

Title of Action Plan being assessed	Reduction of emergency bed days
LAA indicator	NI 134
Name of person completing this assessment	Matt Bushell/Charlotte Ball
Contact Telephone Number	
Date	April 2010
Which Partners are involved?	ECC, PCTs, Housing, Social Care,

**1. What are the aims and objectives of this Action Plan?**

**To ensure that emergency admissions to hospitals are kept to a minimum and patients are discharged home without undue delays. It will be measured by the number of emergency bed days per head of weighted population. Objectives are:**

- Consistent standard implementation of Continuing Health Care framework across PCTs
- Public are informed about criteria for free health care
- Good coordination between health, social care and voluntary sector
- Resources redistributed from reactive care to prevention activities
- Care home contracts are revised in order to reduce emergency hospital admissions; where an effective response can be provided in the home

**What are the steps used to deliver the Action Plan?**

Generic high level summary of Action Plans across 5 PCTs and ECC:-

- Employ End of Life Care Discharge co-ordinators and design schemes
- Employ Community matrons for integrated health care
- Reviews of: Urgent Care; Intermediate Care services; whole systems; COPD services; OOH services; Admissions; A&E.
- Set up Admission Avoidance teams
- Rollout Tele healthcare
- Develop falls prevention services
- Set up Rapid Assessment units/clinics
- Develop integrated Rehabilitation and Reablement services and schemes
- Work with sheltered housing projects
- Improve discharge management planning
- Joint Stroke Coordinator post
- Offer wrist care services
- Expand pulmonary rehabilitation schemes

**3a. Think carefully about each of the equality groups below in turn. Could the Action Plan have a negative or positive effect on people in the group? Tick any group that could be positively affected, and put a cross against any group that could be negatively affected. Some groups can have both a tick and a cross.**

X	Race and Culture	X	Disability
√	Age	√X	Gender

X	Sexual Orientation	X	Religion and Belief
√X	Rural Isolation	√X	Economic Deprivation

**3b. Describe any positive or negative issues that you think are relevant under each equality strand. If you identify an issue that substantially affects a particular group, and might stop them benefiting, state what changes you will make to the Action Plan.**

**Race & Culture**

**Issues:**

- Lack of information; communications, images, translation/interpretation. Understanding of specific issues related to culture: separation of male/female contact; dress; food; end of life customs.

**Actions already being undertaken (Provider Trusts, PCTs):**

- Review communications with potential service users
- Carry out front-line staff equality training to raise awareness and understanding
- Make sure communications in general are adequate regarding language
- Use expertise of voluntary sector to inform work

**Age**

**Issues:**

- Intended to have a positive effect for all people, especially older people (higher users of hospital beds).

**Actions already being undertaken in PCTs as part of developing strategy:**

- Collect equality demographics to identify if certain age groups are using emergency beds more than others.
- Issues incorporated into PCT strategies

**Disability**

**Issues:**

- Health issues may not be addressed early enough for some disabled people; particularly mentally impaired people or those who find difficulty in communicating.
- Obtaining adequate information is an issue for some disabled people and carers so symptoms may not be reported in good time
- Communications when in hospital may be difficult and so symptoms may be missed or distress caused

**Changes to Action Plan:**

- Ask PCTs to be assured of hospital admission / discharge services for disabled people; in particular information and communicating.

**Religion and Belief**

**Issues:**

- Different end of life customs should be catered for
- No contact may be allowed between different sexes

**Actions already being undertaken (Provider Trusts):**

- Frontline staff equality training should be undertaken and appropriate arrangements made

**Gender**

**Issues:**

- Females may particularly benefit as they tend to form a larger proportion of the older population

**Actions already being undertaken in PCTs as part of developing strategy:**

- Collect equality demographics to identify if certain age groups are using emergency beds more than others.
- Issues incorporated into PCT strategies

**Sexual Orientation**

**Issues:**

- The needs of Gay, Lesbian or Bi-sexual people may not be taken into account

**Actions already being undertaken (Provider Trusts):**

- Frontline staff equality training should be undertaken and appropriate arrangements made

**Rural Isolation**

**Issues:**

- Ability to easily access health services; transport; information etc.

**Actions already being undertaken (PCT):**

- Essex wide (LA, PCTs) PTS project

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**Economic Deprivation**

**Issues:**

- May leave health issues too late to be dealt with by GP
- Information/ Communications

**Actions already being undertaken in PCTs as part of developing strategy:**

- Collect socio-demographics to identify if certain groups are using emergency beds more than others.
- Issues incorporated into PCT strategies

**4. What equality statistics or other evidence from public engagement do you need to help you test your initial conclusions in Section 1?**  
**What statistics or reports already exist – nationally or locally?**  
**What else do you need to know – what are the gaps?**  
**How will you collect this evidence? If you feel that particular organisations or community/ voluntary groups will be able to help you please list these too.**

**STATISTICS**

What evidence do you want?	Where is it available?	How will you use the evidence?
Monitor use of services by collection of equality data from users and mapping against Essex data	Health Needs Analyses by Public Health teams  Patient Commissioning Forums / PALS, Complaints feedback	To identify if health issues are particular to certain groups  To identify what reasonable changes to make to cater for different needs and requirements

**PUBLIC ENGAGEMENT PLAN**

What do you want to know?	What questions will you ask?	Who are you going to ask?	Name of planned source (if known)	What will you do with the answer?
Why some health problems may affect certain equality groups more than others	Conclude from Health Needs Analyses	Identify the groups referred to as priorities within PCT strategies.	Health Needs Analyses Patient Commissioning Forums / PALS, Complaints <u>feedback</u>	Make reasonable adjustments to health services

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