

West and North Kent Neuro rehab service update

Health Overview and Scrutiny Committee

June 2016

Patient focused,
providing quality,
improving outcomes

Update to West and North Kent Neuro Rehab service

Summary

This report is to provide the Kent Health Overview and Scrutiny Committee (HOSC) with a progress update of the West Kent and North Kent neuro rehabilitation service as of 24 December 2015.

Recommendations

The committee is asked to:

Note the report and comment

Background

- Patients in West Kent, Dartford, Gravesham and Swanley (DGS) and Medway who require a neurological intervention in a rehabilitative environment have been principally served by the West Kent Neuro Rehab Unit (WKNRU) at the Knole Centre in Sevenoaks, which was managed by Kent and Medway NHS and Social Care Partnership Trust (KMPT).
- WKNRU was an eight bedded unit and in 2014-2015, 29 patients from across West Kent, DGS and Medway accessed the service.
- KMPT issued formal notice on their contract on 2 April 2015 stating that they would no longer be providing the service from 31 March 2016. KMPT advised that it was not sustainable for them to continue to provide the service due to issues involving service quality, safety and cost.
- KMPT brought to the CCG's attention concerns about safe staffing over Christmas. As the CCG's plans were well advanced, it was agreed with KMPT that the unit would close on 24 December 2015.
- This meant that KMPT would not accept any new referrals where a patient was not guaranteed discharge home before 24 December 2015, as this would be deemed clinically unsafe.
- Since the announcement, the CCGs worked alongside KMPT to develop a new, community based care model.
- The new model was implemented in December 2015.

The new model

It is the view of the commissioners that the best solution for these patients, who have very specialist needs, is a focus on recovery for independent living in the community with the potential for many patients to receive treatment closer to home, depending on need.

The new model of care has been implemented based on bespoke neuro-rehabilitation treatments with local, private and NHS providers in either the community or acute settings as appropriate. The CCGs are purchasing these packages of care from community providers on a cost per case basis that will be invoiced as non-contract activity (NCA).

This new model is a more tailor made approach which takes into account the specific needs of individual patients, which will have a more positive impact on families and carers. It also offers the potential of enabling increased access to specialists in neurological conditions when appropriate, and offering safe and high quality provision for people across the spectrum of severity.

Commissioners have approached community providers to ensure that there is capacity and appropriate availability, as well as gaining assurance advice from NHS quality colleagues to ensure that these services within Kent are sufficient in terms of service delivery, safety and quality.

Benefits to patients

- A focus on recovery through independent or supported living in the community
- Individuals can receive care closer to home and be nearer to their carers and families, depending on need.
- Patients are at the heart of the process through integrated partnerships that work across community, private and NHS providers and have a coordinated and planned approach to managing referrals more effectively.
- Clinically informed decisions are agreed based on patient need, safety, high quality, accessible and appropriateness of care.
- Patients have increased access to specialists of neurological conditions when appropriate, and offering safe and high quality provision for people across the spectrum

of severity.

- There is an increased focus on physical and mental health supporting NHS England's Parity of Esteem agenda
- This model will improve health outcomes and reduce health inequalities.

Current delivery arrangements

Referral process

West Kent CCG is now commissioning South East Commissioning Support Unit (SECSU) to deliver their Neuro Rehab Assessment and Placement Process. North Kent is using their in house team to provide a similar process.

This includes:

- A single point of referral for all patients that would previously have been referred to the Knole Centre.
- Complete assessment for all patients. Based on the assessment, recommendations will be made about the patient's suitability for inpatient neuro rehab, or a rationale will be provided if the patient is unsuitable.
- Appropriate providers of inpatient rehabilitation will be recommended. This is to be provided by a multi-professional team that has undergone recognised specialist training in rehabilitation.
- Recommendations will be made about the length of stay based on assessment, with achievable rehabilitation goals and measureable outcomes.
- SECSU will liaise with West Kent CCG for ratification of decision making.
- Placement reviews with the patient, family and clinical team will take place at appropriate intervals.
- Data will be collated to produce activity report(s).

Neuro rehab activity report – December 2015 – May 2016

Key: EDD: Estimated Discharge Date

<u>Patient</u>	<u>Placement</u>	<u>Date neuro rehab commenced</u>	<u>Discharge status</u>	<u>Overall length of stay</u>	<u>CCG</u>
1.	Raphael Medical Centre	24/12/15	19/3/16	12 weeks and 2 days	WK
2.	Raphael Medical Centre	07/01/16	11/03/16	8 weeks and 4 days	WK
3.	Strode Park	18/01/16	EDD 27/05/16	Approx. 18 weeks	WK
4.	Raphael Medical Centre	27/01/16	EDD 20/04/16	Approx. 12 weeks and 6 days	WK
5.	Raphael Medical Centre	Patient self-discharged on same day as placement	05/04/16	-	WK
6.	Raphael Medical Centre	16/12/15	EDD July 16		DGS
7.	Kirwin Court	15/2/16	30/3/16	6 weeks 3 days	DGS
8.	Strode Park	23/5/16			DGS

For those patients with more complex needs there continues to be the option of referral to the Level 1 providers funded by NHS England. Local Level 3 providers will continue to provide a service to those who require a smaller multi-disciplinary team or a shorter period of rehabilitation.

If current trends continue then it is expected that DGS and West Kent CCG's will each place approximately 12 patients. The approximate cost of this service, based on estimated placements and length of stay will mean that the CCG's will fall in line with their estimated costs for the service.

North Kent are currently in the process of setting up their first neuro-rehab personal health budget for a 60 year old woman who is at home supported by a care package following an acute admission for treatment for a Subarachnoid Haemorrhage with subsequent complications.

Next steps

- SECSU to continue to monitor placements and feedback to West Kent CCG
- West Kent and North Kent CCGs to continue to monitor activity
- Consider a future engagement exercise with guidance from Healthwatch

Update on longer term plans

- To continue with a bespoke NCA service

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