



Hospital to Home Services

April 1st to June 30th 2023

Quarterly report

Age UK Cornwall and The Isles of Scilly is providing Home and Hospital Services in community hospitals throughout Cornwall. Working with NHS staff, local community hubs and care providers, we have been able to offer tailored support to people and families who need our help. Together, we have reduced repeat admissions by providing practical solutions and support plans which improve physical & emotional wellbeing whilst alleviating 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

320

Total
number of
discharges

2,144

Hours of
support
provided

85%

of people
received
support plans



Case Study - Peter

Peter lives in East Cornwall and has no family in his area. He was referred to our Hospital to Home team following a fall and sustaining an injury to his left side. On the first visit, we carried out an assessment and completed a support plan. Peter talked about his anxieties and had concerns about what happens when his neighbour and friend, who carried out most of the support, went on holiday.

We sat down with the neighbour and Peter to work out a plan of action. We also completed a general welfare check, assisted him with his digital connectivity and organised a medication check with the local pharmacy - there was some confusion about what to take and when. We then spoke to a family member and agreed on a plan for Meals on Wheels, shopping deliveries and general support.

Following a second visit, Peter mentioned some concerns about his bathroom - he was finding it a struggle to get around due to the fall and was concerned about falling again. We contacted his GP practice, who spoke to a community OT. Together, we visited Peter to make recommendations and enabled him, with support, to lower his risk of future falls - linking Peter to a Benefits Advisor, who helped Peter complete an attendance allowance form, ensuring that he had the best possible support.

As Peter's anxiety lessened, we spoke to Jan, Age UK Falls Prevention Lead, who was able to provide Peter with advice on improving his strength, balance, and mobility - Peter is now thinking about joining a Step into Wellness digital café.



“ My life has been made so much easier by the Hospital to Home team. Nothing is too much trouble, they went out of their way to ensure I was safe, looked after and supported. ”

Mary's Story

In April, we received a request via the Community Gateway for a deep clean. This request was made following an ambulance call to Mary, who had trouble breathing and had severe mobility issues. Mary needed hospital transportation due to a possible infection in the foot.

While at her home, the Ambulance crew spoke with Mary and her partner who both had chronic conditions (Type 2 Diabetes & COPD) and were unable to manage the cleaning within their home effectively. The client was experiencing ongoing shortness of breath, diabetic foot ulcers, and high blood pressure which all required immediate attention.

The Ambulance crew noted on arrival that Mary had socks on which were stained with discharge from an old foot wound. The clients' ulcers were exposed and contaminated with dog hair. The house had evidence of copious dog hair which lined the rooms, and mixed with further debris, and flies.

We contacted Mary to discuss her needs, and what we could do to help ease the burden - we applied for a one-off PHB to support their personalised support plan. Within two days, we arranged to clean the whole property and make it safe for when Mary was ready to be discharged back home.

During a further discussion, we helped to make access easier, hung a curtain rail (which had been broken for months), and mowed the lawn - which was extremely overgrown. We followed up with Mary the next day and she was absolutely over the moon, thanking us for the service. Mary and her partner said now the cleaning had taken place, they were eager to arrange for a local cleaner to attend once a week and keep on top of it. We provided a benefit check via the Gateway to ensure that all benefits were being claimed to help cover the cost of this. The one-off PHB funding made a significant difference to a couple who were simply overwhelmed and unsure of what to do or where to go for help. We will continue to check-in with Mary and her partner, ensuring they have choices, control, and remain healthy for as long as possible.

Impact snapshot

20%

of people were supported to access grants/benefits

116

Total number of people who we prevented from admission

188

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

4*

Safeguarding alerts raised

**Safeguarding alerts related to: Self-Neglect; Neglect; and Financial*

Case Study - Steve

Many people had their lives changed forever due to the catastrophic impact of the global pandemic. Losing a loved one during COVID-19 has proven more detrimental to an individual's mental health than any other time, or cause. Steve was one of those affected by bereavement. Displaying symptoms of depression and with increasing feelings of loneliness, his declining health meant that he was unable to look after himself, or his home. Steve was admitted to the hospital for care, support, and rehabilitation.

A referral was sent to Age UK Falmouth's Home from Hospital Service. An Active Living Facilitator was assigned to Steve's case. " I contacted the referral team to establish a discharge date and also had a conversation with Steve's sister to update her about when he was expected home, we also chatted about other potential needs."

With the help of Cornwall Council, Steve's sister arranged a deep clean of Steve's property including vermin control, to make his house a home again. A hospital bed was installed in the lounge and Meals on Wheels were organised to coincide with his discharge day. Steve was back in his home; and a follow-up assessment was conducted by the Facilitator; "Steve talked honestly about his trauma and illness but also about his hopes for the future. He was struggling financially so we discussed additional support such as using the local food bank. Steve was particularly upset that he was unable to sleep upstairs due to many soft furnishings being disposed of during the house clean."

The facilitator took Steve's concerns back to her office and researched what funds could help through agencies such as Volunteer Cornwall, Inclusion Cornwall, and Disability Cornwall. Disability Cornwall was able to help and requested information about Steve's situation. A funding claim was authorised, and a mattress and bedding were delivered to Steve's address.

Steve is in successful recovery and looks back at his journey with positivity:



Hitting rock bottom was the start of my road to recovery, my grief and 'coping' strategies were harmful and limiting but the support from the various agencies has eased my pain. I have a fresh start and I am now looking forward.

“
Losing my wife during the pandemic was incredibly painful, confusing and traumatic due to the lock-down restrictions. Not being able to see her made accepting her death more difficult, alcohol became my vice and I bounced in and out of the hospital. Now, I feel healthier, stronger and am on the road to recovery – Steve’s story.”

“
Thank you so much, it is lovely to speak to someone who understands Jane, North Cornwall Patient.”

“
I feel so much more confident to explain how I feel now. I know you have a visual impairment too, no one else seems to understand how scary it is for me. Thank you for all your help, I would never have managed without you, you made it so straightforward. Deb, West Cornwall Client”

“
It’s almost too easy to just pick up the phone and speak to you to sort out my clients. Your guidance through difficult situations has been invaluable. Support Worker, East Cornwall”

What you told us

Survey Results



Undertaken in May & June 2023

Overall Service Rating

10% of clients were surveyed, with **85% of clients** reporting improvements in confidence. **90% of clients** surveyed reported that the Service Rating was Excellent/Good, with 5% Average, and 5% not completing this question.

What went well?

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

1. Meals
2. Meeting People/Connection
3. Getting Out & About
4. Hub/Day Centre Support
5. Domestic Help
6. Transport



Even better if...

More information prior to discharge

Nice to be a little longer

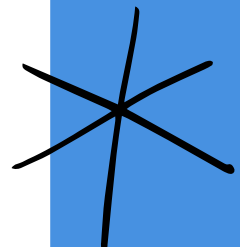
Would like a longer service

Service needs to be longer - maybe 8 weeks

Longer service

Service for longer please

Window cleaning outside up a ladder!



What matters to you

“
Meals on wheels & cleaning, both went well, I am over the moon.
”

“
The meals are lovely, the staff & volunteers are very nice and easy to talk to.
”

“
The Domestic help was a godsend and the use of a wheelchair.
”

“
The girls took me shopping and out & about. I also joined the Hub (Day-Centre) which I love. I am still going. The whole service could not have been better.
”

“
The Meals on Wheels were lovely. The wellbeing visits made me feel so much better in my self - someone to talk too makes all the difference. Very happy with the visits I've had - I would have liked the service to be longer
”

“
Very grateful to receive this service. Thank you so much.
”



We couldn't have done it without the support from our partners.

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, 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, and Stuart & Sylvia at Waves



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