

## **COVID-19 LCH Neighbourhood Team/Reablement joint working –Briefing note for internal and external circulation – issued 20 May 2020**

### **Background**

- In April 2020 Leeds City Council Reablement Service and Leeds Community Healthcare Neighbourhood Teams implemented a new joint approach to support people requiring a Reablement service as part of our response to COVID-19.
- This briefing note provides an update about our joint approach following our previous briefing note on 21 April 2020

### **Revised Service offer**

- The further revised offer as described below is in place from 21 May 2020 until further notice
- The Reablement Service is continuing to offer the revised service offer as from April 2020, accepting referrals only from acute hospitals, but with a wider referral criteria.

### **Acute Hospital referrals**

- Referrals from Leeds Teaching Hospitals Trust and other acute hospitals should continue to be made to Reablement by 12.00 on the planned day of discharge in line with the current process.
- In line with revised Reablement criteria, this means that people leaving hospital who present as needing home care can be referred to Reablement **unless** they are:
  - people re-starting home care with an existing provider
  - people with significant dementia
  - people who need 2 people for any moving and handling.
- If Reablement do not have capacity to respond on the day of referral the referral will be re-routed by SPUR to LCH Neighbourhood Teams. LCH Neighbourhood Teams will offer a next-day pick up if capacity allows and will liaise with the ward to confirm arrangements.
- If LCH Neighbourhood Teams are unable to pick up the referral, the patient should be re-referred to Reablement the following day in line with existing guidance.
- The attached flowchart provides further detail on the process.

### **Community Care Bed referrals and The Mount referrals**

- Referrals for people from Community Care Beds and the Mount requiring a Reablement service should be referred to Neighbourhood Teams via SPUR. Referrals should be marked 'Ex-Reablement'.
- Neighbourhood Teams will confirm plans for handover with the referrer
- Referrals for people requiring a Package of Care should continue to be made via Adult Social Care at this time.

### **Community referrals**

- Referrals for people living at home can now also be referred to Neighbourhood Teams via SPUR. Referrals should be marked 'Ex-Reablement'
- Neighbourhood Teams will confirm plans for handover with the referrer
- Referrals for people living at home requiring a Package of Care should continue to be made via Adult Social Care

### **Out of Leeds Hospital Referrals / other queries**

- No change at this time. To be kept under review.
- Please let us have your feedback on any issues relating to these pathways to inform our decision making.

### **Queries or issues**

- Please contact Liz Ward, Head of Service – Adults and Health, Leeds City Council [liz.ward@leeds.gov.uk](mailto:liz.ward@leeds.gov.uk) or Megan Rowlands, General Manager, Leeds Community Healthcare, [megan.rowlands@nhs.net](mailto:megan.rowlands@nhs.net)

LTHT MDT decision MOFD

Trusted Assessor referral to SPUR for Reablement by 1200

SPUR log on CIS + send to Reablement

Reablement business centre will check support worker capacity.  
Reablement Quality Assurance Co-ordinator will liaise with the ward.  
Consider if Reablement can meet needs on that day

Reablement can't accept

Reablement can accept  
– follow usual process

Reablement Quality Assurance Co-ordinator contact ward to confirm  
that referral NOT accepted by Reablement and will be passed onto NT  
to be considered for NEXT DAY pick up

Reablement Case Officer to email SPUR with email title 'URGENT REDIRECT:  
Reablement to NT' and record action

SPUR to send referral to NT by 1400 via S1 + phone call

NT can't accept due to capacity

NT confirm to LTHT ward +  
request re-referral to  
Reablement following day

NT Triage Clinician to review  
referral – accept – follow usual  
process. NT confirm to LTHT  
ward by 1600 to pick up next