

The Key to Enabling Better Outcomes

Marcus Taylor
Suzi Viljoen

30.06.21 v1.01



Delayed Transfers of Care



Most older people in hospital **want to go home** as soon as possible

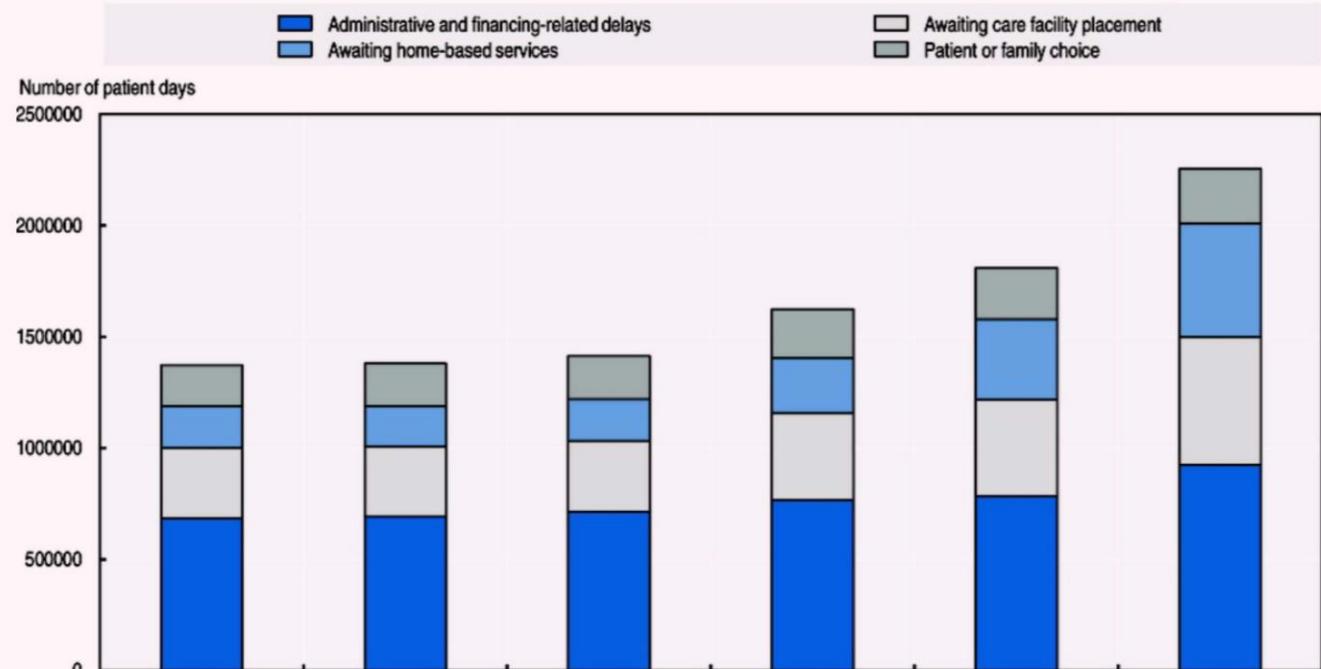


Admissions for more than 2 weeks are **patients over 65**



NHSE – nearly a third (**30,000**) of hospital beds could be freed up by improving discharge procedures and rates

Figure 2.7. Bed days associated with delayed transfers of care, England (United Kingdom)



Source: NHS England (2018).

The Complete TEC Package?

Lots of version of this image showing the various pieces of telecare equipment

Most of them neglect to add a means of access (THE KEY)
Care & Repair England report for rapid discharge recommends:

- Dedicated handyperson service, rapidly deployed to move furniture and set up specialist equipment
- Immediate installation of key safes to allow external carers access to the home
- Immediate provision of small adaptations of handrails and equipment to enable safe movement around the home
- Oil filled radiators to allow immediate safe heating
- Assessment of home safety, hazards (trips and falls), and home security



Let's Talk Money

According to National Audit Office, gross annual cost to the NHS of treating older patients in hospital who no longer need acute clinical care is in the region of **£820 million**

If these older people were in more appropriate settings at home or in the community the cost would be **£180 million per annum**

This would result in savings of **£640 million per annum**



One Council's Example

HIA in Oxford doubled grants to accelerate hospital discharges through Coronavirus emergency

Identified key safes as being key to enabling hospital discharge as they grant access to carers entering properties. If not in place, client cannot be discharged from hospital

A key safe fitting only costs £74 but estimated to **save the NHS** approximately 7 bed days = **£2,532**

Illustration 5 Simple, low cost housing measures can enable earlier discharge

Mr T is in his 70s. He lives in a first floor flat with Ms J, 85 years, who has late stage Alzheimer's and is her '7 day a week 24 hour a day' carer. Professional care workers come three times a day to help him with personal care.

Mr T missed his footing on the loft ladder; he fell and broke his leg in three places and was in hospital for nearly six weeks, hence Mrs J had to go into a care home.

The occupational therapists and social worker organised the equipment that Mr T needed to come home. However, because he lives on the first floor he could not get to the front door quickly to let in carers. Through the Care & Repair handyperson service a **key safe** was fitted on the day he returned home.

Although he was confined to a wheelchair for three months while his leg healed, after just a week Ms J was able to come back home because the keysafe enabled the carers to let themselves in. She is much happier at home.

This saved an estimated 11 weeks (the time that Mr T was in a wheelchair) of care home costs. More importantly, it was what both Mr T and Ms J wanted.

Savings to Social Services

Residential dementia care costs for 11 weeks	£5,984
Ongoing care package (£320 pwk) for 11 weeks	£3,520
Saving	£2,464

Average cost of keysafe installation by handyperson service £90

See Appendix 1 for basis of costings

The Temporary Key

Once a patient is medically able to return to their own home it is important to get them home as quickly as possible with the correct measures in place to ensure their continued recovery.

Many hospital discharge teams operate a rapid discharge service using a 'grab bag'.

Items that can be in a 'grab bag' are:-

- **Temporary key safe**
- **GPS Pendant**
- **Information**



Choosing the Best Solution

- Temporary key safes are designed to be used short term
 - You want to release patient on a Friday and no installer available
- Also, OT assessment may deem long term care is needed
- What should you look for in a key safe?
 - **Secured by Design, police preferred status**
 - **Attack test standard LPS1175, Issue 8, A5**
 - **Reliability – confidence that it works when you need it to**
 - **Easy to install**
 - **Easy to use**
- Installation of a keysafe can help facilitate quicker hospital discharge by delivering a secure and convenient solution for access to the property by care-givers



Secured by Design



Police Preferred Specification





Marcus Taylor - Chief Operating Officer

+44 (0) 330 363 0303

+44(0) 7788 592330

marcus.taylor@keysafe.co.uk

Suzi Viljoen - Head of Sales

+44 (0) 330 363 0303

+44 (0) 7875 579459

suzi.viljoen@keysafe.co.uk