

Surrey Downs Health and Care

Surrey Downs Health and Care (SDHC) is an innovative partnership consisting of the acute trust, community provider, the three local GP federations and the local authority. Together we deliver integrated health and care services for the population within the Surrey Downs area.



Context

SDHC was established with partners keen to explore how services could be delivered more effectively by breaking down organisational boundaries which impede the delivery of joined up care and by putting service users and staff members at the heart of shaping new ways of working. The partnership are responsible for the delivery of community services across Surrey Downs and deliver a range of integrated services spanning the acute, community and primary care.



SDHC Croft Community Unit

In April 2019, SDHC formally took over the management of an acute escalation ward at Epsom Hospital. The aim was to redesign the model of care with a focus on:

- Working as one team to provide a multidisciplinary approach for patients with frailty.
- Understanding that a patients' time and experience is the most important currency.

This resulted in the creation of Croft Community Unit – a 27 bedded community facing unit that supports frail patients who have complex and/or rehabilitation needs. It offers integrated multidisciplinary team (MDT) input to support the patients' transition of care back to their place of residence as soon as possible.

Key developments:

- ➔ **Frailty identification and pathway development**
Use of Rockwood clinical frailty score to streamline acute admissions directly to community unit with continuity of care maintained.
- ➔ **Redesign of approach to care planning/delivery**
Focus on "What matters most" for the patient and implementation of ReSPECT documentation for advance care planning.
- ➔ **Ward redesign**
Environmental redesign with staff and service users. Creation of a multipurpose activity room and initiation of lunch club and group exercise classes.
- ➔ **Enhanced integrated MDT working**
"One team" ethos with regular reflection on continued improvement.
- ➔ **Blurred boundaries of care**
Seamless integration with the SDHC community teams to provide a frictionless pathway for patients.

Croft Community Impact

1. Month on month increase in daily discharges
2. More patients are being discharged to their own home with support in the community
3. Month on month reduction in LoS on Croft Community Unit. A reduction of nine days compared with the same time last year

