

Appendix 1

Priorities		Activities	Lead organisation	Lead individual	Status	B/R/A/G
1	Address risk averse decision-making in discharge/care planning	Conduct quality assurance audit and analysis of RLH TCH and HSWT referrals	LBTH	PS	Closed	
		Conduct quality assurance audit and analysis of homecare provision by HSWT	LBTH	PS	Closed	
		HSWT demand/capacity analysis	LBTH	PS	Closed	
		Review D2A assessment step in Mosaic	LBTH	PS	In progress	Score
		Review of D2A care and support plan template	LBTH	PS	In progress	
		Implement findings from optimal-handed care QI project on RLH 14 th floor	LBTH	PS	In progress	
		Review of intermediate care provision	LBTH	PS	In progress	
		Improve discharges through EHCC step-down beds	LBTH	PS	In progress	
2	Improve knowledge of D2A process for patients, families and carers	Add to RLH TCH information leaflet for patients, and work with TCH on comms around D2A	RLH TOCH	JJ	In progress	
					In progress	
		Develop suggestions for comms for patients and families/carers on D2A pathway	RLH TOCH	JJ	In progress	
		Review of patient choice policy	RLH TOCH	JJ	Closed	
		Ensure closure letters and D2A support plans are issued to all discharged patients	RLH TOCH	JJ	Closed	

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3	Improve engagement with families/carers	Establish process for getting service user feedback on D2A process and services offered (i.e. Reablement)	LBTH	PS	In progress	
		Develop a mechanism for routine monitoring longer-term outcomes achieved for service users	LBTH	PS	In progress	
4	Address complex discharge issues earlier	Strengthen provision for advance discharge planning (ADP): Establish a mechanism to enable IDHs to accept referrals five days before patients become MO	RLH TOCH	JJ	In progress	
		More integrated working between TH IDH/RLH CDT/LBTH HSWT	RLH TOCH	JJ	Complete	
		Improve comms/interface between RLH TCH and i) Community CHC team and ii) Pathways Homeless Team (PHT)	RLH TOCH	JJ	In progress	
			RLH TOCH	JJ	In progress	
		Improve homeless pathway: i) Introduce D2A; ii) Increase SD provision	RLH TOCH	JJ	In progress	
					In progress	
		Pilot new approach to effective integrated discharge on dedicated wards (ward-based discharge navigators [DCNs], etc.)	RLH TOCH	JJ	Complete	
		RLH TCH data collection	RLH TOCH	JJ	Complete	
Establish process for info-sharing, planning and follow-up for ADP between RLH TCH and HSWT	RLH TOCH	JJ	Complete.			

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5	Streamline and accelerate process for reviewing high-cost POCs	Establish prioritisation criteria for cases	LBTH	PS	Closed	
		Recruitment of staff resource to support review process	LBTH	PS	Closed	
		Develop outcomes analysis tool	LBTH	PS	Closed	
		Review use of 24-hr POC for people living at home	LBTH	PS	In progress	
6	Encourage better use of reablement service, reducing inappropriate referrals; Promote goal-focused therapeutic input in reablement	Audit of outcomes in sample cases, and development of improvement plan	LBTH	PS	In progress	
		Develop outcomes analysis tool	LBTH	PS	In progress	
		Develop plan for use of psychology resource in Reablement and AADS service	LBTH	PS	In progress	
		Develop pilot project plan for physio resource	LBTH	PS	In progress	
7	Other	Reaffirm commitment to <i>Home First</i> principles as the basis for discharge planning	RLH/LBTH	JJ/PS	In progress	
		Improve data collection, coding, and reporting processes	RLH/LBTH	JJ/PS	In progress	
		Strengthen escalation protocol	ICB	JD	Closed	
		Ongoing review of protocols for management of discharge incidents/related patient safety issues/risks	RLH TCH ELFT	JJ/PN	Closed	
		Review and implementation of NHSE London region CTH principles	RLH TCH ELFT	JJ/PN	In progress	4