



## Early Intervention Newsletter

### The Norman Power Centre

*“Promoting our patients’ independence to be discharged to an appropriate community environment”*

Welcome to the first Early Intervention (EI) newsletter designed to keep those involved in the work stream up-to-date with The Norman Power Centre’s (NPC) progress.



Of the five locations across the city chosen to test new ways of delivering EI services; The NPC was the first to get started in January 2019.

Since then, social workers, therapists and nurses from different organisations have been working together on site to find new ways of working and the best solutions for our patients.

#### April’s discharge achievements *(figures accurate as at 4 April 2019)*

- On average we have been getting nearly **six** patients home every week. At the beginning of the year, we were getting **4** people discharged per week.
- We are currently getting around **50%** of our patients home as opposed to long term care. At the beginning of the year the figure was around **28%**.
- Between the end of March and the end of April, we had **one** patient re-admitted to hospital; this is a re-admission rate of **4.5%**. The re-admission rate was around **30%** in December and the average re-admission rate for similar units is **18%**.



These figures demonstrate the significant progress being made. Well done to all of the team for your hard work and dedication.

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### Nursing study days' success

Every NPC nurse recently attended a set of training and development days. A great range of ideas were gathered together during the 'ideal week' session where the team focussed on how we can optimise our patients' stay and further push the 'home first' ethos.

These included:

- Inviting families to coffee mornings and encouraging them to spend time at The NPC.
- Encouraging patients with day-to-day tasks such as cleaning and making tea.
- Inviting chaplaincy volunteers to The NPC for music and church services.
- Additional fun activities – singing songs, bingo, board games, armchair aerobics, hoopla, art and crafts, afternoon tea, dress up, gym exercise classes, knitting, hairdresser, time in the garden, music and dancing.



The following ideas from the study days are already being implemented as new initiatives:

### Introduction of orientation boards

Each patient now has their own orientation board so they are clear on the key information about their stay from day one. The board offers an introduction to The NPC, the names of any key staff looking after them as well as key dates and times.



### 'This is Me'

The 'This is Me' initiative has been developed to better understand a patient's usual daily routine including what they are able to do for themselves. The form, which families, carers and the patient fill in on admission, sits alongside the patient's notes and helps give the team a better idea of how we can best support their needs.



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### 'Help us help you'

A new prompt sheet has been introduced this month called 'Help Us Help You'. This illustrated list helps remind families and carers about specific details relating to the individual patient to help improve their stay. This includes everything from reminders around footwear, glasses and hearing aids, to personal toiletries and photographs/keepsakes.



### Community team update

When a patient goes home, it can be with the support of the newly-created community team.



The EICT (Early Intervention Community Team) is now into its second month of service and is currently supporting a caseload of 17 patients who have been discharged from OPAL, Complex Discharge Hub, and The NPC.

A number of patients have also been discharged from EICT and they have had some really positive feedback about their patients' experiences which we will be featuring in the next edition.

The EICT has had a small number of referrals from The NPC, which has enabled a quicker discharge from the unit. Improvement manager Dan Brown is working to ensure the team get all the appropriate patients discharged to the EICT by making the referral process from The NPC really clear and getting the right communication and engagement between the areas.



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### Date for your diary - STP engagement events

NHS professionals are invited to attend a series of Live Healthy Live Happy (LHLH) professional stakeholder engagement events across Birmingham and Solihull, during May and June.

The events will update on the progress so far, share the draft strategy and they will also be showcasing practical examples of what the partnership is already delivering through true partnership working. This includes a presentation providing feedback on new ways of delivering EI services for older people.



For more details and to book your place, visit [www.livehealthylivehappy.org.uk](http://www.livehealthylivehappy.org.uk) or email [jennifer.chatham@nhs.net](mailto:jennifer.chatham@nhs.net)

### EI communications briefing pack

An EI communications briefing pack is now available for those who have some awareness of EI, but would like to know more. To access this and other EI newsletters, visit <https://www.livehealthylivehappy.org.uk/early-intervention/>

### We want your news

If there is something specific you would like to see in this newsletter, or you would like to get in touch to see how communications can support the work you are doing, please email [charlotte.pyatt2@uhb.nhs.uk](mailto:charlotte.pyatt2@uhb.nhs.uk)