



Hospital to Home Services

July 1st to Sept 31st 2023

Quarterly report

Age UK Cornwall and The Isles of Scilly, Volunteer Cornwall, and The Chaos Group is working in partnership to provide Hospital to Home Services in community hospitals throughout Cornwall. Supported by NHS staff, local community hubs and care providers, we continue to offer person-centred support to people and families who need our help. By working in partnership we aim to reduce admissions by providing practical solutions and support plans which improve physical & and emotional wellbeing, and alleviate anxiety, loneliness and social isolation.

What matters to you...

The following Quarterly report provides data, case studies and testimonials that highlight the importance: of building relationships; working with communities and organisations that add value to individuals' lives; creating a sustainable, flexible, contactable service; and having key conversations which are centred on the person and ask the question 'what matters to you'.

Impact snapshot

307

Total number of discharges

288

Hours of support provided

86%

of people received support plans



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Case Study | Mid Cornwall - Mike

Mike lives in Truro and was recently discharged from the hospital following a stroke. The impact of this, left him with limited mobility and impaired speech. Mike lives in a first-floor flat which is accessed by a flight of exterior steps - exiting the flat is extremely challenging and difficult, Mike only leaves his home when absolutely necessary. Mike was referred to St Austell Hub's Hospital to Home team.

Initially, we spoke to Mike to find out what his most pressing needs were. Mike said that he was concerned about eating and the impact this would have on his health. He also shared his anxieties regarding alleged anti-social behaviour from a Neighbour.

The Hospital to Home team worked with Mike to arrange several actions that would enable Mike to make connections, stay independent, and alleviate his concerns.

To begin with, the team focused on his nutrition, arranging a delivery from Wiltshire Farm Foods (4 weeks), and coordinating a weekly shopping service for 6 weeks via Volunteer Cornwall. An Age UK Cornwall Active Living Support Assistant was also assigned to Mike to provide a wellbeing check and help Mike with cleaning his home.

We also linked Mike to Stroke Befriending Service, who visit Mike at home. A home visit from Cornwall Neighbourhood 4 Change has also been arranged to assist with the completion of a PIP form.

We also helped Mike make a referral to a Housing Officer at Cornwall Council - who subsequently visited Mike at his home regarding the alleged anti-social behaviour. The Housing Officer provided advice and helped Mike assess his options. We have also provided a letter of support for a Homechoice application.

*Thank you. I am now linked to the right people and services, and I feel more positive about my situation. Every step of the way you have treated me like a person. **Mike***

A big thank you to everyone, your help was needed. It was a big shock to me to have a heart attack, I have always been very independent and never needed help from anyone. I have also never been depressed before and it was a strange feeling not being in control of my own life - **Gwen, Mid Cornwall**

I feel less cluttered in the mind, I cannot thank you enough for your service, I appreciate you all - **Jane, East Cornwall**

You gave me my confidence back. I feel ready to go outside and tackle things. You gave me my independence back. **Bob, West Cornwall**

You have changed my life. I look forward to the future with interest, I am in a better position than before **Gabriele, West Cornwall**

What our clients say



West Cornwall Case Study

A client was referred to the Hospital to Home team as there was concern they would be admitted to the hospital because of self-neglect. The team worked with the client to establish a dialogue and assess her needs. The client had a cluttered home and did not allow visitors, people were usually invited to leave very quickly.

After a short time, the team built a rapport with the client, and ultimately gained her trust - this meant that they were invited into the client's home. Through conversations with the client and listening to what matters to them, the team began to help the client with weekly declutters. This was often a gentle and slow approach, with compassion and person-centred care at the forefront of any visits.

The client admitted they had started to find things difficult, including preparing and cooking meals. Eventually, they took up the offer of daily meals on wheels. The client reluctantly accepted the offer of weekly shopping and welfare visits - once these started, they became a benefit that the client eagerly welcomed.

When the client was ready, the district nurse team were invited to be involved, who themselves were grateful and relieved for the H2H team's support - opening the door. They had been deeply concerned as the client was considered a safeguarding risk but could now access the property and fully support them.

The client now looks forward to our visits and is beginning to think about ways to spend their time being involved in something else. We have begun discussing the option of joining Falmouth Community Hub or trying a taster activity that matches their interests - when (if) they are ready to take this next step, we will be there for them.

Impact snapshot

35%

of people were supported to access grants/benefits

119

Total number of people who we prevented from admission

176

Numbers of clients who on discharge had reduced or no health needs

1

Safeguarding alerts raised

**Safeguarding alerts related to Domestic Abuse*

“
It was lovely to deliver food to some lovely ladies in the village. We have enjoyed playing our part in their care and would be happy to do it again if you ever need our services. **Miner's Arms**”

“
You understand the importance of companionship. I have loved having my weekly visits, chatting over a coffee at the centre has been brilliant.
Joan, West Cornwall - speaking about Active Living Support and Pengarth DC”

“
You couldn't do anymore for me. Volunteer Cornwall, TAP, and Kirsty's Kitchen have all been brilliant, linking me to friends and keeping me well fed.
Clive, Mid Cornwall”

“
Linking me to Marie Curie and Macmillan Cancer Support was a lifeline. They have helped me better understand my cancer and cut out all the medical jargon. I can beat this with the right help and information.
Francis, East Cornwall”

**Creating
Partnership is
essential**

Case Study | East Cornwall - Bill

Bill is 86 and was recently discharged from hospital following a fall. Bill sadly lost his wife in May, and although he has some family in the area, he feels very lonely and isolated.

Bill lives in the Clays area and has limited mobility, he often relies on a Zimmer Frame to walk. Bill was deeply concerned about how he would attend his hospital outpatient appointments and if he could remain active in the community.

Our primary focus was finding suitable transport for Bill, so the team spoke to TAP, who helped Bill attend all upcoming outpatient appointments and discuss future outings.

Secondly, we focused on reducing Bill's loneliness and feelings of isolation. Our Hospital to Home Coordinator visited Bill to discuss joining a local Hub. Bill was keen to attend and agreed to a taster day, and subsequently joined the hub for three days a week. Meals on Wheels were provided on the remaining days of the week. The team also arranged a weekly cleaning visit to ensure Bill felt happier about his surroundings - the support assistant gave Bill extra companionship and support during these visits.

In September, a St Austell Hub visit included a singer who entertained the clients throughout the morning. Bill was smiling all morning and when his family came to pick him up they spent the first 10 minutes telling them about the morning and how much he enjoyed the entertainment. "The next time the singer comes, I will have to go at dancing!!"

Bill spoke about the happy years that he spent with his wife and how much they had both enjoyed music and dancing. In particular, this visit to the Hub brought back many happy memories. Bill is still enjoying his support package and making good strides at home. He is regaining his independence.



I get on really well with my volunteer driver, and I really enjoy visiting the hub. The music reminds me of good times and it is really great to see people having fun

Survey Results



Information collected in July & September 2023

Overall Service Rating

95% of clients surveyed reported that the Service Rating was Excellent/Good, and **5%** did not answer this question. **85%** of clients reported improved confidence.

What went well | The Top 6

We asked clients to tell us what went well and what they found most helpful - below are the top recurring answers for this period.

1. Meeting People/Connection
2. Domestic Help
3. Getting out and about
4. Meals
5. Benefits Support
6. Transport Provision

Even better if...

If we had more Gardening availability

Service needs to be longer - at least 8 weeks

Some food options are tasteless, don't like the plastic containers



What's next



Develop strong connections with locality enablement and therapy teams such as; Steps and Home First. Our goal is to establish single & consistent approaches.



Working with other providers to shape support and services around the individual, to better share resources, information, and advice.



Focus on training and quality standards for our teams; including domestic abuse, mental health and connectivity with the virtual care ward team.

We couldn't do it without Community Support

Although not exhaustive, this list shows why partnership working is essential. With help from local agencies, carers, charities, and communities we continue to create personalised prevention plans that mitigate readmission and increase confidence and feelings of well-being.

Volunteer Cornwall, The Chaos Group, CN4C, Pentreath, Humans, Social Services, Community Hospitals, Kirsty's Kitchen, Wiltshire Farm Foods, Deli Deli, Parsley Box Ltd, Averlea, Penhellis Care, Victoria Inn, Maxine Lamb and Helping Hands, Ta Da, Sportsmans Valley Hotel, Pengarth Day Centre, Welcome Inn, Alcohol & Detox Services, Miss Molly's Tea Room

Camborne Wesley Methodist Church, Bickers Locksmiths Ltd, Jeff's Property Maintenance, Miners Arms, Macmillan Cancer Support, Maria Curie, Devon & Cornwall Fire Services, The Community Gateway, CrimeStoppers, and Stuart & Sylvia at Waves



email@ageukcornwall.org.uk



01872 266383



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