



Registered Charity Number 112 3267  
Company Number 627 6431

## **HOME FROM HOSPITAL SERVICE**

### **Quarterly Report July - September 2010**

The months of July, August and September have been as busy as ever for the Home from Hospital Service (HFH) for both staff and volunteers alike.

Below are the completed Referrals for the third quarter.

#### **REFERRALS TO DATE**

**Number of referrals/clients to date : 163**

July : 47

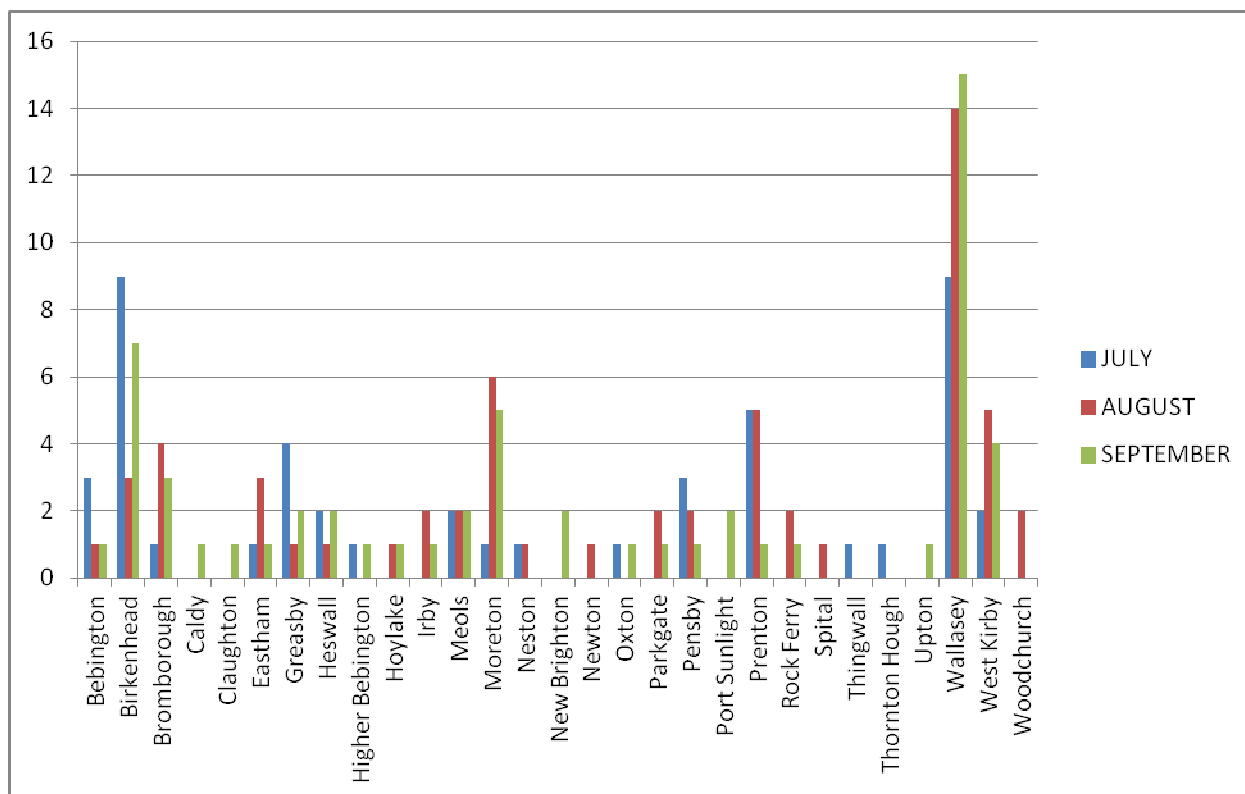
August : 59

September : 57

The referrals resulted in 430 contacts, where a contact equals a home visit and a check that the client is alright.

## Completed Referrals by Areas

The graph below shows that we are a Wirral wide service, visiting and supporting clients from all Wirral localities.



The original project's remit was around supporting clients that live alone. This emphasis has continued. There are some clients, however, that are equally in need of our service who are carers for a relative and are needing a degree of low level support until they are able to manage to care for their relative on their own again.

The following table shows the numbers of clients seen who live alone and clients who live with spouse or dependant.

REFERRED CLIENTS	JULY	AUGUST	SEPTEMBER
Clients who live alone	34	47	47
Clients who live with spouse or dependant	13	12	10
<b>TOTAL</b>	<b>47</b>	<b>59</b>	<b>57</b>

### Completed Referrals by Sex and Age

The following table shows the numbers of clients seen by Sex and Age.

COMPLETED REFERRALS BY SEX AND AGE									
	JULY			AUGUST			SEPTEMBER		
AGE	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
<60	1		1		1	1	1		1
61 - 70	3	1	4	2	2	4			
71 - 80	3	7	10	4	7	11	6	8	14
81 - 90	3	14	17	9	14	23	7	20	27
>91	1	6	7	1	10	11	1	7	8
not known	3	5	8	6	3	9	4	3	7
<b>TOTAL</b>	<b>14</b>	<b>33</b>	<b>47</b>	<b>22</b>	<b>37</b>	<b>59</b>	<b>19</b>	<b>38</b>	<b>57</b>

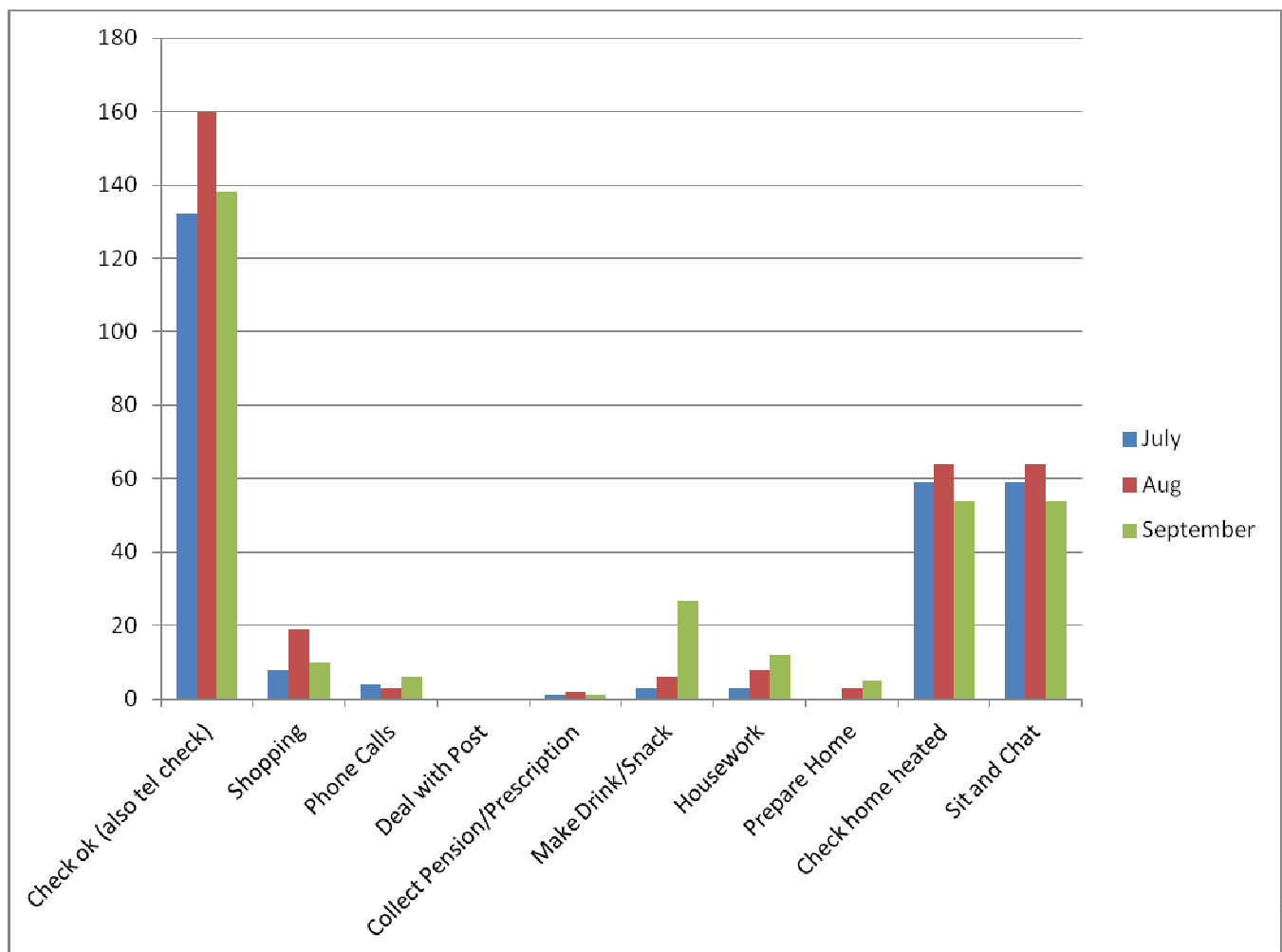
### Tasks Carried out by Volunteers

These are tasks that the HFH Service volunteers offer on an initial visit and then support clients with until more permanent long-term support is put in place for those who request it.

TASKS CARRIED OUT BY VOLUNTEERS	JULY	AUGUST	SEPTEMBER
Check OK (also telephone check)	132	160	138
Shopping	8	19	10
Phone Calls	4	3	6
Deal with Post			
Collect Pension/Prescription	1	2	1
Make Drink/Snack	3	6	27
Housework	3	8	12
Prepare home		3	5
Check home heated	59	64	54
Sit and chat	59	64	54
<b>OVERALL TOTAL</b>	<b>269</b>	<b>329</b>	<b>307</b>

## Activity Chart for Tasks Carried Out by Volunteers

Below is a chart showing all volunteer activity over the last 3 months.



Many of the extended activities have involved working closely with the Department of Adult Social Services (DASS) and with the staff at Arrowe Park Hospital (APH). In particular we have worked closely with the Patient Flow Practitioners (PFP) to enable clients who are medically fit to get discharged safely and promptly. One example of this, is a gentleman who was in an Intermediate Care setting (IMC), ready for discharge, but unable to return to his house as it was a health risk. His only relative, a son, who lived in the South of England and due to his own health needs was unable to travel. Therefore, we became the conduit for the client in the IMC setting to express his wishes in the management of the cleaning of his property, liaising with the son around the contracting of a cleaning company, paying for said cleaning, and then banking the remaining money at his father's bank branch.

The volunteers worked with the client in deciding what should remain in the house, what could be removed by the cleaning company for disposal, and supervised the access of the property with the consent of the client. So that the cleaning was carried out promptly both the HFH volunteer and the cleaning company worked on a Saturday thus preventing a delayed discharge. The volunteer's role was to enable the cleaners to gain access to the property and she became the client's 'voice', informing the cleaners of the client's wishes.

Many clients who live alone do not have a relative or friend who is able to help them in the process of being discharged from hospital. By engaging a volunteer to liaise with the client at an early stage in the process it can result in a smoother discharge from hospital. An example of this is the preparation of home element of the service. With the permission from the client, the volunteer can receive equipment at a client's home from the Community Equipment Store, allow the Home Oxygen team access to a property to install oxygen and the Handyman to make alterations to a house. All of these have been cited in the past as causes of bed blocking and delayed discharge.

#### Wallasey Integrated Care at Home Referrals

The service has also made links in the wider community and now attends the Wallasey Integrated Care at home meetings every Wednesday and has become a valuable member of the meeting bringing new ideas and making aware what the voluntary sector can offer when supporting clients to remain well at home. The following are examples of referrals made to the HFH Service.

#### JULY

**Referral 1** – Visit by Volunteer who identified the need for a Befriending Service although the client had family support. Subsequent visits were declined due to the client saying he was not well enough to have a volunteer visit and was reluctant to accept any help. The HFH Service made several phone checks to support this client.

**Referral 2** - The Co-ordinator and Co-ordinator Assistant visited this client several times on the ward at Arrowe Park Hospital to reassure him and explain what our Service offered. After the client's discharge from hospital the HFH Service made 6 phone checks to the client at his home to offer him support and whether he wished to take up our service but declined a visit although appreciated our checks on him.

## **AUGUST**

**Referral 3** - Visit by Co-ordinator Assistant who signposted the client to other organisations who offered more of a long-term solution to their needs. A subsequent referral was thus made to Age Concern for the client. The HFH Service made 7 phone checks to support this client during the months of August and September.

**Referral 4** - Joint visit took place with the Community Matron and the HFH Service. Following this visit the HFH Service enabled the client to liaise with the SAFA (Soldiers Sailors Airmen and Families Association) to support the client on a long-term basis.

**Referral 5** - This client was given continuous weekly support by the HFH Service over a period of two months. This support included shopping, light housework and changing bedding. This client was then referred to a Befriending Service which took over these tasks on a long-term basis.

**Referral 6** - The HFH Service accepted this referral and supported him through telephone checks and weekly shopping until he regained his confidence and mobility.

## **SEPTEMBER**

**Referral 7** - This referral from Wallasey Initiative resulted in visits from HFH Service volunteer twice weekly to support and encourage the client to engage in community activities. The volunteer accompanied the client to luncheon clubs and community groups until they felt able to access these independently.

### **Referrals from Poulton and Pensall Intermediate Care homes**

The following table sets out the number of clients seen at Poulton and Pensall Intermediate Care homes:

<b>SOURCE</b>	<b>NUMBER OF CLIENTS</b>			<b>TOTAL</b>
	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	
Poulton House	8	9	10	27
Pensall House	5	4	7	16
<b>TOTAL</b>	<b>13</b>	<b>13</b>	<b>17</b>	<b>43</b>

### Completed Referrals by Source

This table shows who is referring to the service. It can be seen that the source of referrals is varied and therefore we can conclude that the service is well known and valued by the statutory organisations.

<b>SOURCE</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>
Wards at Arrowe Park Hospital	28	30	15
Observation Ward APH	1		
Poulton and Pensall House - Consultant led Case Conferences	13	13	17
Intermediate Care - Grove House			1
Warden at Sheltered Accommodation			1
Self/Family/Friend	1	3	2
Community		4	1
Social Services		5	3
Wirral HART		1	1
POPIN (Promoting Older People's Independence Network)			1
Liverpool Social Services		1	
Stroke Association			
GP			2
Consultant			
Patient Flow Practitioner			1
Wallasey Integrated Initiative	2	2	2
Unknown	2		10
<b>TOTAL</b>	<b>47</b>	<b>59</b>	<b>57</b>

The following table show referrals made to voluntary, statutory and other organisations by the Home from Hospital Service.

<b>REFERRALS MADE TO/INFORMATION GIVEN AROUND SERVICES AND PARTNERSHIP WORKING:</b>		
<b>Groups/Organisations Signposted</b>	<b>Partnership Working</b>	<b>Information Around Services</b>
<b><u>JULY</u></b>		
Befriending Helplink Age Concern Local Solutions POPIN Helping Hands Helplink Meals on Wheels (Icare) Red Cross	DASS Access Team Poulton House Intermediate Care Home Loan Store	Blue Badge information Leaflets given: Age Concern Luncheon Clubs POPIN Cleaning Agencies
<b><u>AUGUST</u></b>		
Fire Service Helping Hands Befriending Deaf Society Local Solutions Carelink  Deaf Society Meals on Wheels (Icare) Assistive Technology WIRE Medico Age Concern Specsavers	Social Services Incontinence Adviser Falls Prevention Service GP Housing Association Audiology Department Arrowe Park Hospital	Leaflets given: Befriending Cleaning Agencies Arch Age Concern Luncheon Clubs  Age UK POPIN Helplink Care Agencies Wiltshire Farm Foods Laundry Services Plumber Services United Utilities Falls Prevention Service Handyperson Assistive Technology



REFERRALS MADE TO/INFORMATION GIVEN AROUND SERVICES AND PARTNERSHIP WORKING:		
Groups/Organisations Signposted	Partnership Working	Information Around Services
<b>SEPTEMBER</b>		
Meals on Wheels Alzheimer's Society Eldercare Assistive Technology  Wirral Partnership Housing West Cheshire Cleaning Services Carer Support  Brookfield Care Agency	Community Matron Social Services GP Staff on Ward 20 at Arrowe Park Hospital Respiratory Support Nurse Poulton House Intermediate Care Home Pensall House Intermediate Care Home Bebington & West Wirral Access Team Bebington Long-term Care Team DASS at Arrowe Park Hospital IMCA Community Mental Health Team Patient Flow Practitioners Consultants	Direct Payments Age Concern Meals on Wheels CADT and DASS  Leaflets given: Wirral Care Services  Directory  Harvest Court POPIN ERIC Cleaning Services DIY Incontinence advice
<b>TOTAL OVERALL Groups/Organisations Signposted to - 30</b>		

This signposting to other organisations and agencies is increasing all the time and we continue to add new contacts to our database. By signposting and referring clients on we are helping the clients increase their support networks within the community and that may in turn enable them to manage at home for longer periods of time.

Feedback

A few examples of the feedback from the service user questionnaires which are mailed out to each client after they have received a service from the Home from Hospital Service thanking us for the support we offer to clients on their discharge from hospital are set out below:

- *“First class service”* ..... **July 2010**
- *“Excellent service at all times”* ..... **August 2010**
- *“I would just like to say ‘thank you’ for all your help, I couldn’t of managed without you”* ..... **Sept 2010**

Aline Delmotte  
Co-ordinator  
**Home from Hospital Service**  
**October 2010**