

Can A&E attendances be reduced?

(an ongoing STEP service evaluation)



Blackburn with Darwen
Clinical Commissioning Group

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Collaboration for Leadership in Applied Health Research and Care North West Coast - CLAHRC NWC

What is the STEP service?

The Succeed Thrive Empower Pennine (STEP) service works with the highest attenders at A&E across Pennine Lancashire. High attendance is defined as attending A&E more than 10 times within a 12 month period. The service works with people who may be recognised as having multiple diverse needs spanning mental health, physical health, social care and wellbeing. It assesses individual 'holistically' to identify their full range of health and social needs and jointly develops a care plan with the service user, their family and other professionals, volunteers and community groups.

The STEP service is an all age, community based, integrated, non-clinical service. STEP 'Navigators' provide an holistic assessment, Multi Disciplinary Team (MDT) care planning (incl. crisis plan), 'intensive' case management, Emergency Department in-reach and longer period of support to move individuals out of their cycle of crisis events and embed coping mechanisms.

Evaluation overview

It is a process and outcome evaluation which is focussing on a defined cohort of STEP service users (n=38). It is using both quantitative and qualitative methods (e.g. statistical data analysis and interviews with service users and professionals) to assess how the service is working and its impact on:

- Return on investment for the CCG and the wider system
- Reduced repeat A&E attendance and admission
- Monitoring of the long term behaviour change of the cohort
- Socio-economic health inequalities

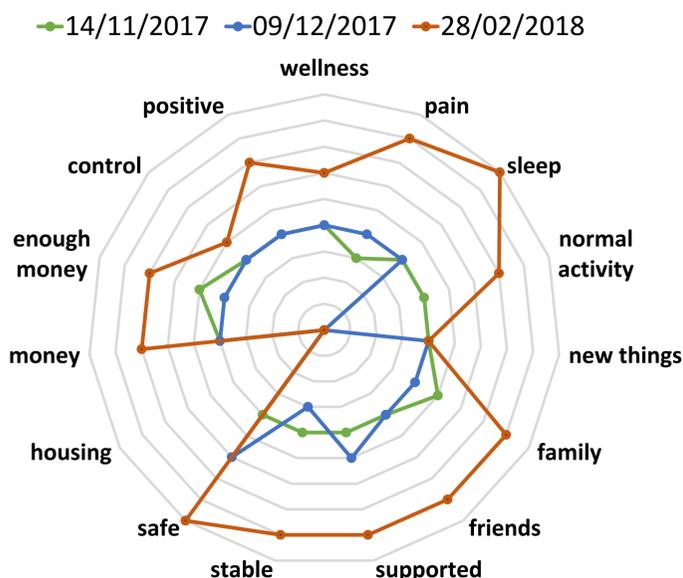
The rationale for the overall design is based on the need for triangulation of the hard and soft measures hence the reference to the quantitative and qualitative design.

The evaluation will inform wider system changes across the health and social care sector in Pennine Lancashire. It will explore the value of different approaches to working with and supporting people who frequently attend A&E.

The evaluation is expected to be completed by December 2018.

Interim findings

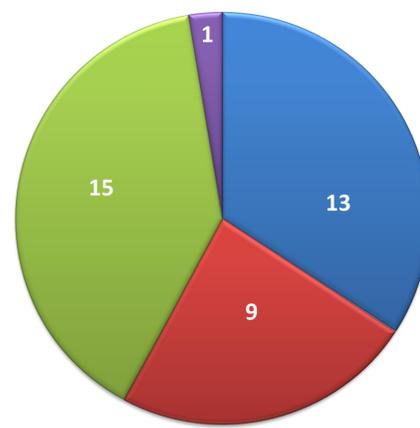
A variety of measures are being monitored through the course of the evaluation which is looking at both service user indicators and wider system data.



An example of the changes in a service user's wellbeing scores over time

Findings from the cohort evaluation so far on the evaluation aims show the following:

A&E attendances	<ul style="list-style-type: none">High level of social needs for many attendeesHigh numbers of isolated elderly residents attending out of hours
Return on investment	<ul style="list-style-type: none">Return on investment will need time to evidence as long term behaviour change can not be evaluated at this stage
Socio-economic health inequalities	<ul style="list-style-type: none">Our cohort with complex and chaotic lifestyles respond and benefit from intensive case management / longer term support and co-produced care plans



"Complex Needs"

■ One ■ Two ■ Three ■ Four

Complexity groupings include:

- Severe mental health needs
- Mild/ Moderate mental health needs
- Physical health needs
- Social needs
- Wellbeing needs

42% of the cohort have three or more complex needs
34% have a single complex need (specifically around physical health issues).

Link to Service User feedback video clips:

www.penninestep.org/testimonials

Conclusions

Below are some of the conclusions that have been drawn from the evaluation's interim findings:

Holistic assessment approach has helped the service to better understand the needs and wishes of service users	Out of hours service provision should be considered for mental health crises and older adults with long term conditions
Dual diagnosis and personality disorder service offer/pathways need to be put into place	Wider system integration needs strengthening (health and social care)
Partner organisations need to be involved as soon as possible with sufficient resource capacity	Complex interventions require robust evaluations to ensure that impacts and benefits are understood

Find out more:

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Further information on the STEP service: <https://penninestep.org/>