



PRESS STATEMENT

11 November 2015

***Right place right time* commission launches final report**

NHS Providers is today (11 November 2015) launching the report of the *Right place, right time* commission which captured evidence and good practice about transfers of care in all settings involving our members – across acute, community, mental health and ambulance services.

Led by the former care minister and incoming chair of Tavistock and Portman NHS Foundation Trust, the Rt Hon Paul Burstow, the commission's report offers practical approaches, drawing on good practice in health, local government, social care and housing, and supports members to tackle the causes of delayed transfers of care in all settings. The report will be formally launched at a plenary session at NHS Providers' annual conference and exhibition at the ICC in Birmingham.

Latest statistics highlighted in the report state that delays in transfers of care in August 2015 were caused by a range of challenges with the patient journey from health into social care. Workforce capacity is also a key issue – the commission report makes a link with the Carter efficiency review, which states that improving work flow could save £2bn to the NHS.

The report also gives evidence that delays in the discharge of mental health patients are also a key challenge. Patients in crisis or at suicide risk may face care in inappropriate settings, or have to remain as an in-patient when there is not suitable housing or community support package in place.

A call to action is included in the report, calling on providers, local authorities, clinical commissioning groups and health and wellbeing boards to test their assumptions about the causes of delayed transfers of care. The sector is also urged to listen more, to patients, service users, carers and staff.

Commission chair and report author, Rt Hon Paul Burstow, said:

"Delayed transfers of care are a barometer of pressure in the NHS and care system. Delays can do real harm, especially to older people. Even 12 hours in hospital can see a person lose muscle power which can be the difference between standing unaided. Delays can be the difference between recovering independence or losing it.

"Local collaboration is key to improving transfers of care. It is also vital that patients, carers and service users are at the centre of developing personalised care that works for them.

"To address the sometimes disjointed journey from health into social care, the commission has found that a growing number of providers are developing partnerships with social care, housing and the voluntary sector. The community care packages that emerge from such partnerships can provide the practical and emotional support that an individual needs to avoid them remaining in hospital when they are ready to go home.

"I am grateful to the commissioners and to those that allowed us to visit and spend time in their organisations during the course of this work.

“I look forward to working with NHS Providers and their members to help deliver the positive messages that have come from this commission, to ensure that people do find themselves in the right place at the right time, for the right care.”

Saffron Cordery, director of policy and strategy at NHS Providers, said:

“The *Right place, right time* report is what it says it is – a call to action, not only for providers of NHS care, but also for their local health and social care partners.

“In these straitened times for our members, we need a range of solutions to address transfers of care for everyone, but in particular we need to look at ways of improving the experience of people with mental health problems, who find their transfers delayed in the same ways as those in acute care, and this needs to be recognised. It was striking that what emerged through the commission's work was that often doing the obvious thing was the radical thing.

“I would like to thank Paul for leading the commission, and the commissioners, who have together developed a strong final report that the provider, local authority CCG and health and well being board sectors need to take on board.”

Ends

Notes to editors

Members of the *Right place, right time* commission:

- David McCullough, chief executive, Royal Voluntary Service
- David Orr, chief executive, National Housing Federation
- David Pearson, president, Association of Directors of Adult Social Services (ADASS) and corporate director, adult social care, health and public protection, Nottinghamshire County Council
- Helen Birtwhistle, director of external affairs, NHS Confederation
- Ian Philp, deputy medical director for older people's care, Heart of England NHS Foundation Trust
- Rt Hon Paul Burstow, former care minister and incoming chair of Tavistock and Portman NHS Foundation Trust (chair)
- Saffron Cordery, director of policy and strategy, NHS Providers
- Sarah Mitchell, director of Towards Excellence in Adult Social Care (TEASC), Local Government Association
- Stuart Bell CBE, chief executive, Oxford Health NHS Foundation Trust

About NHS Providers

- NHS Providers is the membership organisation for NHS acute hospitals, community, mental health and ambulance services
- NHS Providers acts as the public voice for those NHS trusts, helping to deliver high quality care by promoting shared learning, providing support and development and shaping the strategic system in which our members operate
- NHS Providers has more than 90% of all NHS foundation trusts and aspirant trusts in membership
- Follow NHS Providers on twitter @NHSPROVIDERS and Chris Hopson, chief executive, @ChrisCEOHopson

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