

Case Study

Date: 2014 – 2015

Region: South Coast Trust

Overview: Attendance and Admissions to hospital from residential and nursing homes

The details: A South Coast Clinical Commissioning Group (CCG) asked Donna Ockenden Ltd to carry out an independent review of the number of patients from residential homes and nursing homes attending and then being admitted to hospitals.

Between April 2012 and March 2013, 646 patients attended, or were admitted to hospital.

The majority were from residential homes and visits to hospital peaked on a Sunday. Those from nursing homes tended to arrive throughout the week. Most patients arrived during core hours (between 9am and 5pm) followed by attendances overnight. The majority of people returned back to their residential or nursing home by ambulance. In 13% of cases the patient died in hospital, the majority of patients didn't have an Advanced Care Plan AACP (97%) or DNAR (71%) in place.

Female patients exceeded male admissions significantly. The investigations showed that most were appropriate admissions and the length of stay varied. The average stay was between seven and eight days if arrival was on a Sunday, but only one day if the admission was on a Saturday. The most common reason for attendance was due to a fall.

The statistics show that the patient is most likely to be admitted if they attended the hospital on a Friday, Saturday or Sunday.

Outcome: The work took place against a background of significant workforce change in community services. Donna Ockenden Limited interviewed a number of managers of care and residential homes and fed back to the CCG the difficulties these care settings perceived in keeping their residents 'at home.' As part of the review Donna Ockenden Ltd also met with a number of GPs. Recommendations for change were presented to the CCG.