

Briefing note for Residential Providers: Issued by Karen Thompson, Contract Team Manager, Quality, Contracts and Safeguarding Adults Service (30th March)

Further to the Provider Briefing issued on 25th March 2020

(<https://www.lancashire.gov.uk/media/916142/20200325-provider-briefing-health-system-pressures-and-current-admissions-to-care-homes-v2.pdf#page=1>), we wish to promote and request greater proactive engagement to support the hospital discharge process.

As per the request of the Hospital Discharge Service requirements, the Care Navigation Service amongst other services included in the discharge service, are operating 7 days a week 8am till 8pm. This weekend, it was difficult to discharge medically fit patients into Care Homes either due to the lack of availability of a decision-maker at a Care Home, and/or the availability of staff to review a trusted assessment.

We understand these are unprecedented circumstances, but ask that you review your current admission process to be supportive of the new Hospital Discharge Service requirements. Whilst this at present has only been an issue when sourcing residential and nursing care, we anticipate and increase in domiciliary hospital discharge referrals also, and so similarly request this of our domiciliary and supported living providers also.