

CASE STUDY

Mid and South Essex NHS Foundation Trust frees up the equivalent of 60 hospital beds a day supported by CareLineLive

22,000 bed days

projected savings in one
year

60 beds per day

freed for acute care

300 fewer bed days

reduction in delayed
discharges per month



Overview

Mid and South Essex NHS Foundation Trust (MSEFT) faced ongoing pressure from delayed hospital discharges, with patients medically ready to leave hospital remaining in acute beds while awaiting care at home. To address this, the Trust developed innovative discharge-to-home services, including Bridging and the Southend Enhanced Discharge Service (SEDS). CareLineLive supported these services by providing the digital care management platform that enabled coordination, visibility and remote delivery across community care teams.

Challenges they faced

MSEFT experienced a persistent issue common across many NHS organisations: patients fit for discharge were unable to leave hospital in a timely way because support packages could not be arranged quickly enough, creating bed blocking and restricting capacity for new admissions.

- **Delayed discharges:** A high number of medically fit patients remained in acute beds because social care support wasn't in place
- **System inefficiencies:** Traditional discharge assessment before leaving hospital limited patients' ability to begin rehabilitation at home promptly
- **Restricted flow:** The lack of scalable home-based assessment and care pathways slowed patient throughput, limiting the ability to discharge people from hospital and impacting capacity across A&E and inpatient services

Goals

To ease pressure on hospital capacity, MSEFT needed to change how patients were supported on discharge from acute settings. The Trust aimed to enable timely and safe discharge through assessment and care at home, reduce the number of bed days lost while patients waited for care packages and support better recovery once patients had returned home.

Choosing CareLineLive

MSEFT selected CareLineLive as the underpinning care management platform for its Bridging and Southend Enhanced Discharge Service (SEDS). By digitising rostering, care records and coordination, CareLineLive supported remote working and reduced paper bottlenecks, helping the Trust manage services more effectively.

Solution

CareLineLive supported MSEFT's discharge-to-home services by digitising coordination and documentation of care outside the hospital.



Underpinned Bridging and SEDS models

The software supported the scaling and operational delivery of short-term domiciliary care (Bridging) and therapy-led discharge assessments at home (SEDS)



Scheduled and coordinated care remotely

Managers, carers and therapists could plan and adjust care visits in real time from any internet-enabled device



Real-time care records

Digitised documentation eliminated the need for paper-based schedules and allowed immediate updates and visibility of patient care plans



Enabled remote working and flexibility

Staff could access and update patient information anywhere, which was essential during periods where traditional office access was restricted



Supported rapid expansion

CareLineLive made it possible for MSEFT to grow its innovative discharge services quickly without large increases in administrative overhead

“CareLineLive gave us real-time visibility of care delivery outside the hospital, which was essential to coordinating services and supporting timely discharge.”

“CareLineLive has helped us take our service into the 21st Century. It is a fantastic electronic record solution for any service that has a need for remote patient care in the community.”

Outcomes

CareLineLive underpinned Bridging and SEDS by enabling real-time coordination and remote management of home-based assessment and care.

- **22,000 projected bed-day savings** between April 2022 and March 2023, which is the equivalent to freeing around 60 hospital beds per day that would otherwise be occupied waiting for care packages
- **11,500 saved bed days** from the Bridging Service (April–December 2022)
- **5,070 saved bed days** from the Southend Enhanced Discharge Service (June–December 2022), bringing total combined savings to 16,570 bed days over that period
- Reduced delayed bed days in Southend: from approximately 570 lost bed days per month to around 270 after implementing SEDS, demonstrating improved flow and quicker discharge

“It enables staff to work remotely, document remotely and be scheduled electronically. It has enabled us to improve efficiency, capacity and reimagine patient care.”



John Walter

General Manager of Integrated Care, Mid and South Essex NHS Foundation Trust