

# IMPARTIAL ASSESSOR

## What was the issue?

- By following CQC guidance, care homes were sending a member of their own staff into hospital to assess the needs of patients who had been judged medically fit for discharge.
- Often homes were not able to do this on the day the patient was ready to leave hospital, leading to their bed being occupied for longer than necessary.
- Having a member of staff out visiting hospital also led to staff pressures in care homes.
- Communication between hospital and staff was often complicated, leading to misunderstandings.

## How it works



## Case study

When the scheme was introduced, Julie Hutchins, Registered Manager at Honister care home, Hatfield, said:

“ I thought the process and communication were very good and our resident’s discharge went well. I certainly think this process will benefit us at Honister, because most of my staff live locally and do not drive, so cannot pick this task up if I am not around. Lister Hospital is a 30 mile round trip, so there is sometimes a time issue on busy days. ”

Impartial Assessor at Lister talks to patient to discuss leaving hospital



## How did we tackle the problem?

The Vanguard project funds a hospital-based nurse, called an ‘impartial assessor’, employed by the Hertfordshire Care Providers Association (HCPA), whose responsibility is to review patients judged to be medically fit for discharge by hospital staff. The impartial assessor acts as a bridge between hospital staff and care homes.

## Find out more

[www.enhertsvanguard.uk/showcase](http://www.enhertsvanguard.uk/showcase)

## Benefits

- The impartial assessor builds up trusted relationships with care home staff.
- Patients who are medically fit for discharge can leave hospital promptly.
- Time that care home staff used to spend travelling to and from hospitals can be saved.

## Key facts

- Scheme introduced in August 2016
- **624** bed days saved
- **459** assessments completed
- **358** patients assessed and discharged
- Average time taken to assess - **53 minutes**
- Total bed day savings - **£327,600**