

## Trusted Assessors

### **What are Trusted Assessors**

A trusted assessor will be acting on behalf of and with the permission of multiple organisations, to carrying out an assessment of health and/or social care needs in a variety of health or social care settings. In line with CQC regulation 9, Which states a care needs assessment must be undertaken before providing a service.

Where an existing service user has been admitted to hospital, regulation 9 does not necessarily require the provider to physically see the person when reviewing their needs and planning the re-start of their care on discharge. The assessor is not directly employed by the organisation responsible for the assessment but is trusted by that organisation to do it on its behalf and if a provider is confident that they can rely on information provided to them and based on this information they are able to meet the person's needs, they do not necessarily need to see them in person.

### **How does Trusted Assessment work in Oxfordshire?**

People can sometimes wait too long for discharge from hospital resulting in poor experience of the health and care system and poorer outcomes. The use of a Trusted Assessor can reduce the numbers and waiting times of people awaiting discharge from hospital and help them to move from hospital back home or to another setting speedily, effectively and safely. Trusted Assessors are a key element of best practice and a key deliverable as described in next steps on the NHS five year forward plan. Oxfordshire uses a trusted assessment model in several settings across the health and social care system:

#### Short terms Beds

As a system, we are in the final stages of a procurement process to purchase short stay care home beds for people leaving hospital. These beds will be available for people requiring further assessment or time to make decisions regarding onward care arrangements. Trusted assessment is an integral part of this service model, to ensure that people can move quickly from a hospital bed to a short stay care home bed without unnecessary delay.

#### Homecare

Work is currently being undertaken to implement a trusted assessments scheme for Homecare to help support quicker hospital discharges. The scheme would consist of three trusted assessors who for impartiality and non-organisational bias will be employed by the Oxfordshire Association of Care Providers (OACP). The assessors will be based mainly in the John Radcliffe with some presence in the Horton Hospital. They will undertake assessments on behalf of homecare providers with people who have been identified as ready for discharge, thus reducing delays in this process. Currently care providers have to come into the hospitals to do this themselves but they are not able to always respond quickly as desired.

Expected benefits of this project include:

- Improved outcomes for people in Oxfordshire and their families
- Reducing the number of bed days in acute hospitals
- Significantly improving the level of trust and communication between hospital staff and providers
- Reduce the time providers spend on arranging hospital discharges.
- Opportunity to test a model of Trusted Assessment in Oxfordshire.
- Co-produce solutions to improve processes.

In Oxfordshire, both the Urgent Care Group and the Home First Project (both comprising health & social care partners) have agreed this is a key deliverable for Winter 2019 with anticipated measurable impacts on Delayed Transfers of Care and efficient use of homecare resources.

Trusted Assessment is being considered as core part of Homecare 2020, the homecare recommissioning project being led by OCC. The learning from the TA scheme will be used test proof of concept for the new homecare model.

The aim is to start the scheme in November 2019, with the intention of the project running for 1 year and if successful it will be embedded in the Homecare 2020 model which is due to start on the 1<sup>st</sup> of October 2020.

We have been trying to recruit to these roles with some complications, if we are not successful in filling the posts following the closure of the current advert then we will be looking at other options to manage the expectations across the system.