NHS
Torbay and South Devon
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Impact of "Enhanced" Intermediate Care located in a Health & Wellbeing Hub at the Integrated Care Organisation (ICO) in Torbay and South Devon, UK

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Torbay Medical Research Fund

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South Devon and Torbay

Torbay –the third best holiday destination in Britain

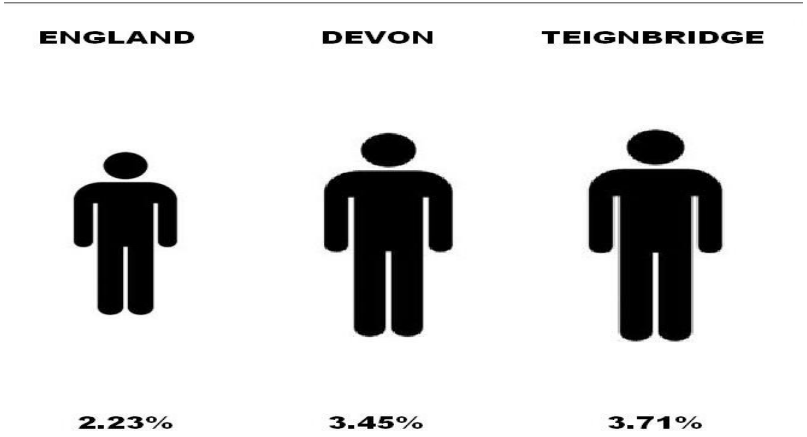
tripadvisor

Population characteristics

- One of the highest proportions people aged over 85 in England
- It also has some of the most deprived communities in England
- Life expectancy in Coastal ranges from 76 -85 year

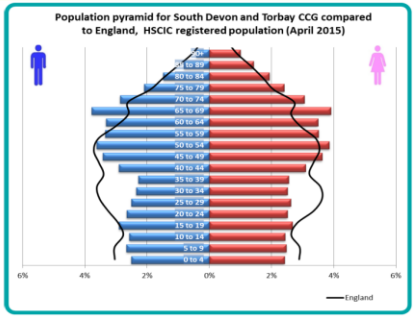
theguardian

Torbay – the town most on the edge of poverty in England



LIKE ENGLAND IN

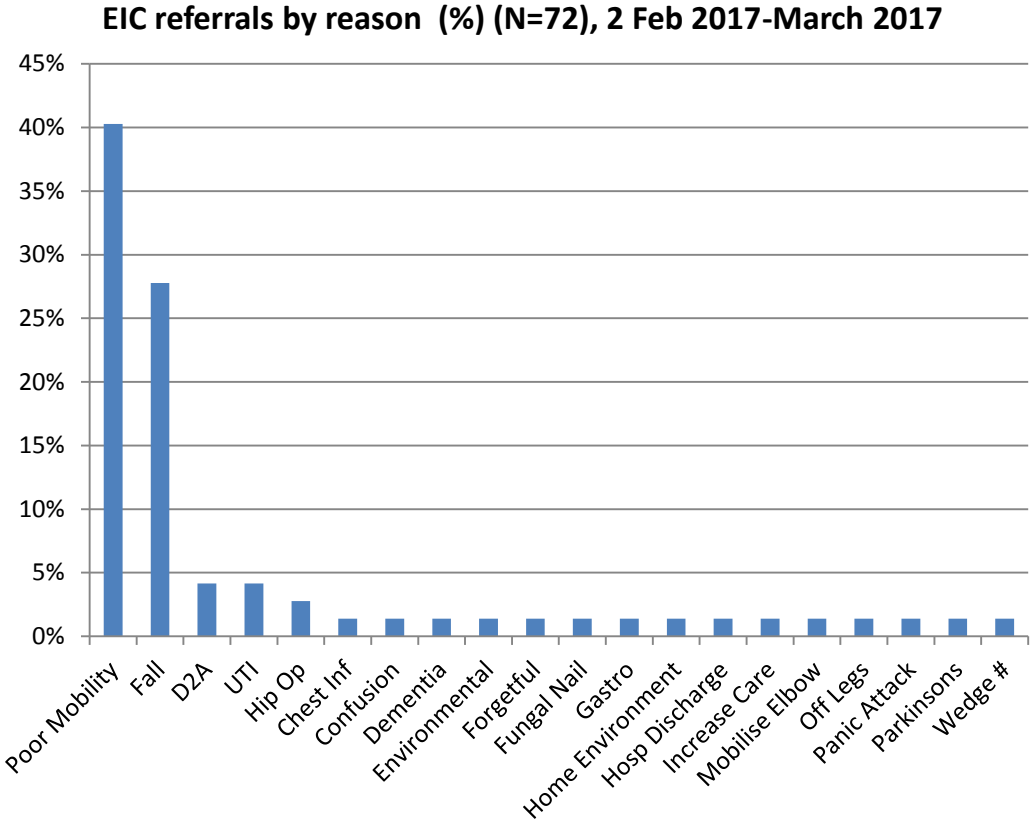
2011 2028 2030



The ‘Enhanced’ Multi-Disciplinary Team (MDT) in Coastal locality

CMHT Nurse
IC Nurse
DN Lead
Vol. Sect. WBC
Duty ASW
Pharmacist
Nurse Lead
ASW
Doctor
DCH Matron
Community Matron
IC Lead
Physio Lead

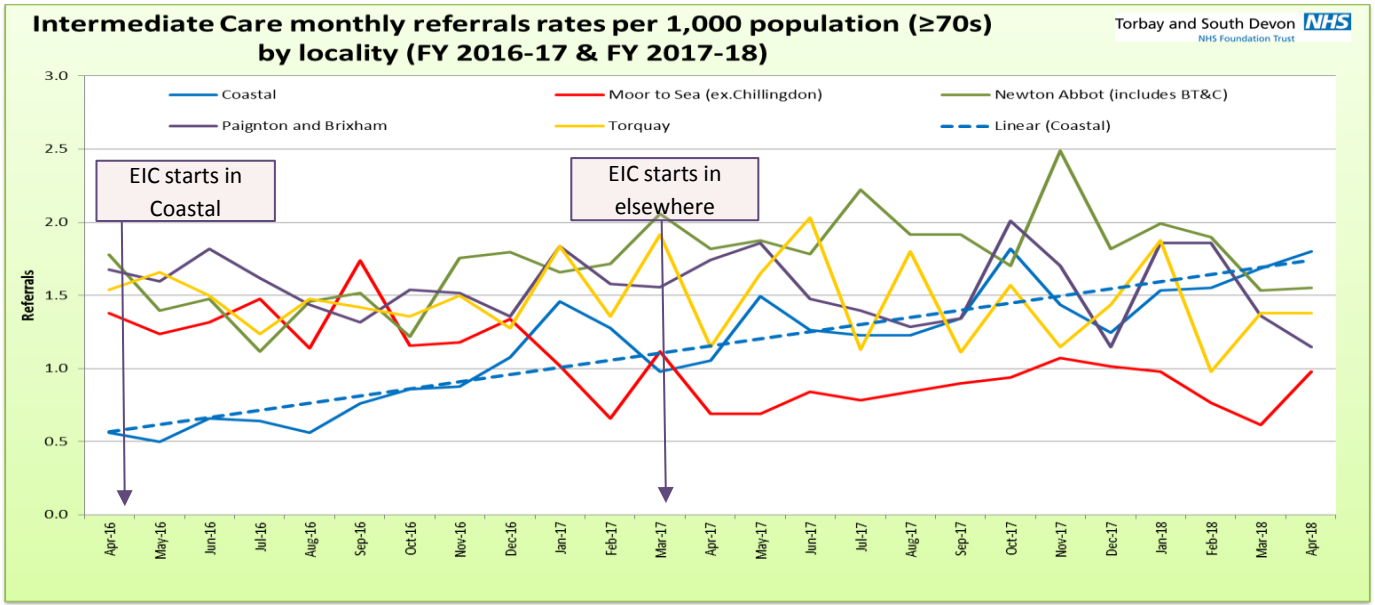
Types of referrals and staff input - Coastal pilot



Median of 5 staff visits per referral (mode is 2)

Staff type	No. of cases	% input per referral
Physiotherapist	35	49%
Nurse	32	44%
OT	32	44%
SWIC AP	32	44%
GP	26	36%
Comm Mat Nurse	25	35%
Social Care	23	32%
Pharmacist	11	15%
Vol. Sector	9	13%

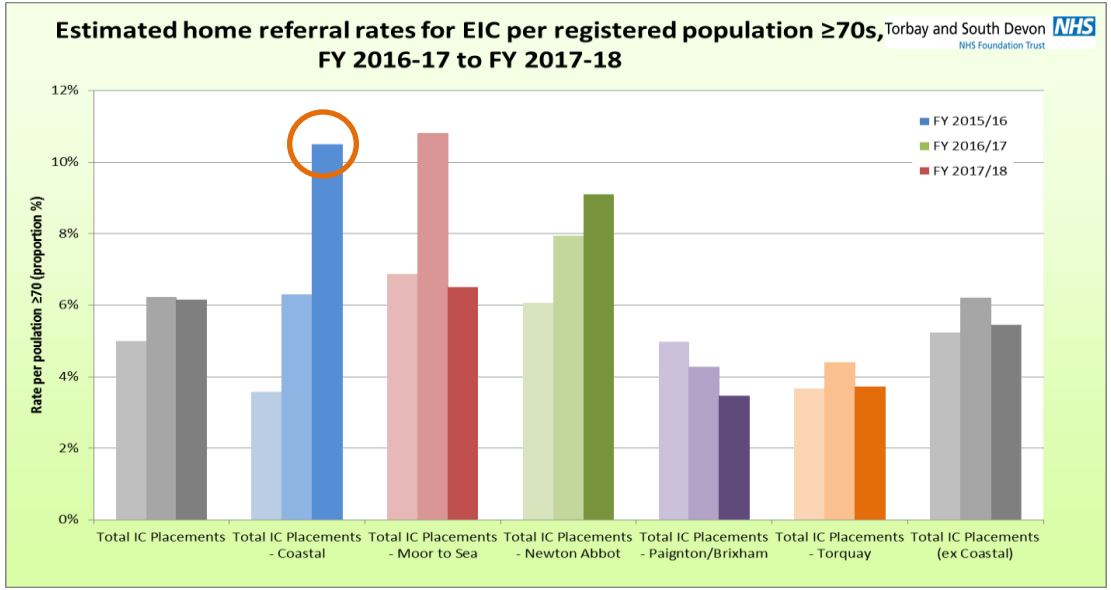
Referrals rates to IC for population ≥70s over three years



- Coastal's rate increased 70% annually
- Coastal now has the highest rate

Locality		Cases			Rates		% Change in cases	
	FY 2015/16	FY 2016/17	FY 2017/18	FY 2015/16	FY 2016/17	FY 2017/18	FY 15/16 to 16/17	FY 16/17 to 17/18
Total	**3136**	**4048**	**4488**	**6.4%**	**8.1%**	**8.6%**	**29.1%**	**10.9%**
Coastal	302	511	881	4.3%	7.0%	11.6%	69.2%	72.4%
Moor to Sea	663	739	529	7.7%	12.0%	8.2%	11.5%	-28.4%
Newton Abbot	537	949	1199	6.5%	8.5%	10.3%	76.7%	26.3%
Paignton & Brixham	944	944	994	6.7%	6.6%	6.6%	0.0%	5.3%
Torquay	690	905	901	6.3%	8.1%	7.8%	31.2%	-0.4%

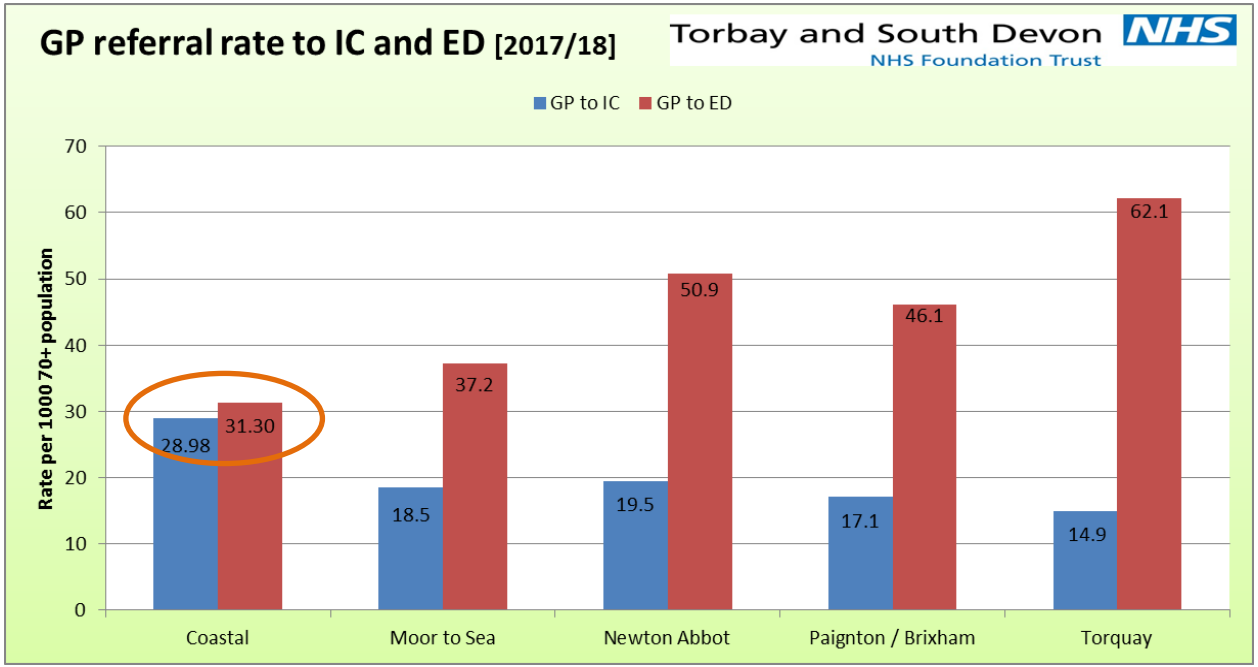
Estimated home-based care rates (≥70s years)
"Care closer to home"



- Coastal now has highest home-based rates
- Two-fold variation, but overall rates have plateaued
- Coastal has the lowest LOS
- Other localities are 2-5 times greater (although it has fallen)

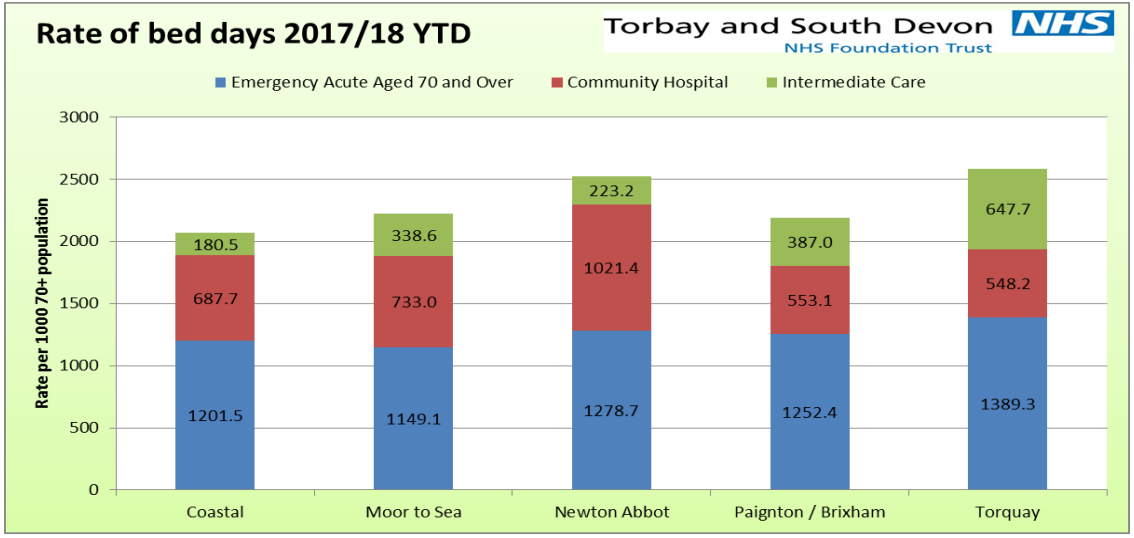
Length of Stay (LOS) (Home-based care)	FY 2016/17	FY 2017/18
Total	**26.4**	**18.0**
Coastal	6.7	7.8
Moor to Sea	11.3	12.3
Newton Abbot	39.9	18.5
Paignton and Brixham	42.0	36.8
Torquay	19.0	16.4

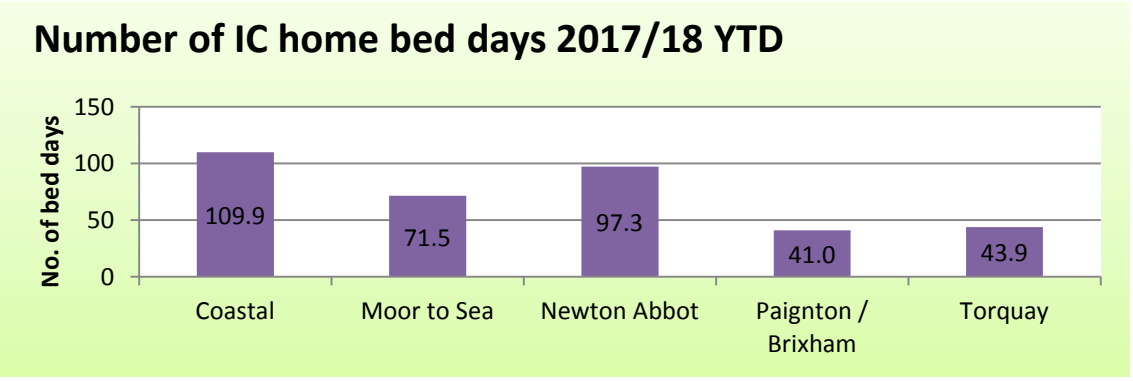
GP referrals rates (≥70s) to Enhanced IC and the Emergency Department (ED)



- Coastal has the highest referral rates from GPs
- Coastal has the lowest referral rats to ED
- Ratios of IC:ED rates are very different
  - Coastal : ~50;50
  - Other: ~30:70

Impact of the Care Model on Bed-day rates (≥70s)



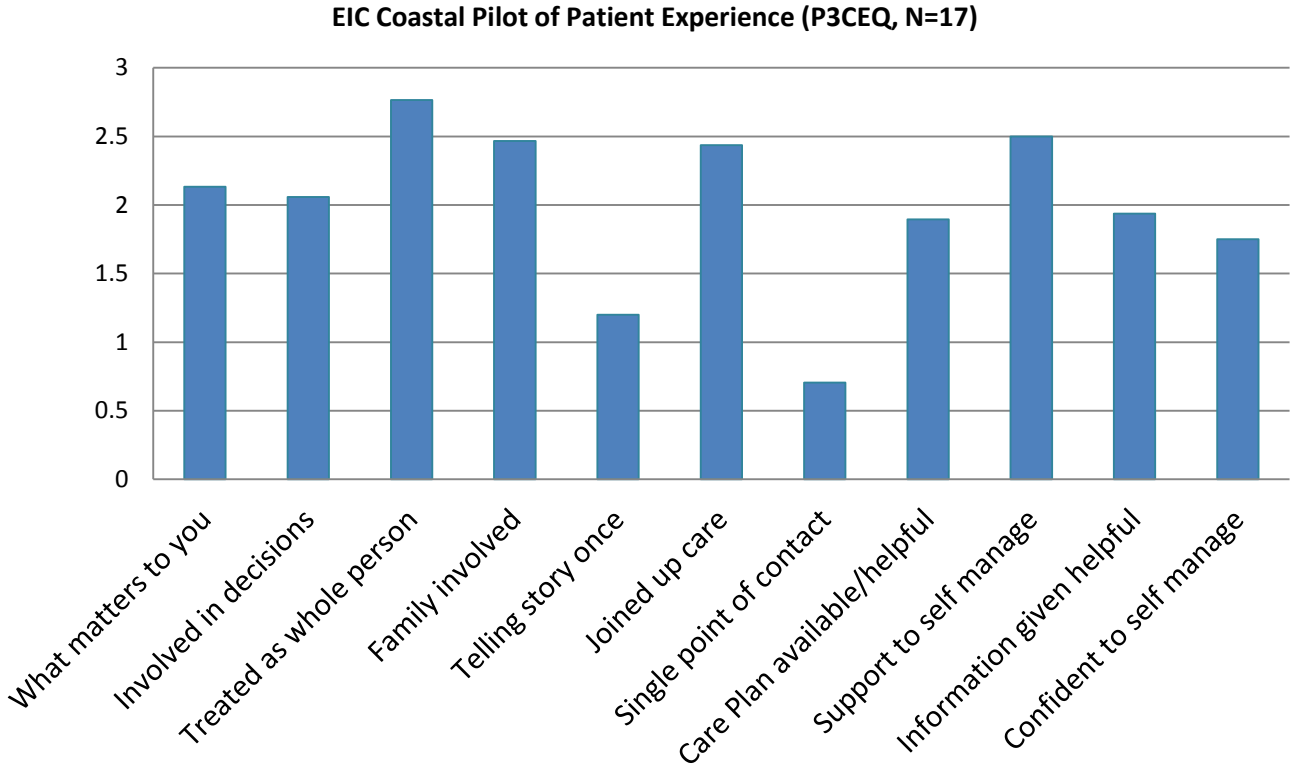


- Coastal has lower bed-day rates overall
- Coastal has lower IC bed-day rates overall
- Coastal has relatively more bed-days with care at home

Hypothesis: Coastal holds more complexity, less beds, more care at home

Patient experience in Coastal locality, 2017

(in moderate to high need users)

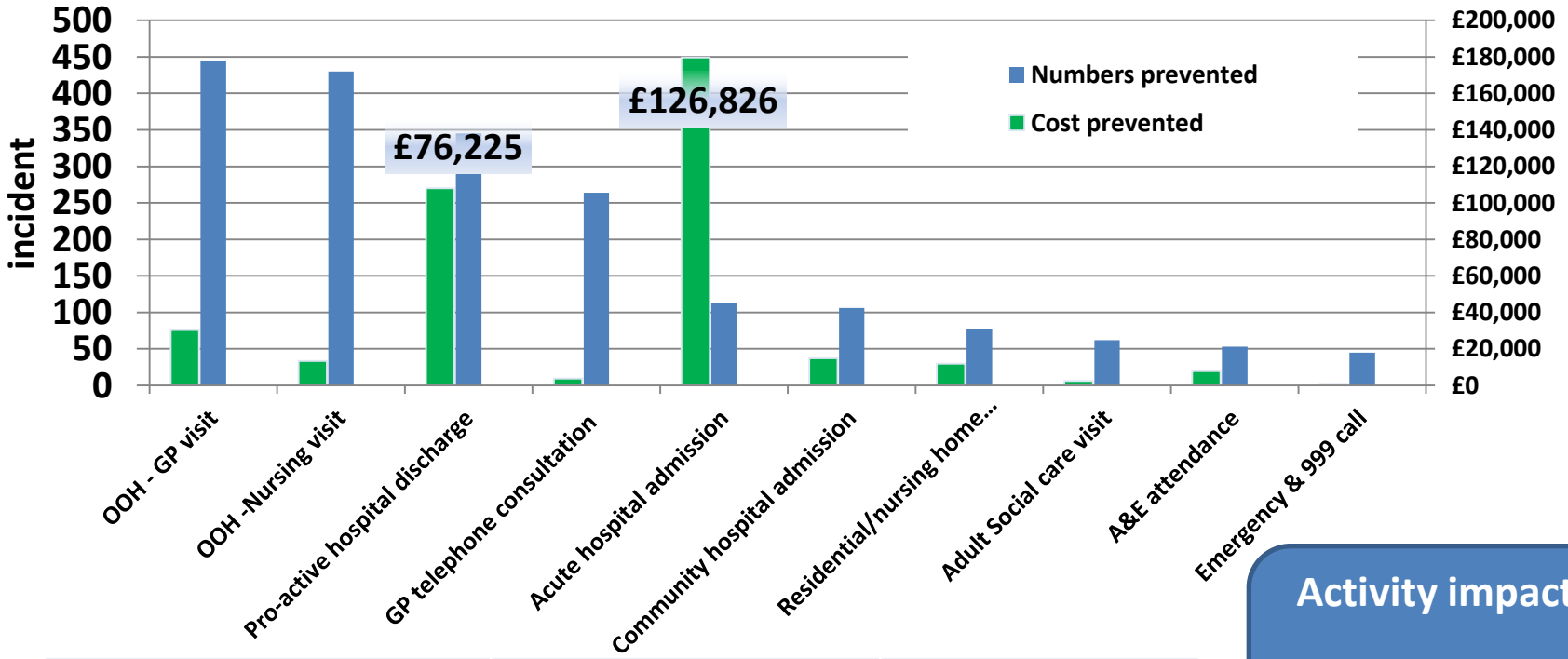


- Good levels of patient-centred, coordinated care
- Could be stronger on certain aspects of care co-ordination such as SPOC)

Av. score 66% . Similar to Somerset (a near neighbouring population)

EIC perceived prevention and "cost offset" in Coastal

(N=1001)(Sep16-Jan18)



Ann. Av. cost of incidents prevented (n=1940)	Ann. Av. IC cost per person (£161)(n=1001)	Ann. Crude Av. offset estimate
£263,083	£113,761	**£149,323**

Activity impact in ≥70s:

~2.5% red. in ED adm
~2.5 % red. in ED attd.

Summary

Ad hoc

- **High-level of engagement from GPs, pharmacist and voluntary sector**
- **Good levels of PCCC**

Routine data :

- **High rates of home-based care and referral rates from GPs and shorter stays**

System data:

- **Beds rates were lowest for IC and all bed-days , suggesting a more efficient system**
- **IC service impacts across the system and provides a notional cost saving, most due toe secondary care avoided**