

Home from Hospital

INTRODUCTION:

Swindon Borough Council has commissioned a one-year pilot project to enhance the current Home From Hospital scheme to ensure that people who are medically fit for discharge from hospital have the appropriate support in place to return home, avoid re-admission to hospital and reintegrate back into their community. The pilot will prioritise older people and unpaid carers.

The pilot will run from 1st February 2015 to 31st March 2016 and will be a joint working partnership between the RED CROSS, AGE UK and ASTER LIVING, working closely with SBC Locality teams.

- **Red Cross:** To ensure a safe discharge from hospital and support the patient to live at home independently and integration back into their community for up to 7 days.
- **Age UK:** To provide ongoing help (up to 6 weeks) to support living at home and integration back into their community independently.
- **Aster Living:** To provide a Handyman Service to ensure the patients' home is safe and suitable for them to live at home independently.

The pilot commenced on the 1st February 2015. This project proposal is following a request from Swindon Borough Council to carry out analysis amongst those that have been successfully referred through the scheme to evaluate their satisfaction and the longer-term considerations/impact of the service.

BACKGROUND:

Swindon is a mainly urban medium sized town with an estimated population of 214,000. The overall population of Swindon is forecast to rise to around 250,000 by 2030.

As with any predominantly urban area there are challenges around inequality and those that are disadvantage. Deprivation is lower than average, however about 17.3% (7,200) children live in poverty. Life expectancy for both men and women is similar to the England average.

- 15% of the current population are aged 65 years old or over.
- During 2012/13, there were 1,864 hospital admissions for injuries due to falls in people aged 65 years plus per 100,000 population.

WHO WE ARE:

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Swindon works to help local people get the best out of local health and social care services. Whether it is improving them today or helping to shape them for tomorrow. Healthwatch Swindon is about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

PROJECT AIM:

This proposal is based on service users who are successfully referred through the enhanced Home From Hospital pilot project.

The primary questions are as follows:

- To identify the satisfaction levels of those that used the service and its usefulness.
- To understand the factors that led to patients being admitted to hospital and requiring support to move home.
- To highlight what worked well, where the service failed and how it could be improved from a patients' perspective.

It is hoped that the information generated from this project will:

- Identify further considerations required to help influence and improving the delivery of future Home from Hospital schemes.
- Support Swindon Borough Council to evaluate the pilot in addition to set Key Performance Indicators.

TARGET GROUP:

The target group for this pilot will be patients who are successfully referred through the scheme, being in hospital and medically fit for discharge, but do not have the support of family or friends during the first few weeks after they leave hospital.

RESEARCH OBJECTIVES AND METHODOLOGY:

- To gain agreement from those referred through the scheme to participate in the Healthwatch Swindon project.
- To consider the most effective way to conduct and complete questionnaire.
- To provide the provision for Discovery interviews if required.

RECRUITMENT OF PARTICIPANTS:

To be finalised.

WAYS OF PARTICIPATING:

To be finalised.

BUDGET IMPLICATIONS:

To be finalised.

FEEDBACK MECHANISM

- The project will commence in September 2015 and complete in October 2015.
- On completion, a presentation will be prepared to present to Swindon Borough Council in November 2015.
- The work will feed into the Third Sector Insight Tool.

NEXT STEPS

Healthwatch Swindon attend initial meeting on May 18th 2015.

Finalise project brief including recruitment of participants, ways to participate and budget implications by June 2015.