

APPENDIX 1

ESCALATION POINT FOR DISCHARGE DELAYS AND ISSUES

Organisation Type	Organisational Name	First Escalation Contact	Second Escalation Contact
Community - rehab	BHC	Head of Rehab	Assistant Director of Operations
Rapid Response	BHC	Service Lead	Assistant Director of Operations
Mental Health	Oxleas	Associate Director - Bromley Directorate	Bromley Services Director
CCG	LB Bromley	Urgent Care lead	AD - Urgent Care and discharge commissioning
Social Services	LB Bromley	Operations Manager - Short Term intervention and Assessment	Head of Assessment & Care Management
No Recourse to Public Funds Team (NRPF)	LB Bromley	Operations Manager - Short Term intervention and Assessment	Head of Assessment & Care Management
Transfer of Care Bureau	LB Bromley	Discharge Team Manager	Transfer of Care Service Manager
Acute Trust	PRUH	Director of Operations	Managing Director of Operations
ECH Contracts	LB Bromley	Commissioning Officer - Programme Delivery	Senior Commissioner - Strategic Commissioning and Business Support
Care Management	LB Bromley	Group Manager Home Care	Operations Manager - Short Term Intervention and Assessment
Equipment	CCG/Bromley	Deputy Head of Contracts	TCES Lead
Brokerage - Package of Care	LB Bromley	Domcare Co-ordinator	Head of Service, Placements & Brokerage
Brokerage - Placement	LB Bromley	Placement Co-ordinator	Head of Service, Placements & Brokerage
St Christopher's	St Christophers	Head of St Christopher's Personal Care Service	Transformation Lead
Urgent Treatment Centre	Greenbrooks	Service Manager	Director of Operations

System Leader for managing surge and response to declaring internal incident:

Managing Director BCCG	CCG
Director of Adult Services	Bromley LA
Director of Commissioning	Bromley LA
Director of Operations	BHC
Chief Executive	BHC
Managing Director	PRUH
Urgent Care Lead	CCG
ToCB Service Manager	PRUH