

## Enclosure 1c – Health and Wellbeing Board Transforming Adult Community Services Patient Outcomes and Experience

Some of examples of the impact of the health and social care services in supporting patients are shown below using a mixture of case studies and patient experience feedback.

### Examples of improved patient safety:

#### **Case Study - Social Services (through GP Practice multidisciplinary meeting)**

- 75 year old lady with severe Chronic Obstructive Pulmonary Disease (COPD), has continuous oxygen, and unable to leave the house without being taken in her wheelchair. Lady and her husband have 2 sons neither of whom lives locally, but she has a very supportive friend/neighbour who cooks her hot meal each day and accompanies her when she occasionally goes out in a taxi to the shops.
- Identified during visit that her husband had been recently diagnosed with motor neurone disease but was not accepting his diagnosis. He was fed via a peg feed and District Nurses visited him to help with the management of the feeds. Husband controlled the finances and was reluctant to spend any money.
- Identified issues included:
  - struggling to use the stairs, but had no downstairs toilet or suitable place for a commode.
  - unable to get help in an emergency without relying on her husband who had his own complex health issues.
  - was in need of some social support but was worried about paying for it.
- Successfully claimed attendance allowance for both of them.
- Occupational therapy assessment requested to support with accessing the toilet, however due to long waiting list and need becoming more urgent, managed to work with the husband to pay to have a stair lift installed.
- Due to sudden deterioration in husband's condition, GP recommended to refer him to St Christopher's. Husband died at home with support from St Christopher's.
- Care line alarm installed for wife after husband died, and referral made to Community Matron for on-going support for her COPD.
- Agreed with St Christopher's that she could be temporarily supported by St Christopher's, enabling her to access the hospice social care service, without further affecting her greatly depleted finances. Social care then put in place.
- Arranged for bereavement support to help with sorting out finances which had been solely managed by her husband prior to his death.
- She is now fully supported at home and managing all finances.
- She has not had any admissions to hospital and her health is stable.

#### **Case Study - Rapid Response**

- Referral received from GP for 81yr old lady with dizziness who was at risk of falling
- Reviewed by Community Matron within 2hrs of referral.

- Significant postural drop identified, and patient had an irregular pulse rate of 147.
- Appointment made by Rapid Response clinician for her to be seen in the Acute Care of the Elderly clinic for urgent electrocardiogram and assessment.
- Physiotherapy provided advice on falls prevention.
- Discharged back to GP care.

### **Examples of improved clinical effectiveness:**

#### **Case Study - Rapid Response**

- Referral received from London Ambulance Service (LAS)
- 83yr old lady with right knee pain and stiffness. Unable to stand up from her chair.
- Diagnosis osteoarthritis right knee
- LAS had received 6 calls in the last 2 weeks from the patient
- Reviewed by Community Matron and physiotherapist within 30min of referral
- On assessment it was felt that the patient should be admitted to Barrington Lodge for a short period of rehabilitation- patient admitted that day to a step up bed
- Remained in Barrington Lodge for 2 weeks. During this time her analgesia was reviewed and she had rehabilitation.
- She is now at home with a minimal package of care

#### **Case Study – Community Matrons (through GP Practice multidisciplinary meeting)**

- 80yr old lady with a diagnosis of dementia and recurrent leg cellulitis living in a very unsafe, unkempt house with her 3 dogs.
- Discussed at GP Practice multidisciplinary meeting as patient memory had deteriorated and the frequency of leg cellulitis had increased due to self-neglect
- Referred to Community Matron and Social Worker.
- Joint visit undertaken which identified patient had very poor living conditions, hoarding issues and dog faeces covering all of the downstairs. A neighbour held Power of Attorney (POA) for health and welfare. Patients Mental Test Score 0/10.
- Matron and Social Worker concerned about financial abuse. No package of care in house.
- Three times a day package of care set up and key safe put in place.
- Due to dementia patient started to decline all services. Neighbours not fully aware of their role as POA.
- Best Interest meeting arranged which included the POA and all professionals involved with patient.
- On discussion POA did not fully understand the risks of the environment and how this can impact on patient's health.
- POA agreed for full deep clean of house and full refurbishment of downstairs.
- Patient went to care home while this was undertaken. Her dogs were cared for by the local vets.

- Patient now back at home and there have been no further episodes of cellulitis. Carers visit three times a day, and patient has regular chiropody.
- Significant improvement made to patients quality of life.
- Discharged from Community Matron and Social Worker.

### **Examples of improved patient experience:**

#### **Health Visitor for Older People (from friends and family test survey)**

- Visits make a great difference plenty of information given really useful cheered me up
- Nice to have the help practical support
- Health visiting team have been a great help in ordering equipment and Dee has been a great listener
- Everything explained and comprehensive. I feel like I have support with HVOP Team
- Given information about services and support which I didn't know about. Very helpful charming lady
- I feel I can always ask if I had any difficulties how to deal with them. I feel I can talk to health visitor really appreciate the support
- I find the chair for the kitchen useful and cushion very comfortable
- Personal felt safe and she was interested in helping me
- Listened to me involved me in my care. Lovely lady
- Made my life feel brighter involved in my care. Has helped me arranged care I needed urgently

#### **Rapid Response (from friends and family test survey)**

- Rapid extremely helpful
- Positive and fast
- Superb service 10/10
- I think this is a much better way having a nurse to come to the home Lovely service lovely sisters and nurses
- Nurses always concerned of how I am
- Excellent service very kind nurses happy with the care
- Carolyn the young lady who came to see my mother was extremely helpful and understanding. She is going to provide me with some useful contacts and she is endeavouring to contact my mother's social worker on my behalf
- Wonderful girls kept me at home
- Friendly efficient organised made my mum feel comfortable and supported
- The Entire team are both professional and friendly a great team

#### **Community Matrons (from friends and family test survey)**

- Friendly nurses visit regularly
- My own experience with the NHS was wonderful. Treatment was second to none Very good treatment with nice people Already doing fantastic job
- Continue as you are
- The nurse that visits me is always really helpful and friendly

- Useful to build ones confidence. The exercises can help at times
- Help was professional and very caring
- Very good service nurse was very explicit in explanations
- The service offered carried out was delivered in a professional and caring manner
- Very encouraging and helpful treatment at home