacqui Howarth
Service Manager
RCB & Acorn Unit

Barnsley Patient Council Meeting - 27 November 2019

Barnsley Hospital NHS
NHS Foundation Trust

NHS
Barnsley Clinical Commissioning Group


Community Services
Neighbourhood Nursing Teams
IC Therapy Teams
Specialist Nurses
IC Rehabilitation Units
The Acorn Rehabilitation Unit
Independent Sector IC beds
Independent sector care homes
Secondary Care
Wards & Departments
Out of area Hospitals
RightCare
Barnsley
Social Care Practitioners
AE streaming
BHF
GP & ANP
Paramedic Practitioners
Paramedics
Doctors
ENPs
Primary Care
Yorkshire Ambulance Service
Emergency Department

RightCare Barnsley

Provide a single point of access discharge service for Hospital staff

- Discharge Case Managers
- Discharge Site Flow Matron
- Emergency Department
- Medical Staff
- Acute Stroke Unit
- Nursing Staff
- Adult inpatient wards
- Discharge Unit
- Clinical Decision Unit
- Emergency Department
- Discharge Coordinators
- Frailty Service
- Acute Medical Unit
- Physiotherapists
- Hospital Social Services Team
- Long length of stay review team
- Occupational Therapists
- Safeguarding Team
- Surgical Admissions
- Specialist Nurses

GP admissions ambulance

Trusted assessors for continuing Health Care

Single point for Community equipment and adaptations requests

Reablement Manager on site assessments

Warm Homes Team

SWYT Long Term Conditions & Readmissions Inreach

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Barnsley Hospital Patient Flow & Discharge Case Management Team

RightCare Barnsley

Social Services

Barnsley has one of the lowest 'delayed transfer of care' (DTOC) results in the country (the national target is 3.5%). This means it makes sure patients move as quickly and efficiently as possible from hospital to wherever they need to go, such as rehabilitation or social care.

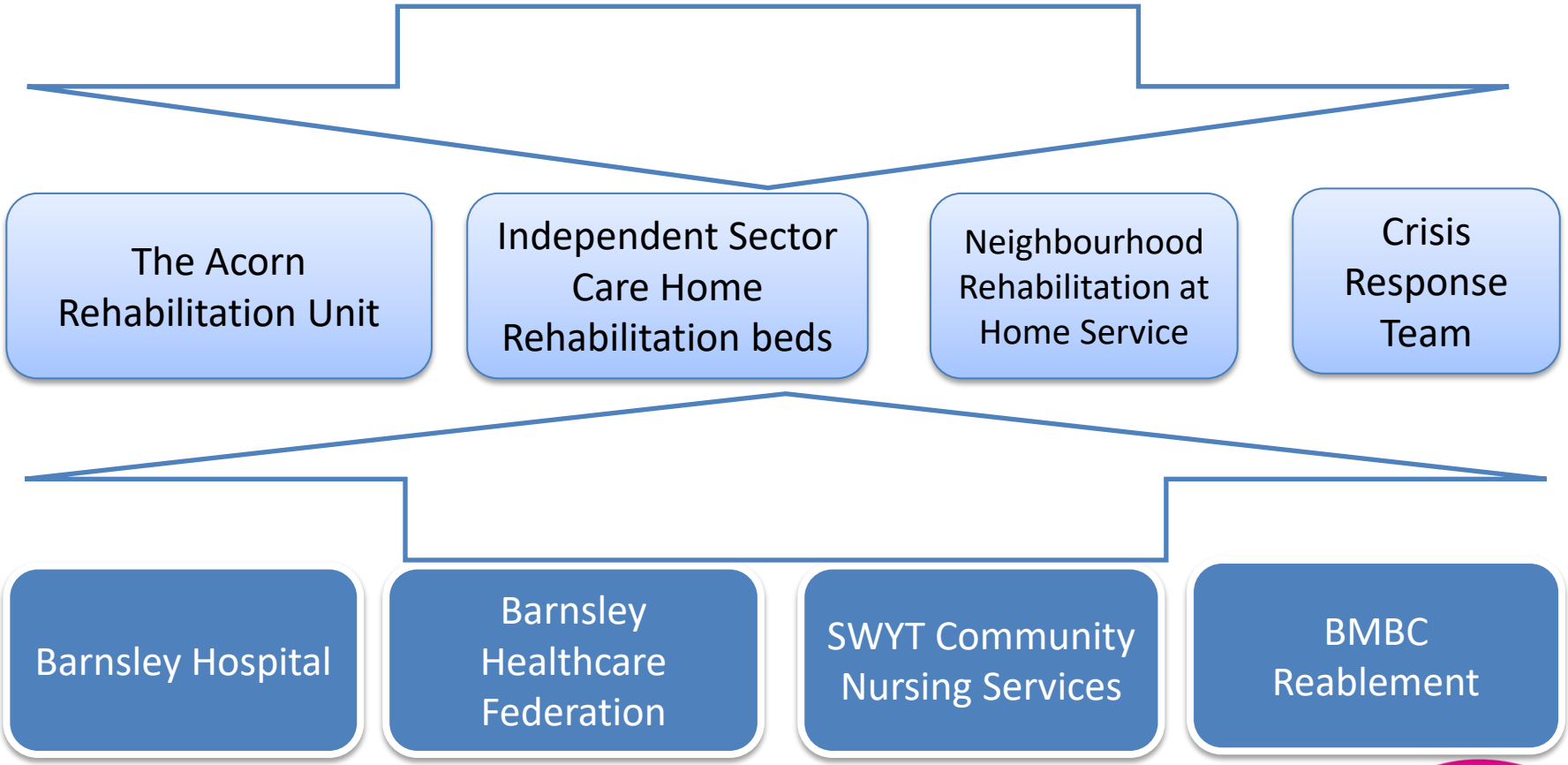
SWYT Intermediate Care & Community Nursing Services

BMBC Reablement Service

Barnsley Healthcare Federation

Barnsley Clinical Commissioning Group

RightCare Barnsley



RightCare Barnsley

RightCare Barnsley

RightCare Barnsley Care Home Skype Support

Launched 28th January 2019
17 Care Homes participating by end of August 2019
up to 907 Residents covered

- **Enable patients to be treated within the comfort of their own home where possible**
- **Provide access for Care Homes to registered nurses via a digital route**
- **Assist staff and patients in non-emergency situations**
- **Assist with early interventions for illness, long term disease management and minor injuries**
- **Reduce attendances to ED and subsequent admissions to hospital**
- **Reduce GP visits to Care Homes**
- **Reduce demand on the Ambulance Service**

Proactive call from **RightCare Nurse Practitioner** to Care Homes each morning giving advice **and support** and following up on recovery of residents recently referred

up to 18% Hospital admissions avoided applying the same criteria as Tameside

Over 500 referrals to date

Experienced Nurse **screening, assessment and triage** of all residents referred ensuring **right level of care, in the right place at the right time**

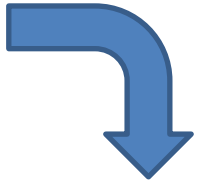
Up to 73 % avoided GP visits

Over **80%** of the referrals are taken on the proactive morning calls

Working with and for our partners on a dedicated phone line, seven days per week 8am-8pm with calls directed to Crisis Response Team out of these hours ensuring 24/7 response

We asked **"if you had not called RightCare who would you have called? "**
The Care homes stated that if RightCare were not available they **would have called for a GP for 470 of the residents referred** and 999 **ambulances for 11 of the residents referred**

RightCare Barnsley

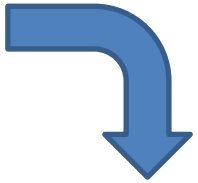


Discharge to Assess (D2A)

Care Home Beds

Or

Homefirst D2A



Thank you for listening

Questions?