



Hospital to Home Services

Oct 1st to Dec 31st 2023

Quarterly report

Age UK Cornwall and The Isles of Scilly, Volunteer Cornwall, and The Chaos Group are 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 aim to reduce admissions by providing practical solutions, person-centered support, and preventative plans which improve physical & and emotional wellbeing, 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 sharing key conversations which focus on the person and ask the question 'what matters to you'.

Impact snapshot

311

Total
number of
discharges

2,114

Hours of
support
provided

82%

of people
received
support plans



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My mobility has got better, and I feel more confident on my feet. The staff, volunteers, and local transport company have been really supportive. **Jeff, West Cornwall**

The staff at Newquay hub have introduced me to likeminded people, and have certainly kept me active with my new clubs. I feel empowered to try more, I have my independence back. **Charles, Newquay**

Having company and friends is so important, I was very lonely and knowing that someone is there for me is so reassuring. **Cathy, Mid Cornwall**

I have been out shopping (on my own) and been able to do my washing and cleaning again. I feel empowered again. **Clive, East Cornwall**

I didn't know there were so many community groups, Memory Matters has been a life-saver

Janet, West Cornwall

What our clients say

Memory Matters Group at a Community Hub



Mid Cornwall - Cynthia

Cynthia is 84-year years old, and lives alone in Mid-Cornwall. The client was referred to a team member at Volunteer Cornwall, as an urgent prevention of hospital admission via Adult Social Care. A request was made for two heaters to be collected and delivered to Cynthia's property as soon as possible - the temperatures were due to plummet below freezing, and Cynthia had no heating at her home.

The Social Worker, who would usually support Cynthia, had tested positive for COVID and they were in isolation to minimise the risk to vulnerable adults. Volunteer Cornwall reacted quickly and were able to connect with a local volunteer, who was able to collect the heaters from Hidden Help - *who donate unwanted furniture and household items to those most in need* - and delivered them to Cynthia within an hour of being contacted.

When our team member spoke to Hidden Help to arrange the heaters, they also offered Cynthia blankets and hot water bottles. The volunteer sat with Cynthia for over an hour, set up the heaters, and ensured she could operate them safely. The volunteer now visits Cynthia weekly, to check in, have a chat, keep her company, and to spot changes and highlight concerns before a crisis is approached.

Cynthia is vulnerable, but the volunteer said they don't think they have ever met anyone as interesting - Cynthia is a wonderful storyteller. Cynthia is very grateful for our help and for the volunteer's time. Cynthia also said that they would not have been able to cope without the support that has been provided, or that is now in place.

Impact snapshot

21%

of people were supported to access grants/benefits

120

Total number of people who we prevented from admission

209

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

1

Safeguarding alerts raised

**Safeguarding alert related to Self-Neglect*

“
It was an absolute pleasure to host a Christmas meal that helps people stay warm, come together, connect, and create lasting friendships - let's do it again in the New Year.
”

Windy Ridge Eating House - Saltash

“
We love working with local hubs to make a difference. It is a pleasure to help out and support people in need.
”

Kirsty's Kitchen

“
All I can say is thank you for the support you have provided our client. This grant will provide them with financial breathing space.
”

Your meals had a positive impact on their diabetes and help the client receive a balanced meal each day. To hear that this support will continue for another 10 weeks is just fantastic. You are a credit to the service.

Resettlement Team Supervisor,
Cornwall Council
Rough Sleeper Team

Developing
Partnerships

East Cornwall - Phillip

Phillip is a 60-year-old client who lives alone, with no immediate family, in a remote part of East Cornwall. Phillip had been in Hospital for over 30 days and was recently discharged following a nasty fall at home, a re-ablement package of care was put in place.

At the point the agency were satisfied the client was able to live independently, they contacted the Hospital to Home (H2H) team. Phillip was extremely anxious about the care package ending, and the possibility of another fall and admittance to Hospital. Phillip was understandably concerned as he experiences regular trips and falls.

The team worked with the agency over the course of a few weeks to facilitate a gradual handover, they also arranged for a falls detector lifeline to be installed. During a conversation with Phillip, the team discussed the offer of welfare phone calls due to the remoteness of his property. The team also included the lifeline team in discussions, to establish what could be offered as part of that service. Together, we arranged a lifeline volunteer who would make regular phone calls to check in on Phillip. This arrangement was actioned swiftly, to ensure; that Phillip was maintaining his quality of life, not having falls, and that the equipment was the right fit for his needs.

In addition to this, a referral was made to the Respiratory & Falls Prevention team. They contacted Phillip the same day the referral was submitted, and they are supporting Phillip to build up his strength, balance, and stability. The H2H team have also linked Phillip to their local Social Prescribing Link Worker, who will help link Phillip to other services and activities that could help him with his anxiety.

Phillip also joined Age UK Cornwall's community wellbeing coaches for a Christmas outing, so that he wasn't alone during the festive period.

During a follow-up call, Phillip stated that he felt less anxious knowing that he has a lifeline installed and is now receiving regular welfare calls. He felt more confident about his mobility knowing that he has support measures in place, and he is slowly building up his strength thanks to the Respiratory & Falls Prevention Team - to date, these interventions have prevented a probable readmission to hospital for Phillip.



When you're old people don't really see you. But your Christmas outing showed me that I am not alone, today you made me feel noticed and that people do care.

Survey Results



Information collected in Oct, Nov & Dec 2023

Overall Service Rating

90% of clients surveyed reported that the Service Rating was Excellent, and **10%** reported that it was good. **76%** 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. **Company/Getting out and about**
2. **Food/Meals on Wheels**
3. **Cleaning and Domestic Support**
4. **Transport Services**
5. **Paperwork completion/Bills paid**
6. **Shopping Services**

Even better if...

Helped with Medication

Longer Service

More information throughout Communities

Better Communication between Hospital & GPs

DIY Service or Handyman



What's next



Focus on developing our partnerships with Humans, Home First, and Steps, to work as one localised team. Continue to work with local providers, and communities to ensure whole person support.



Collaborate with partners to assess and develop support plans with clients who are waiting on the unmet care needs list for Adult Social Care.



Focus on embedding the nationally approved social value engine and quality assurance programme. Using feedback to continually improve the service and create sustainable support for people beyond the scope of the Hospital to Home programme.



Move further towards prevention and earlier intervention. Having first conversations with individuals at ward level, working with localities to understand the risk of admission and shaping support that helps mitigate that risk.

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 wellbeing.

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, Stuart & Sylvia at Waves, Hidden Help, Windy Ridge Eating House, and Yellow Cabs Newquay.



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