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Hospital Aftercare Service Evaluation 2010 Executive Summary

Introduction

This report provides a review of the first year of the Age Concern Rotherham Hospital Aftercare Service. This service is a 2 year pilot project which is funded by NHSR. The review has been carried out to check whether the service is meeting the outcomes set out in the service level agreement, and whether stakeholders are satisfied with the service provided. The result of the evaluation will help to shape the development of the service as it moves into its second year.

Background

Age Concern has been operating a hospital discharge service since 1996. In 2008, NHS Rotherham approached Age Concern with a view to expanding the service on a 2 year pilot basis.

Service description

The Hospital Aftercare Service (HAS) is a flexible service operating 365 days a year.

Review and findings

Methodology

This review consists of analysis of activity data relating to the service, analysis of responses to stakeholder surveys and a number of case studies to illustrate the service provided.

Feedback from Stakeholders

i) Referrers from Rotherham Foundation Hospital Trust

The feedback was generally very positive and is summarised in the report. Ward staff and social workers particularly valued the service for patients that they felt were still vulnerable, and felt reassured that someone would be following them up and identifying any problems.

- Noticeable impact on bed days saved
- Service is timely
- Recognises possible impact of the 7 day follow up
- Fills essential gaps
- Supportpotentially vulnerable patients on discharge

ii) Service Users and Carers

The service has supported over 500 service users in its first year. The service has helped carers feel better supported as well as the service user themselves as demonstrated in the user feedback survey. The focus on working with service users in an enabling way has helped the service users regain their independence and signposting them to other services has enhanced their quality of life.

Service Activity

Overview of service delivery in first year

- ❖ 508 referrals – 35 needed befriending only
- ❖ 83% of service users 70+
- ❖ 8% of service users under 60
- ❖ 2112 visits carried out to Hospital Aftercare service users
- ❖ 294 visits to befriending service users
- ❖ 131 transported home
- ❖ 159 collections and deliveries of medication from hospital pharmacy
- ❖ 397 referrals to other agencies

The number of referrals received by the service has been consistently above the level required by the service level agreement which was 240 per annum

Quality and performance indicators

The service specification includes a number of quality and performance indicators and targets are agreed for each of these. Most QPI's were exceeded.

Economic impact

- The service helps facilitate earlier discharge by prompt provision of transport and medication collection. Ward staff feel able to discharge vulnerable patients because they are reassured that they will be escorted home safely.
- Service users have been supported to access over £65,000 of extra benefits in a 6 month period.
- Evidence shows that the service prevents falls. Prevention of 1 fall represents a saving of £10,000 to the health care community and £5,400 to the social care community.
- Approx. £10,500 saved on transport home by NHS Transport.
- Approx. £48,000 saved on bed days through early discharge, amount saved by preventing readmissions is unknown.

Health Impact

- 98% of respondents to the user survey reported that the service had enhanced their quality of life.

Outcomes Achieved by service users

- Regained their independence
- Achieved a better quality of life
- Felt less socially isolated
- Felt reassured and less anxious
- Improved their economic well-being as a result of the extra benefits claimed
- Service users have reduced their risk of having a fall
- Service users have gained access to a wide variety of other services to help them remain living in the community
- Patients and carers have had a better discharge experience
- Carers have felt better supported in their carer role
- Carers have felt less stressed and anxious about their caring role

Lessons learned

- Flexibility in the number of days service users can receive is important in providing a high quality service
- Transport home has been a more important part of the service than originally envisaged
- The collection and delivery of medication from the hospital has enabled patients to get home earlier and have a better discharge experience
- A significant number of service users only require the initial support to get home and settle on the day of discharge but still derive benefit from the service.

Areas for development

- Befriending
- Support for service users with dementia and their carers
- Support with personal care on discharge

Conclusions

Overall the first year of the Hospital Aftercare Service has been successful, we have:

- Developed flexibly and changed to meet the needs of the service user
- Over-achieved on the targets set by NHSR
- Delivered positive outcomes for all stakeholders
- Received positive feedback from all stakeholders about the quality and impact of the service.

For a copy of the full evaluation report 2009/10 or for further information about the Hospital Aftercare Service please visit Age Concern Rotherham's Website at

www.ageconcernrotherham.org.uk

or contact Hannah Massey, Hospital Aftercare Service Co-ordinator on 01709 829621 or at Hannah.massey@ageconcern-rotherham.org.