

## Acute - Care Home Interface Project

The residents of our local care homes are some of our frailest citizens in Southwark and Lambeth with a significant number being discharged from hospital to care homes. Discharge processes are important for the successful transfer of these fragile patients and preventing readmissions. Partners recognised the importance of creating a positive environment for staff working across both the acute and care home settings to support these discharge processes. This would also encourage open communication and relationship building between both settings.

**25%**  
of people aged  
75 or over are  
readmitted to  
hospital within 30  
days of being  
discharged

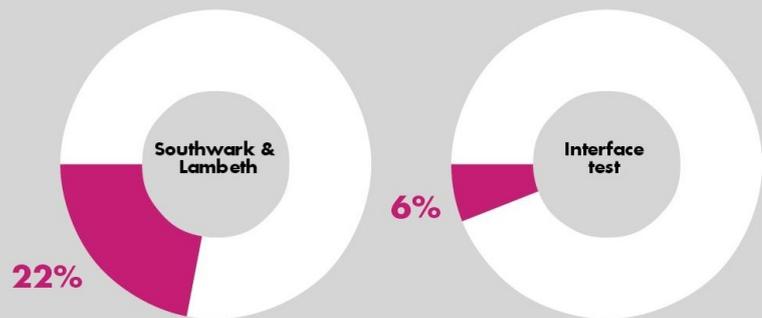
As a result, the transfer of care bundle was designed by hospital and care home staff for patients being discharged to care homes and being transferred to hospital from the care home. The bundle sets out the best practice steps of a discharge/transfer which are contained within a discharge checklist and transfer forms.

This intervention was to test whether improving the transfers of care processes between the hospital and the care home could improve the discharge experience, improve levels of communication between the acute and the care homes and lead to a reduction in the rates of 30 day readmissions.

### Key Findings

Evidence suggests that use of the bundle has had a positive effect on 30 day readmissions - a reduction from 22% readmission rates across Southwark and Lambeth to a 6% readmission rate within the test. This demonstrates the potential to have a larger impact if fully utilised.

### Evidence demonstrates a reduction in 30 day re-admission rates...



The transfer of care bundle has led to improved relationships between staff in both settings – staff feel more confident in contacting their counterparts in each setting.

Staff worked successfully together to design and implement the bundle, supported by the Care Home Network.

Engagement with staff and subsequent feedback has led to less of a 'them vs us' culture.

Where the bundle has been used, there are great results however it is not being utilised 100% across all settings.

There is a need to continue to work together to provide a holistic approach to care for our older population.



### Next steps

- KCH, GSTT and Care Home Network to consider recommendations within the full report and agree to take these forward
- Continue to work together to ensure patients experience the best transfer of care



SOUTHWARK & LAMBETH  
INTEGRATED CARE