

HIU High Flow Monthly Report May 2024

Reporting period: 1st to 31st May 2024

1. Highlights

1.1. Headlines

- High Flow (HIU) started in January 2024 (became operational in February 2024)
- In this reporting period, the equivalent of 2.5 FTE High Flow case workers have supported 16 number of clients
- This includes 6 new clients
- The expected number of new clients per month is 8.3
- We are on target / exceeding targets / **below target**
- In the 12 months prior to High Flow engagement, these 16 people have:
 - Attended ED 112 times
 - With 26 subsequent non-elective admissions
 - And 58 ambulance conveys

1.2 Changes in Activity (Quarterly only)

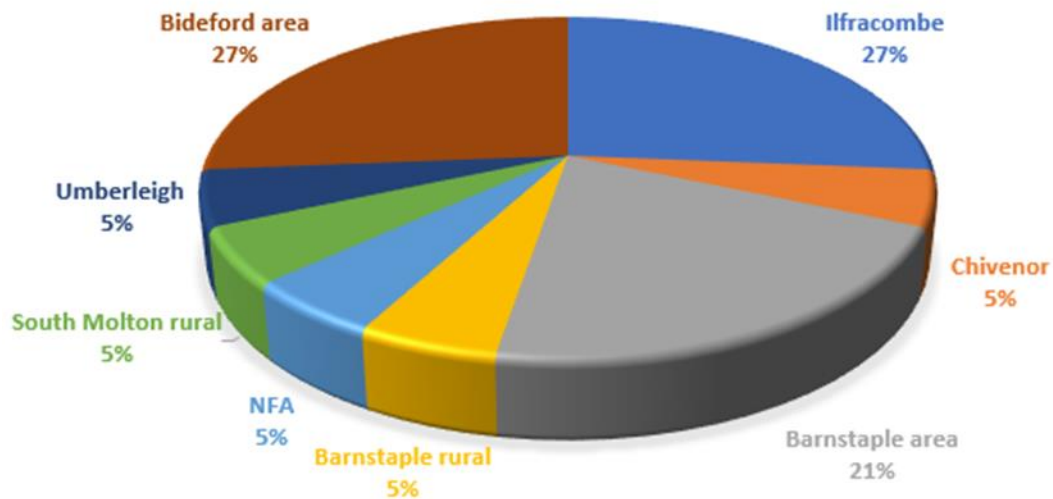
Changes in activity as a result of this assertive outreach and 1:1 coaching approach will be recorded in the next quarterly report due July 2024.

KPIs (NHSE)	Target	Q1 Jan-Mar 24	Q2 Apr-Jun 24	Q3 Jul – Sep 24	Q4 Oct - Dec 24
New clients per quarter	25	19			
Reduction in A&E attendances	40%	57%			
Reduction in non-elective admissions	40%	94%			
Report of a reduction in people experience reduced loneliness at the end of our support	66%	n/a (available Q2)			
Report of people experience improved wellbeing at the end of our support	66%	n/a (available Q2)			
People report a positive experience from our support	80%	n/a (available Q2)			
People progress in at least 1 goal	90%	n/a (available Q2)			

2. Data

2.1. Geography:

WHERE HIU CLIENTS LIVE



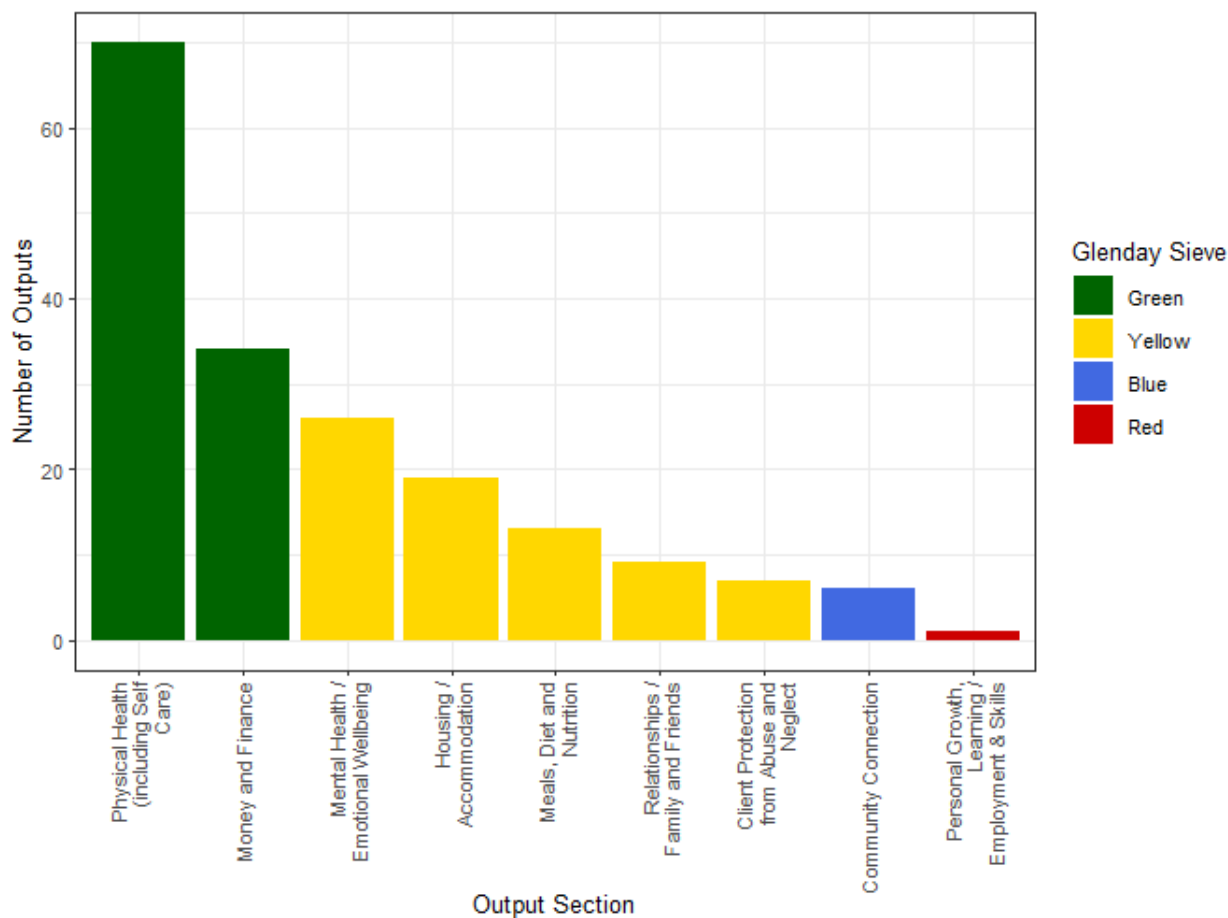
2.2 Monthly Data Points:

MONTHLY DATA POINTS	Month (May)	Q1 Total	Q2 Total	Q3 Total	Q4 Total	Year Total
Number of new clients referred	6	56	20	0	0	76
Number of wider beneficiaries	3	4	7	0	0	11
Total number of people supported for month	16	30	32	0	0	62
Clients who declined	0	22	5	0	0	27
Total current open cases	16	37	31	0	0	68
Case concluded successfully	0	2	1	0	0	3
Closed cases due to disengagement	1	2	1	0	0	3
Closed cases due to death	0	0	0	0	0	0
Closed cases (other reasons, ie moving out of area)	1	3	1	0	0	4
Client feedback with OND completed	0	0	0	0	0	0
Referrer Satisfaction Forms Received (need to align)	0	0	0	0	0	0
Number of contacts/interventions with clients	319	629	612	0	0	1241

SUPPORT PROVIDED	Month (May)	Q1	Q2	Q3	Q4	Year
Team Around the Person meeting conducted	0	0	0	0	0	0
Flow meeting with FC & Lead Professional	0	0	0	0	0	0
Number of individual one to one interactions with client	137	162	279	0	0	441
Continued ongoing contacts with professionals	55	50	88	0	0	138
Caseworker research undertaken to find solutions for clients	27	36	41	0	0	77
Caseworker support to access Personal Health Budget (new category)	0	0	0	0	0	0
Caseworker support with Form filling	0	5	4	0	0	9
Caseworker support with IT incl. virtual meetings, emails etc	2	3	5	0	0	8
Caseworker support to meet aspirations	5	10	8	0	0	18

2.5. Outputs

Glenday Sieve Plot for Outputs for the Period 2024-04-01 to 2024-07-01



2.5. Outcomes

