



Local Health Boards - **Chief Executives**
Chief Operating Officers
Directors of Planning

Local Authorities – **Chief Executives**
Directors of Social Services

Regional Partnership Boards - **Chairs**

21st May 2020

Dear Colleagues

National Report: Right-sizing Community Services for Discharge

In autumn 2018, the NHS Wales Delivery Unit (DU) published the 'Why not home? Every Day Counts' report following the national review of complex discharge practice in Wales. It identified significant opportunities to improve the experience of the people we serve by reducing harm, improving patient outcomes and enabling flow through the health and social care system.

One of the key themes, identified in the report as benefitting from a national approach was right-sizing community services to facilitate timely discharge (including the implementation of the four 'Discharge to Recover then Assess' pathways).

A national project and group was developed to respond to this right sizing theme, in a systematic way, using the model developed by Professor John Bolton. The aim of the project was to support Regional Partnership Boards to assess:

- How the patient numbers / people requiring support in their region compared against the model;
- The potential variance between current commissioning arrangements and current / future demand if the principles of the model were implemented via the Welsh Discharge to Recover then Assess Pathways 2, 3 & 4; and
- Whether the services they currently had in place support these patients / customers and deliver good outcomes.

The *Right Sizing Community Services to Support Discharge from Hospital* national report draws out the overarching findings of the work completed with partners in 2019/20 and makes a number of key recommendations for the system.

It has been agreed that the report is published now, as the findings and recommendations within it are pertinent to the current response to the COVID-19 pandemic. We have accelerated implementation of the Discharge to Recover then

Assess Pathways through the *COVID-19 Hospital Discharge Service Requirements (Wales)*. This model and the findings of the report will also support recovery from COVID-19 and system improvements to mitigate other recognised 'harms' going forward.

The additional £10million funding announced by Welsh Government to support implementation of the *COVID-19 Hospital Discharge Service Requirements (Wales)* offers further opportunity for implementation of the recommendations for people in Wales. Health and Social Care partners are encouraged to use the enclosed report to inform decisions and actions relating to that investment.

The Welsh Government and the NHS Wales Delivery Unit will continue to work with Regional Partnership Boards and other partners to support implementation and to share learning.

Yours faithfully,



Dr Andrew Goodall CBE



Albert Heaney

Deputy Director General