

A vertical column of ten colored circles on the left side of the slide, with colors matching the 10GM logo dots: green, teal, dark teal, blue, teal, black, red, orange, yellow, and pink.

GM VCSE Provision of Home from Hospital/ Readmission Avoidance Services

Mapping Exercise – Initial Findings

Home from Hospital Programme – 10GM

www.10gm.org.uk/Home-from-hospital.html



Intro

What? - Mapping the existing VCSE provision of hospital discharge and admissions avoidance support across Greater Manchester.

Why? - Identify the needs of local communities with regards to hospital admission and discharge, and the gaps in current commissioning and provision.

Who? - Hospital Discharge Alliance members, Targeted Investment Fund providers, Additional Capacity Schemes providers, Local Infrastructure Organisations, Falls Collaborative

Work in progress - we recognize there will be more HfH providers out there!

Sample

✓ **31 respondents**

✓ **All localities covered**

GM-wide - 9

Bolton - 1

Bury - 2

Manchester - 5

Oldham - 3

Rochdale - 2

Salford - 4

Stockport - 2

Tameside - 4

Trafford - 2

Wigan - 5



<https://forms.office.com/r/zFNztRNShE>



Initial findings – Provision



	GM-wide	Bolton	Bury	Manchester	Oldham	Rochdale	Salford	Stockport	Tameside	Trafford	Wigan
Coord agency											
Within discharge hub											
Phone / visits assessments											
Prescription / meds											
Minor equipment											
Transport											
Settling in support											
Info / advice / other services											
Social isolation											
Home safety/ adaptations/ repairs											
Culturally appropriate											
Referral process / criteria											

Overall good provision across GM, with most localities only missing a few elements of the model

Tables with the detailed information for each locality can be found at the end of this presentation!

- Element 1 - Lead/coordinating agency for locality
- Element 2 - Service embedded within discharge hub
- Element 3 - Telephone/visit assessments
- Element 4 - Prescription collection/support with medication plan
- Element 5 - Minor equipment
- Element 6 – Transport (i.e. transport home from hospital, transport to appointments, other transport)
- Element 7 - ‘Settling in’ support to assist with basic tasks, adapting to the home providing practical and emotional support
- Element 8 - Information, advice and support to coordinate/connect with other services
- Element 9 - Reducing social isolation (i.e. befriending services and connection into local peer support groups)
- Element 10 - Home safety, housing adaptations and improvements
- Element 11 - Culturally appropriate support
- Element 12 - Consistent referral process and criteria, and an organised way of passing patient details to service provider

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Initial findings – Referral routes and criteria

- Most common referral routes are hospitals, primary and community health, social workers, carer/family or self
- Referrals can be made via dedicated telephone number or email address, or in-person for providers based within discharge hubs
- Most providers can only accept referrals from residents of the localities they've been commissioned by – this includes supporting the transition of residents in out-of-area hospitals back to their place of residence
- Majority of services aimed at 50+, however a small no. of providers can support 18+
- Most common eligibility criteria is patients living alone or with a carer.
- Culturally appropriate support available to the Chinese, LGBTQ+, African & Caribbean, and Jewish communities

Initial findings – Operating hours

- The majority of providers operate their services Monday-Friday 9:00-17:00
- Very little weekend provision
- Providers operating shorter timescales only deliver a few elements of the model

Tables with the detailed information for each locality can be found at the end of this presentation!

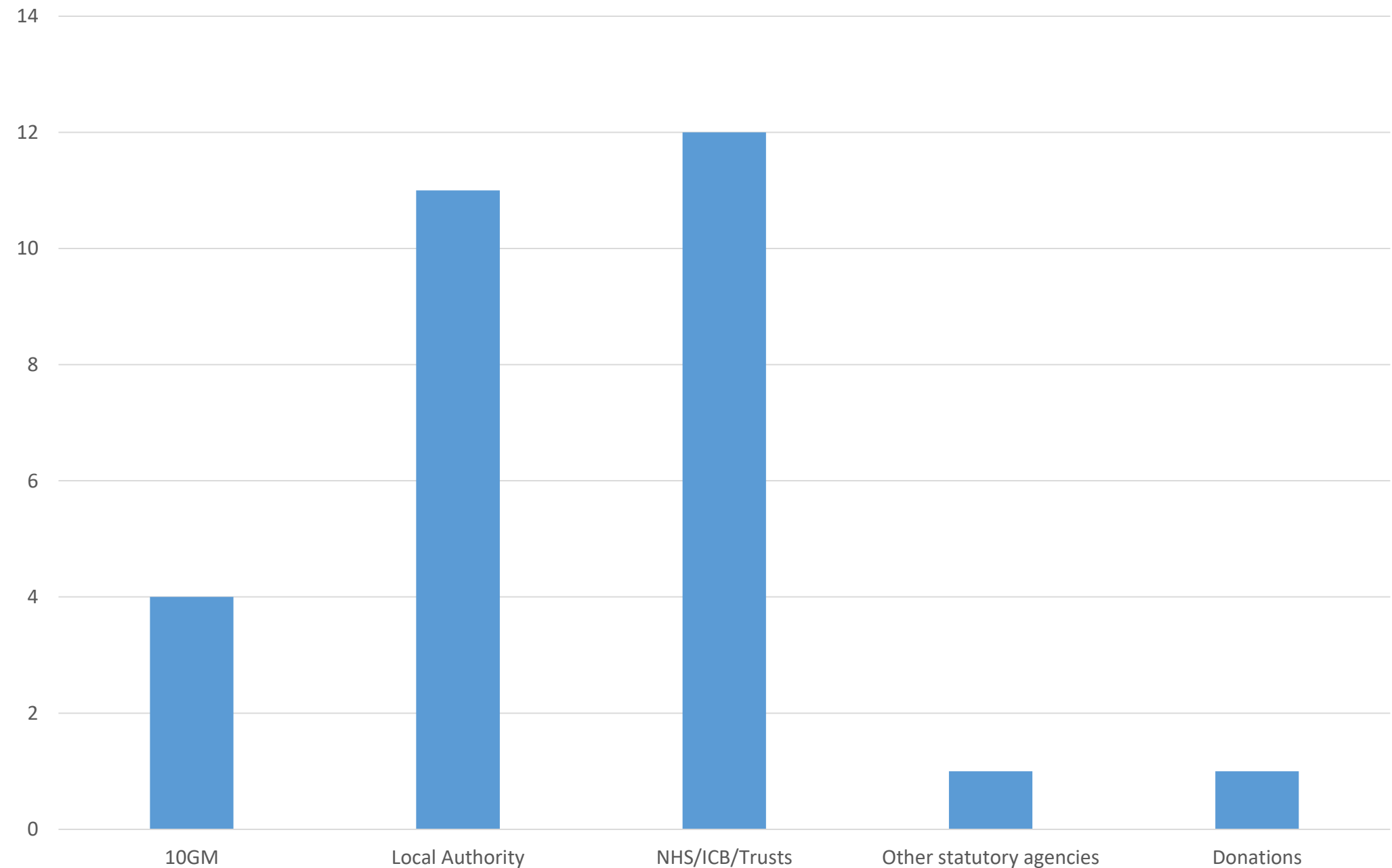
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e.g. Salford: operating hours



Initial findings – Commissioning organisations

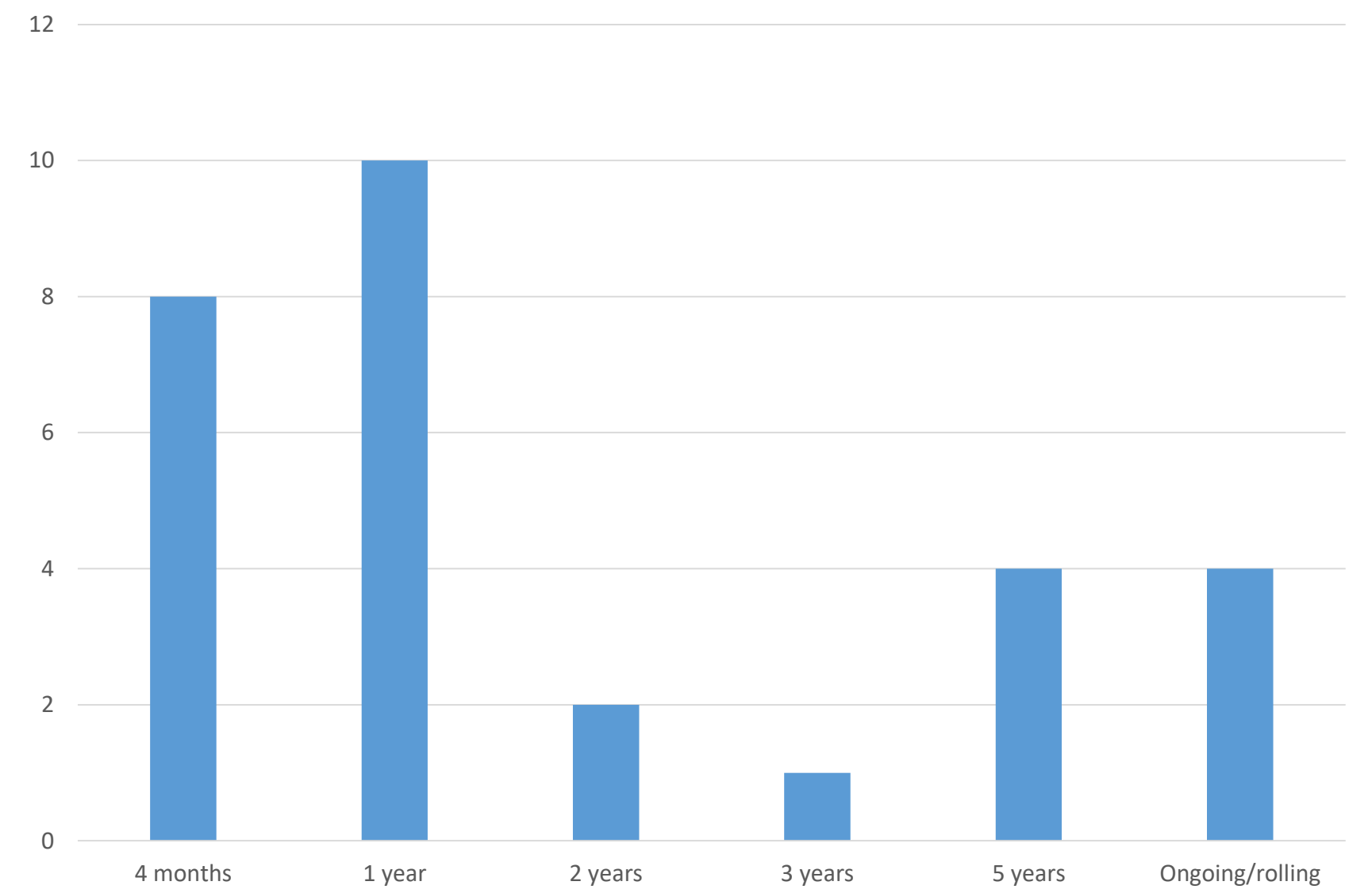
- Majority of providers are commissioned via NHS/ICB/Trusts and/or Local Authority



Initial findings – Length of contract(s)



- Majority of providers are funded for 4 months (10GM Investment Fund) and/or 1 year (Additional Capacity Schemes)
- Overall short-term contracts, however a few providers have achieved 5 year and rolling contracts





Initial findings – Known gaps

From the mapping, we have known gaps in the overall model in a number of localities around:

- Lead/coordinating agency for locality
- Home safety, housing adaptations and improvements
- Culturally appropriate support

Providers also highlighted gaps in:

- Extended hours and weekend provision
- Hospital presence
- Joined up working (VCSE/hospital , VCSE/VCSE)
- Hoarding / self-neglect
- Cleaning services
- Respite for carers
- Vehicles with wheelchair access



Next steps

- Further research/clarification on specific areas (cost of services, no. patients supported vs. incidences provided)
- Undertake gap analysis against Red Cross model to create an Exemplar Model, which describes:
 - What good looks like for each aspect of the model
 - How much this costs
 - Critical success factors to achieving good
 - A case study example from GM of where each element works well
- Collate stories to demonstrate outcomes and impact
- Develop a costed business case to support future commissioning processes at locality and GM level



Annex 1.1: GM-wide – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	

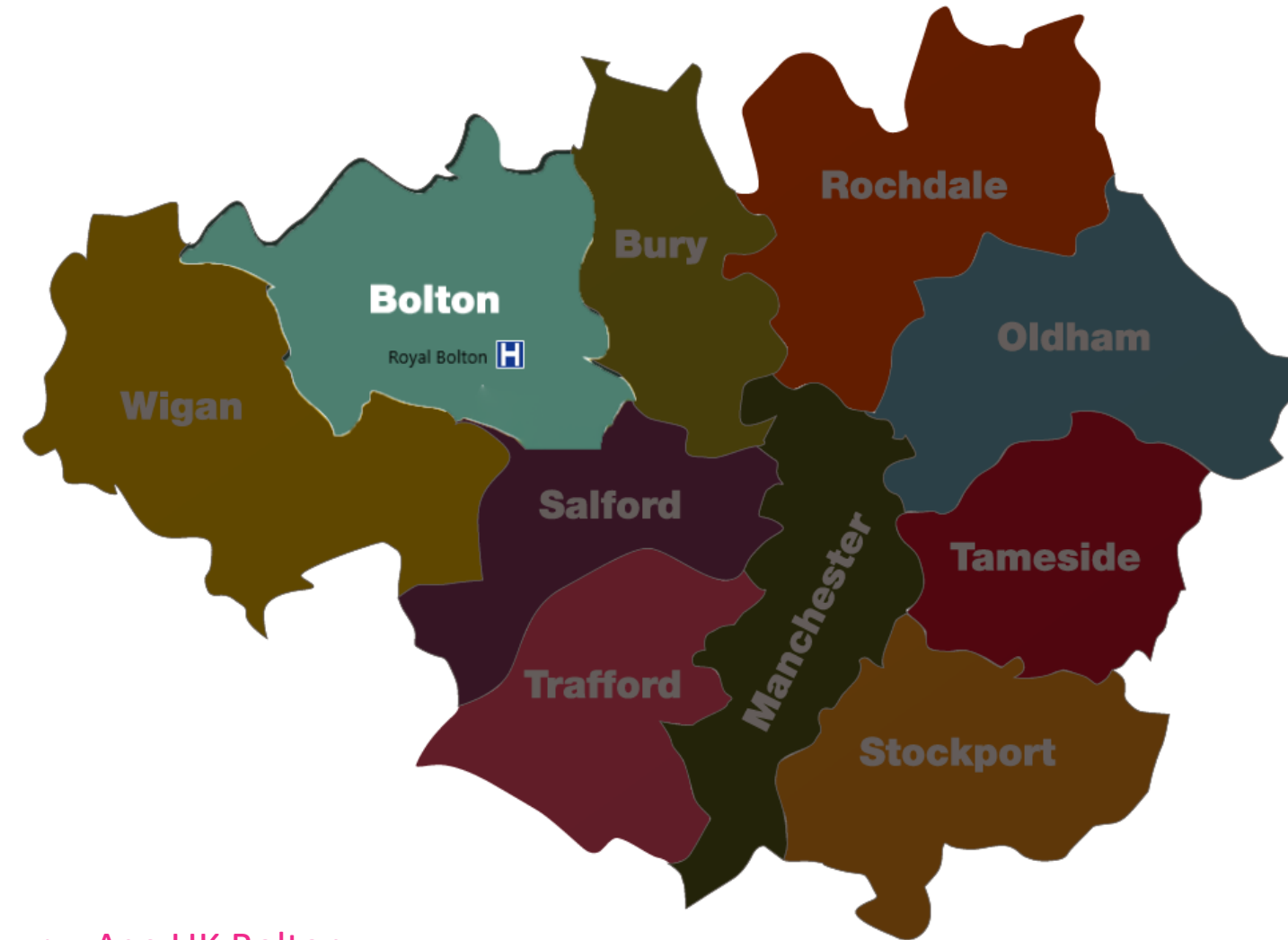


- Armed Forces Community HQ
- Caribbean & African Health Network
- Federation of Jewish Services
- LGBT Foundation
- My Life Legacy
- Royal Voluntary Service
- Stroke Information
- Umbrella Arts
- Wai Yin Society



Annex 1.2: Bolton – provision

Lead/coordinating agency for locality	Green
Service embedded within discharge hub	Green
Telephone/visit assessments	Green
Prescription collection/support with medication plan	Green
Minor equipment	Light Blue
Transport (i.e. transport home from hospital, transport to appointments, other transport)	Green
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	Green
Information, advice and support to coordinate/connect with other services	Green
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	Green
Home safety, housing adaptations and improvements	Light Blue
Culturally appropriate support	Green
Consistent referral process and criteria, and an organised way of passing patient details to service provider	Green

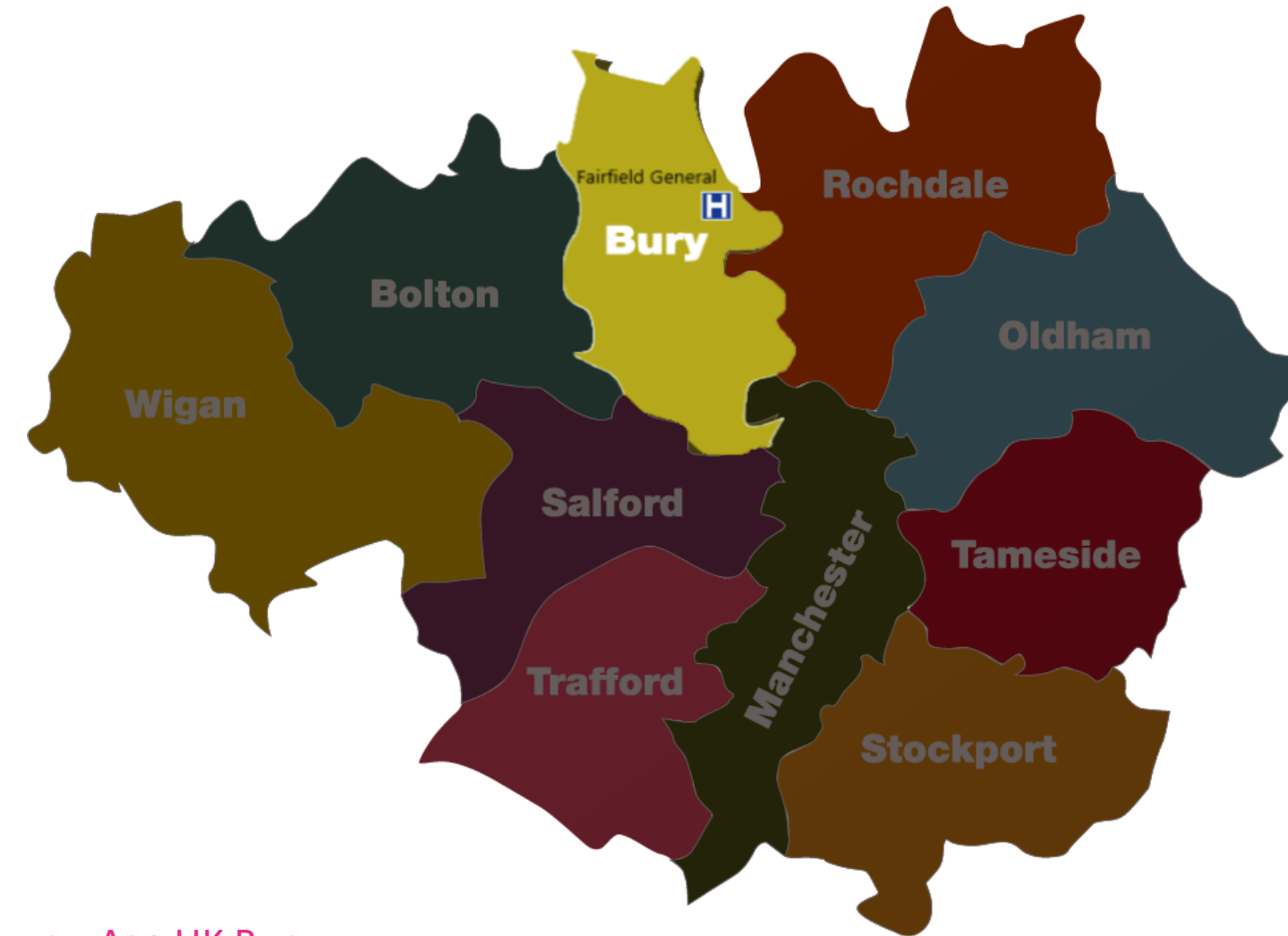


• Age UK Bolton



Annex 1.3: Bury – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	



- Age UK Bury
- Manchester Care & Repair*

*only within a 10-mile radius from NMGH!

Annex 1.4: Manchester – provision



Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	

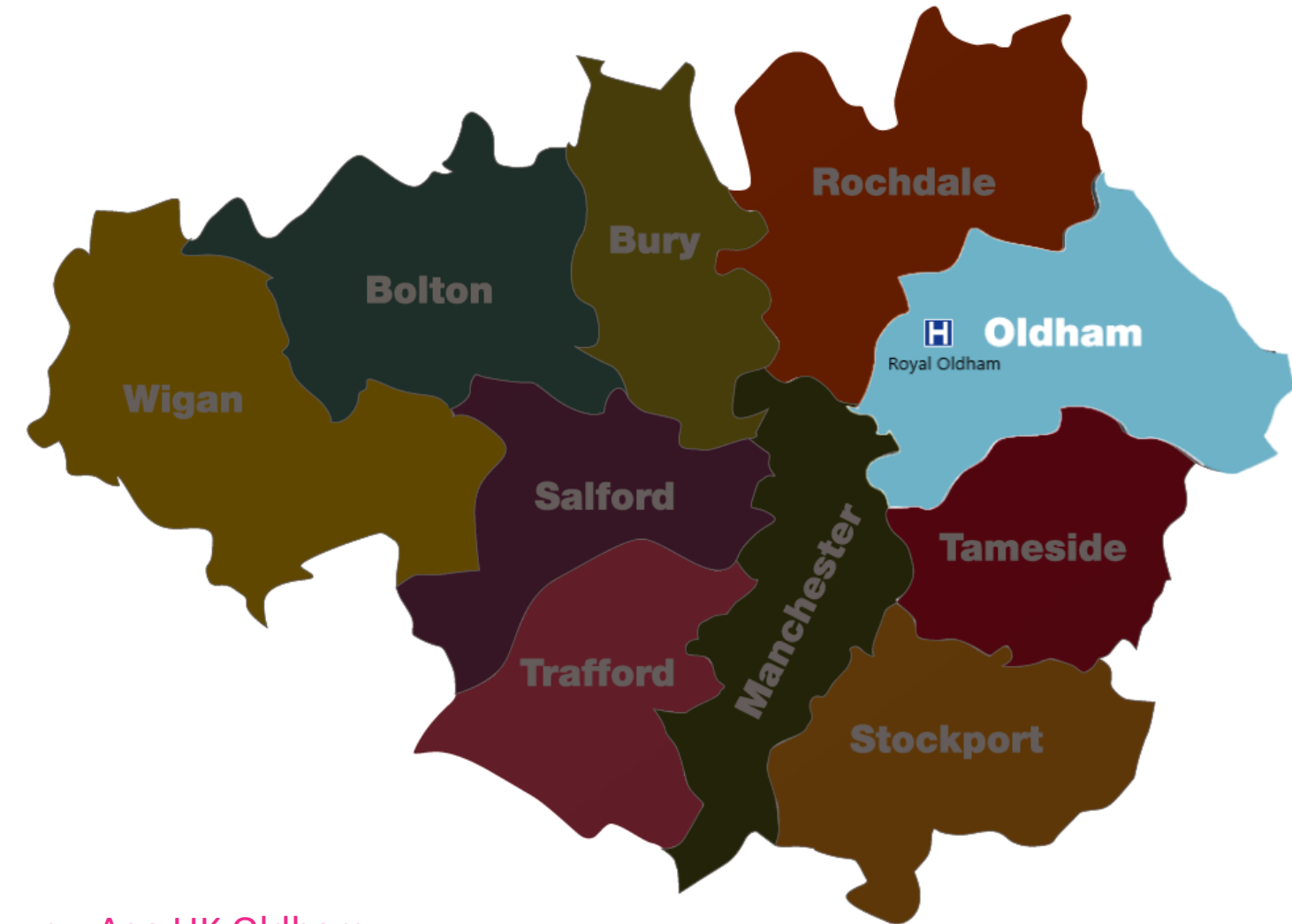


- Age UK Manchester
- African Caribbean Care Group
- Manchester Care & Repair
- Gaddum
- Key Changes



Annex 1.5: Oldham – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	



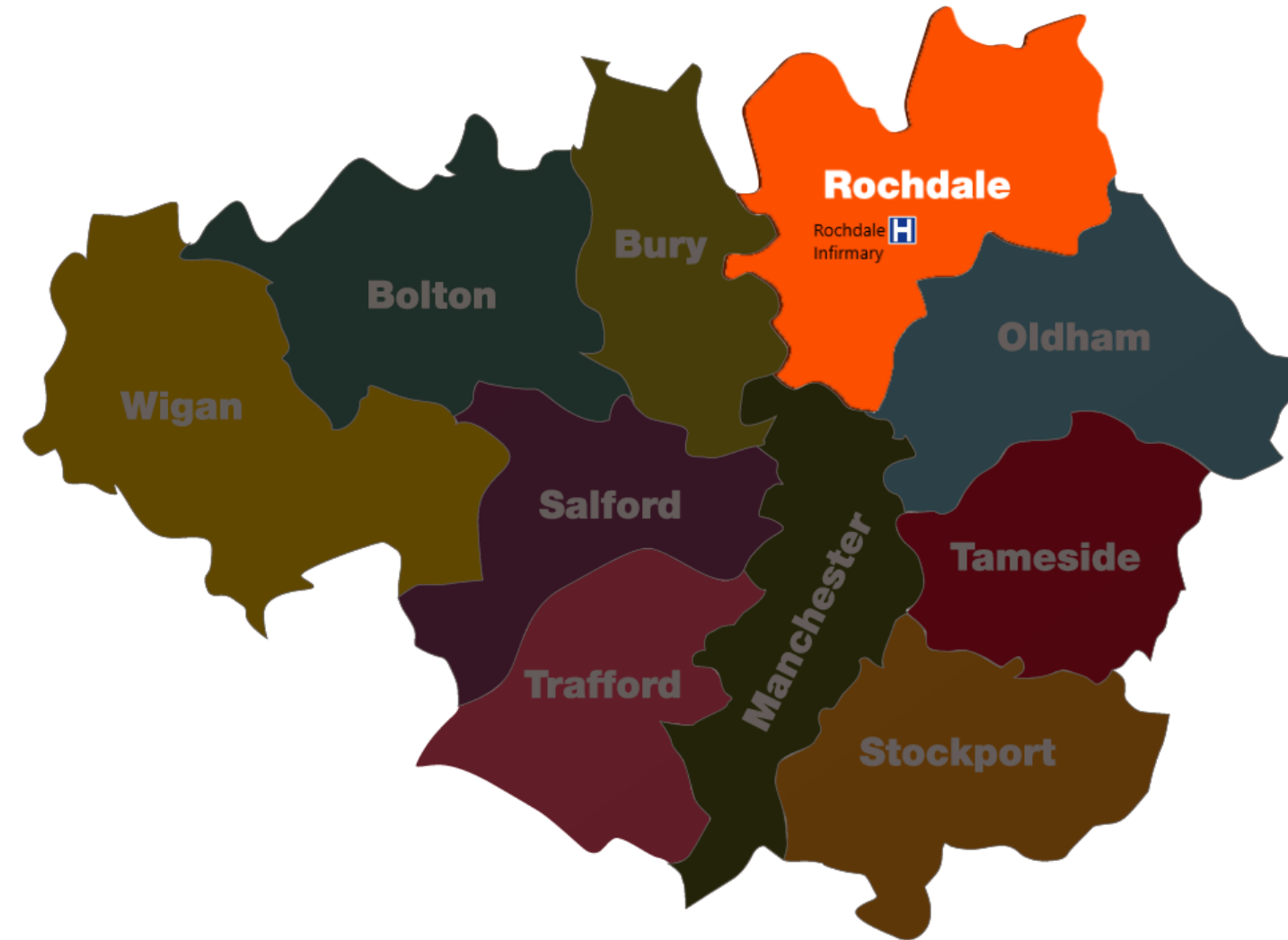
- Age UK Oldham
- Manchester Care & Repair*
- Tameside, Oldham & Glossop Mind

*only within a 10-mile radius from NMGH!



Annex 1.6: Rochdale – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	



- Heywood, Middleton & Rochdale Circle
- Manchester Care & Repair*

*only within a 10-mile radius from NMGH!



Annex 1.7: Salford – provision

Lead/coordinating agency for locality	Green
Service embedded within discharge hub	Green
Telephone/visit assessments	Green
Prescription collection/support with medication plan	Green
Minor equipment	Green
Transport (i.e. transport home from hospital, transport to appointments, other transport)	Light Blue
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	Green
Information, advice and support to coordinate/connect with other services	Green
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	Green
Home safety, housing adaptations and improvements	Light Blue
Culturally appropriate support	Green
Consistent referral process and criteria, and an organised way of passing patient details to service provider	Green



- Age UK Salford
- Salford CVS
- Gaddum
- Growing Togetherness



Annex 1.8: Stockport – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	



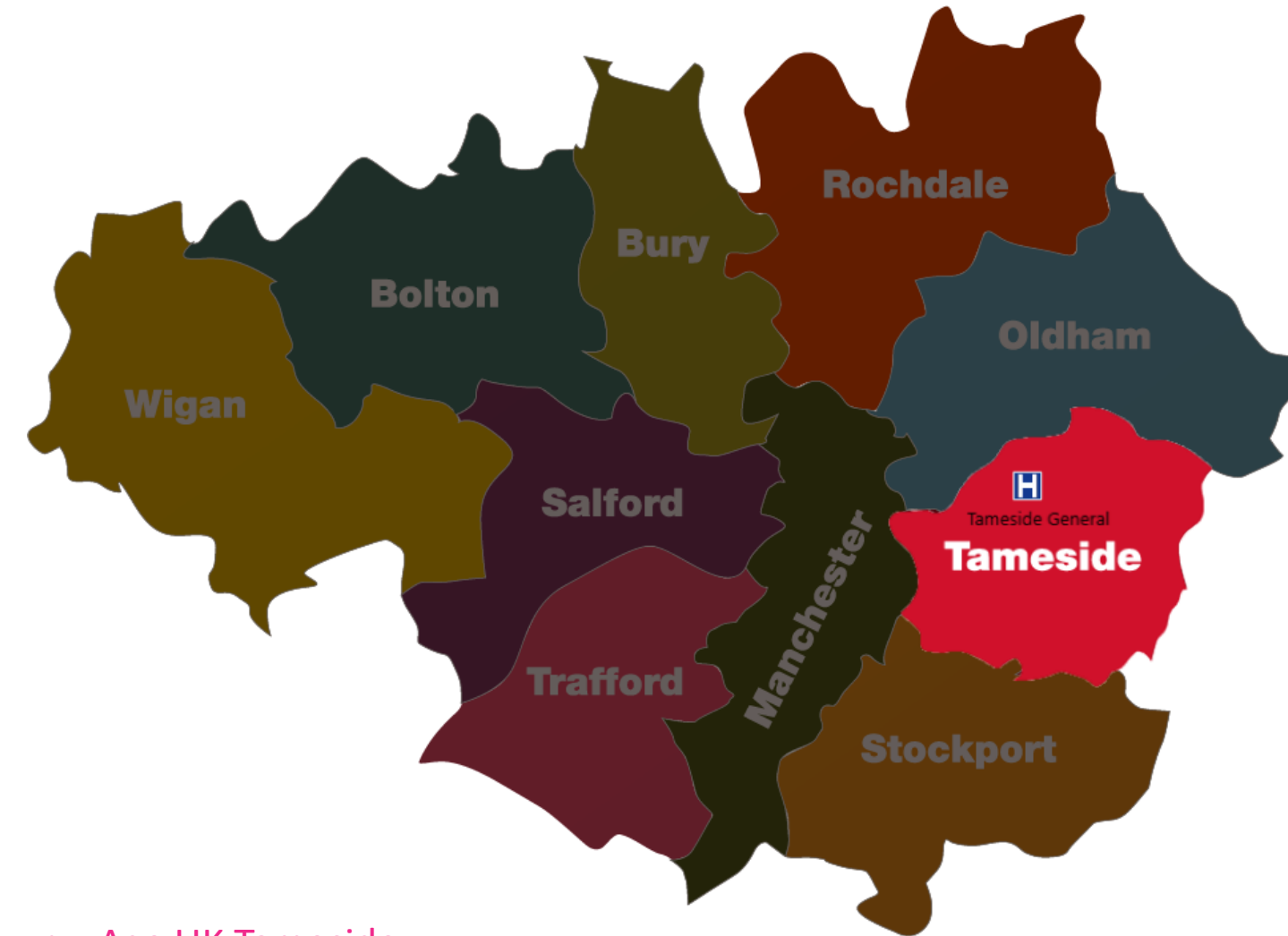
- Age UK Stockport
- Manchester Care & Repair*

*only within a 10-mile radius from NMGH!



Annex 1.9: Tameside – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	



- Age UK Tameside
- Tameside, Odham & Glossop Mind
- Manchester Care & Repair*
- Fit Over Fifty

*only within a 10-mile radius from NMGH!



Annex 1.10: Trafford – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	

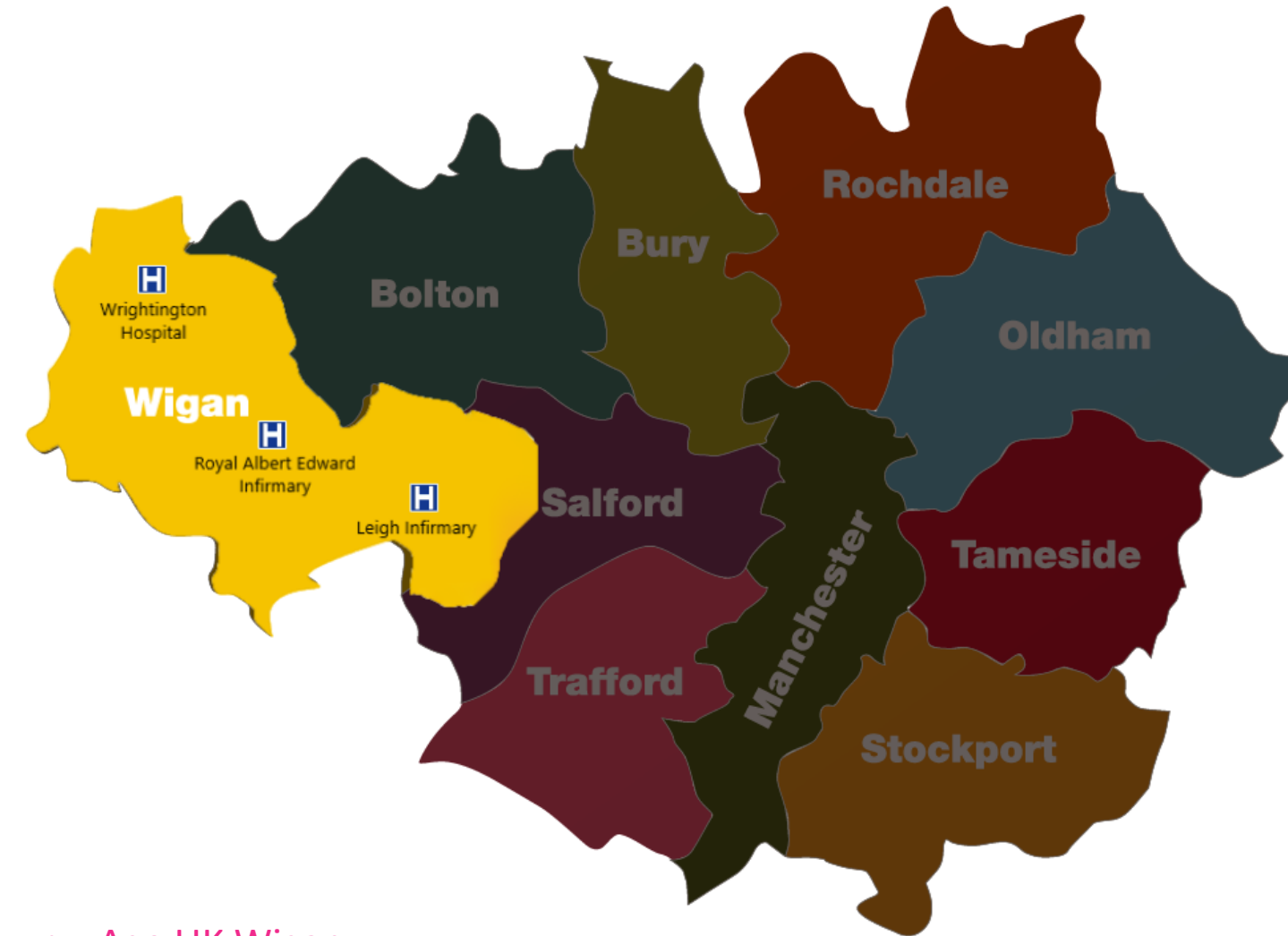


- British Red Cross Trafford
- Key Changes



Annex 1.11: Wigan – provision

Lead/coordinating agency for locality	
Service embedded within discharge hub	
Telephone/visit assessments	
Prescription collection/support with medication plan	
Minor equipment	
Transport (i.e. transport home from hospital, transport to appointments, other transport)	
'Settling in' support to assist with basic tasks, adapting to the home providing practical and emotional support	
Information, advice and support to coordinate/connect with other services	
Reducing social isolation (i.e. befriending services and connection into local peer support groups)	
Home safety, housing adaptations and improvements	
Culturally appropriate support	
Consistent referral process and criteria, and an organised way of passing patient details to service provider	



- Age UK Wigan
- Groundwork Wigan
- Driven
- Wigan & Leigh Pensioners Link
- Sunshine House Wigan

Annex 2.4: Manchester – operating hours (Mon-Thu)



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