Lanarkshire

HOSPITAL AT HOME

An overview of our service.



WHAT IS HOSPITAL AT HOME?

"a service that provides active treatment by health care professionals in the patient's own home for a condition that otherwise would require acute hospital inpatient care and always for a limited time"



Hospital at Home is a relatively new idea in the UK, although it has been in existence around the globe for decades. It was developed to provide hospital level care in a patient's own home. It is not therefore about the prevention of access to acute care; simply a different context for that care.

There are many potentially important reasons for developing Hospital at Home, from service and cost pressures to the risks of hospital acquired infections, the risks of institutionalisation and delirium. Perhaps the most important and compelling reason must be around creating better patient care.

Evidence from a Cochrane review of randomised controlled trials has suggested that older patients with general medical conditions treated in Hospital at Home fare better than those admitted to hospital (Shepperd 2017). Patient preference also prove to be a greater driver for change, as many find the experience of healthcare to be depersonalising. Other research shows that older adults with frailty are most at risk in an acute hospital with 30% to 56% experiencing a reduction in their functional ability between admission to hospital and discharge (Van Craen 2010, Basic 2017).

Hospital at Home was started in Lanarkshire in December 2011. This booklet is intended to describe our experiences in the nearly 8 years since we started.

Alternatives to the traditional hospital pathway

Patients are admitted to hospital























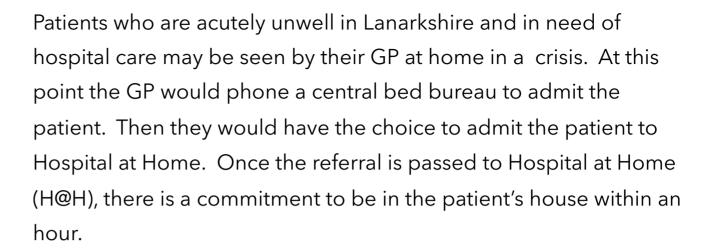


....or patients are seen in their own homes.



PATHWAYS





Patients are initially seen by a Band 4 practitioner who will do an ECG and bloods as well as observations including completing a NEWS score.

The patients will then be seen by a Band 6 H@H practitioner who will take a history and conduct an examination, as any junior doctor would do.

Following this, the patient will be seen by a Consultant Geriatrician who will assess the patient in his/her own house, and discuss a treatment plan including any implications for the patient and family.

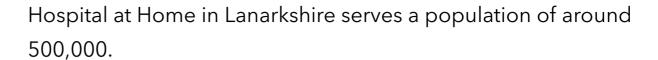
Patients can be referred for hospital investigations as though they were in a hospital bed. Any rehabilitation or homeware support is arranged in the house.

Patients are discussed daily at the multidisciplinary team meeting until discharge back to their GP.



OUTCOMES

- Since December 2011 Hospital at Home in Lanarkshire has received 15,001 referrals
- 79% of these patients are managed at home
- The average length of stay is 4-6 days
- We have 64 virtual beds
- Hospital at Home serves a population of around 500,000



We have a staff of approximately 38 WTE and a budget of just under £2M.

We operate from 64 virtual beds across three geographic hubs in Lanarkshire.

Since starting in 2011 (till the end of April 2019), Hospital at Home in Lanarkshire has received 15,001 referrals.

In 2018 we received 2,954 referrals or nearly 250 referrals a month.

79% of these referrals are managed entirely at home. (Some patients are appropriate for admission to hospital).

Our average length of stay is approximately 4-6 days.

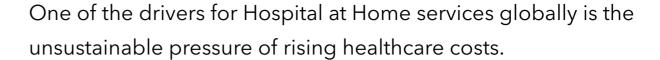
Through work with the Scottish Ambulance Service, we are now able to take referrals directly and average 2 referrals per week to the service.

We are currently the largest Hospital at Home service in Scotland and one of the oldest in the UK.



COSTS

- Cost per bed day approx 50% of acute bed
- Overall 18% cost saving up to 6 months
- Ambulance costs avoided are £265 per patient at home
- Our average drug costs are just £9



The costs of Hospital at Home services are one of the concerns raised about its implementation more widely, as it is seen as a potentially inefficient system.

We have participated in research with the Health Economics Research Unit at the University of Oxford. This evaluation compared Hospital at Home costs to acute care costs for a comparable cohort of patients.

This evaluation showed that patients admitted to Hospital at Home saved on average 18% of costs over a six month period after admission to Hospital at Home.

Savings were even higher for patients with a diagnosis of dementia.

In Lanarkshire the initial costs of implementing Hospital at Home through reshaping care for older people have been offset by the closure of downstream wards that became vacant.



PATIENT EXPERIENCE

"This is the way healthcare should be"



Early in the life of the service, we commissioned some qualitative research from the University of the West of Scotland. They interviewed patients and their carers on their experiences with Hospital at Home. They returned a number of opinions, some of which we have included here.

"It was like the cavalry coming over the hill"

"Oh I felt as if I was the Queen getting all that attention"

"I think just being in your own surroundings makes you feel happier and more confident and able to cope."

Well it was either the hospital or being in my own home... there was no choice! I mean who would want to go to hospital, when they could be treated just as well if not better at home?"

"They were marvellous, absolutely marvellous"

"Sometimes it's easier to get into hospital than it is to get out!"

"And no danger of some of those awful hospital bugs"

"I believed that this was the most thorough assessment that she had ever experienced"

"I think it is amazingly impressive"

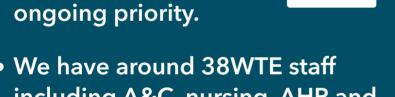
"This is the way healthcare should be"

Overall patient satisfaction is very high.



WORKFORCE

- Workforce is our primary strength and our key investment.
- Recruitment, training and development is an ongoing priority.
- We have around 38WTE staff including A&C, nursing, AHP and medical staff.



The Hospital at Home workforce is fairly unique in a number of key ways and this we believe is part of its strength.

We have recruited staff from all sectors and have worked to integrate them into highly functioning teams. They are and always will be our greatest asset.

Key to that strength is the training of the staff in assessment, non medical prescribing and multidisciplinary working.

We have trained practitioners from a variety of professions including nursing, occupational therapy, physiotherapy, pharmacy, ambulance paramedics, and mental health nursing.

All of these disciplines are trained in acute care assessment in roles that previously were the domain of doctors.

Staff have a trans-disciplinary approach. That is we encourage role blurring so that staff have the competencies across a range of domains and are well placed to deal with a wide range of issues on the spot.

Training and development is core to our work and we have partnered with local universities to deliver training alongside the traditional 'bedside' teaching.

We are immensely proud of our staff!



RESEARCH

- To date we have worked with 4 separate Universities on evaluations of Hospital at Home.
- We participated in the largest randomised controlled trial of Hospital at Home ever conducted.



 We have four publications in the press and have presented at 5 international events.



Since the start of Hospital at Home in Lanarkshire we have been working with key academic partners to evaluate the safety, efficacy, cost effectiveness and experience of Hospital at Home.

We have worked as joint investigators on £3M of NIHR funded research through the University of Oxford.

This included funding for the largest randomised controlled trial of Hospital at Home ever attempted with over 1000 patients recruited.

Lanarkshire recruited patients alongside 9 other centres across the United Kingdom.

As described this also included a cost effectiveness analysis of Hospital at Home services in Scotland.

We have conducted qualitative research with the University of the West of Scotland.

We have a partnership with Glasgow Caledonian University and have started a joint PhD looking at activity levels in Hospital at Home compared to Hospital.

Currently we have four research papers in print and more expected.

We have presented our research at 5 international events.

INNOVATION

- We are working to explore new and innovative ways of working
- We will be trialling a new device to provide remote monitoring of patients in their own homes.
- We are exploring
 the use of point of
 care blood testing to get
 immediate results at the patient's
 bedside
 - We are keen to explore digital technology.

Innovating has always been central to Hospital at Home in Lanarkshire. In many ways 'doing things differently' is normal for us and opens up opportunities. We are keen to continue to find ways to develop and progress our work and ideally make our services safer and more accessible for the residents of Lanarkshire.

We have experimented with video calling and consultations.

We are working with a Scottish company (Current Health) to test the use of remote monitoring devices that will allow us to track patients vital observations 24 hours a day.

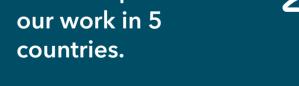
We will shortly be testing the use of point of care blood testing that can use less than 1ml of blood to diagnose biochemical or haematological problems within minutes at the side of a patient's bed.

We are exploring the use of electronic devices to access full hospital case records and diagnostic results in a patient's house at their bedside.

We will be working with the Digital Health Institute to explore pathways and work smarter through the appropriate use of digital solutions.

GLOBAL NETWORK

- We have welcomed international visitors from 14 countries.
- We have had two TV appearances including participating in a **BBC** Documentary.
- We have presented our work in 5





•We have received 4 national awards and commendations.

Hospital at Home in Lanarkshire has attracted considerable international interest.

To date we have had visitors from Chile, Brazil, Hong Kong, Singapore, Spain, England, Northern Ireland, Italy, Sweden, Denmark, Venezuela, Japan and New Zealand.

In addition we have presented our work in Taiwan, Canada, Italy, Spain and to a National UK audience.

We have hosted visitors from every mainland health board in Scotland and from Scottish Government.

Our work has featured in a BBC Documentary ('Holding back the years') and been the subject of news reports on TV and radio as well as featuring in several newspapers.

We have received 4 National awards and a commendation which included awards from:

The Herald Society Scotland (Award and Commendation)

The Scottish Ambulance Society

Alzheimers Scotland

In addition we have been finalists three times at the Scottish Health Awards.

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