

# Hywel Dda University Health Board Home Support Team



# Hello my name is...

Janice Cole Williams, General Manager, Withybush Hospital



# Hywel Dda University Health Board

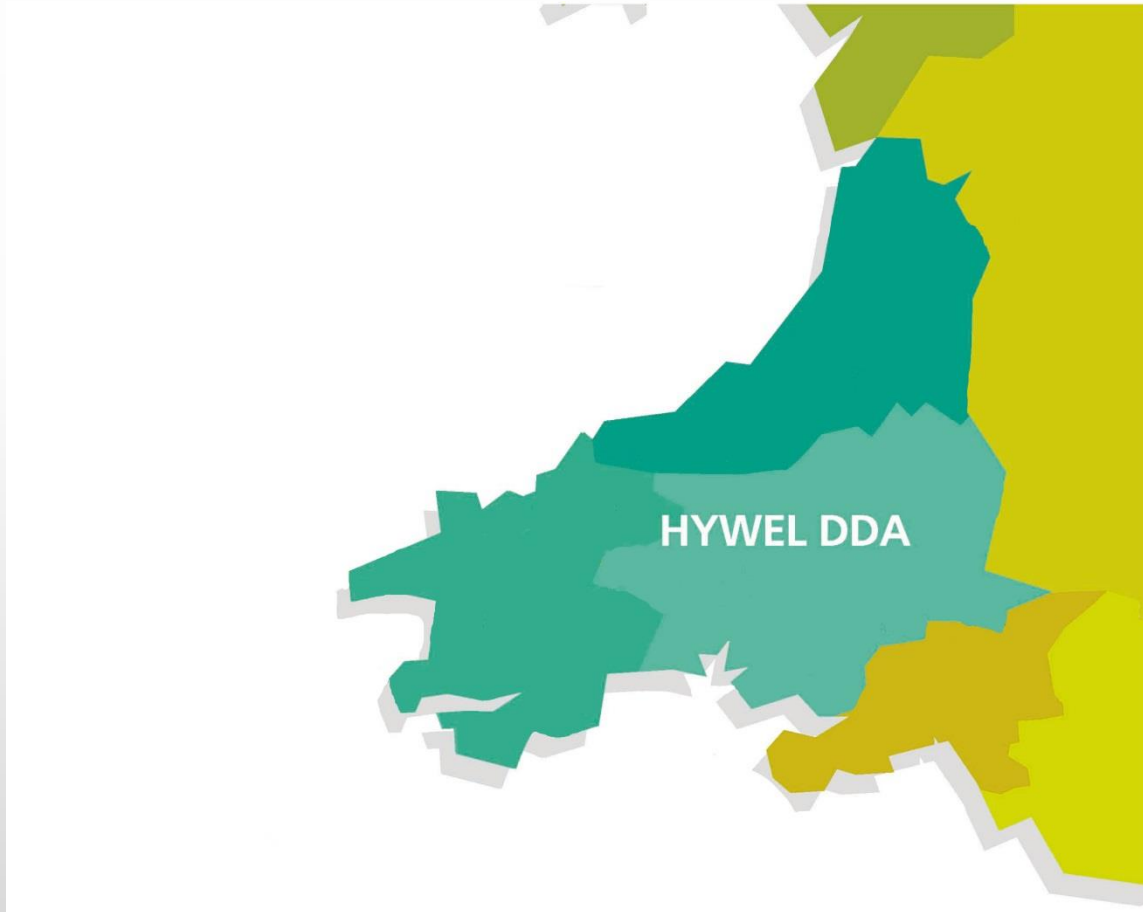
Provides healthcare services to a total population of almost 400,000 across Carmarthenshire, Ceredigion and Pembrokeshire in West Wales. This is a 1/3<sup>rd</sup> of the land mass of Wales

We provide integrated healthcare across acute, primary, mental health and learning disabilities services via general and community hospitals, health centres, GPs, dentists and optometrists.

We employ almost 10,000 members of staff.

Pembrokeshire has a rural population of 120,000 predominantly elderly people

# Carmarthenshire, Ceredigion & Pembrokeshire





# Background

## **Hospital challenges**

- High level of registered nursing vacancies
- Maintaining a staff Rota
- Impact on staff morale
- High expenditure & levels of agency nurses
- Negative feedback from patients



# The Vision...

- To improve experience of patients receiving surgical care
- Reduce length of in-patient stay for surgical & Orthopaedic patients
- Minimise cancellations of elective surgery
- Create bespoke patient care treatment plans
- Reduce readmissions
- Reduce falls & pressure damage
- Improve staff wellbeing and sickness levels
- To look at an alternative workforce
- Improve acute hospital patient flow and functions

# The planning phases...

- Fully costed business case to the Executive Board
- Planning meetings
- Recruitment of home support health care support workers
- Induction & training of new members of staff (multidisciplinary programme)
- Implementation
- Management and monitoring
- Evaluation



# Home Support Team

- Home support health care support workers meet with patients whilst in hospital prior to discharge
- Hospital level rehabilitation care at home
- Multi-Disciplinary Team (MDT) - clinicians, medics, nurses, physiotherapists, occupational therapists and home support health care assistants
- Meet and agree bespoke patient care treatment plans with home health care support 2-3 visits per day in patients homes for a period typically on average 2 weeks
- Supporting our patients at home with..
  - Washing, dressing & meals
  - Care of thromboembolic deterrent stockings (TED)
  - Confidence building & emotional support
  - Support with exercise programmes

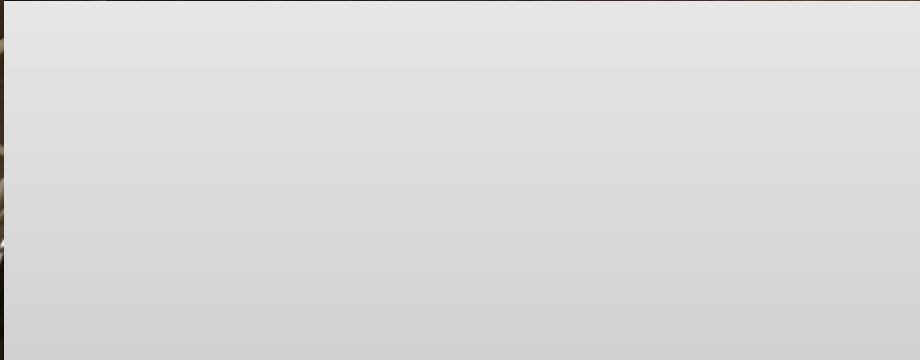
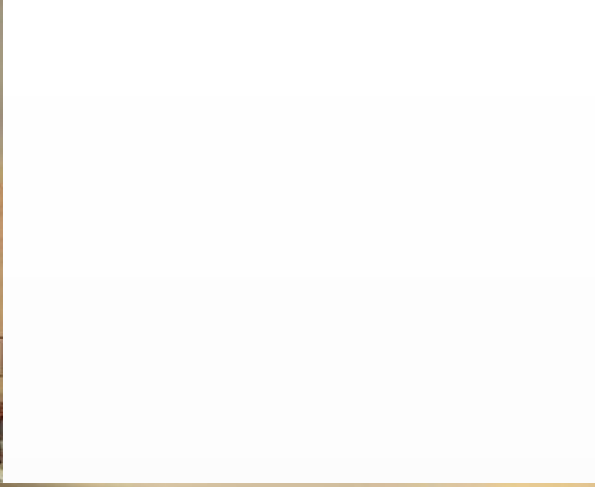
# Patient Story

“Thank you Home Support Team”



# Patient Story

Patient Experience of  
The Home Care Support Team



# Challenges for the Home Support Team

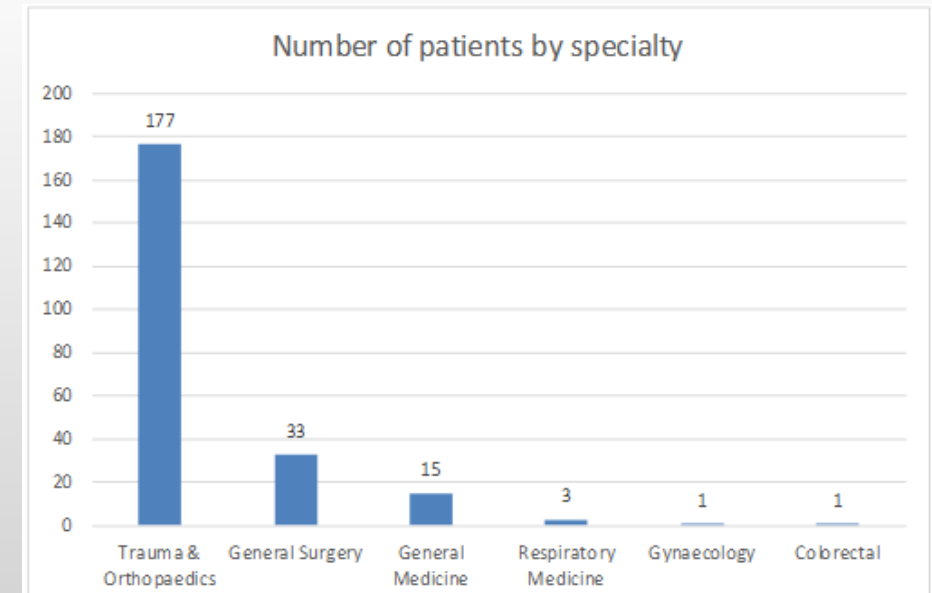


# What have we learned?

- Impact of rurality of patients' homes
- Allocation of "Call Time" for patients
- The appropriateness of patients (avoid those needing long term care)
- Managing patient caseload
- Logistics and transport
- Supporting and monitoring staff in the community from an in hospital run service

# Successes

- Faster reablement of patients resulting in reduced demand on the 'reablement service'
- Holding an average of 7 'virtual' orthopedic beds in the community
- Increased positive feedback
- Reduction of in-patient length of stay by an average approximately 48 hours, particularly in those with fractured hip
- Expansion of patient group to include stoma care patients
- Excellent staff morale and job satisfaction
- Reduction of Orthopaedic outliers in surgical beds



# Compliments from Patients

'The Aftercare treatment I had on coming home was great, it gave me faith to do things I would not have done.'

'The support enabled me to be discharged early from hospital. Knowing I had this support gave me the confidence to return home.'

“To the green goddesses, just wanted to say a massive thank you for all your help and kindness over the past two weeks.

'It was an excellent service. A great help to me.'



# Compliments from Staff

“I really enjoy supporting patient’s in their own home”

“It is very so very rewarding watching patient’s mobility and confidence improve”

“So many family members comment on how wonderful this service is, and how it should be provided in other counties”

“My role is so varied on a daily basis and we all enjoy assisting patients with their needs”

**General Manager, Withybush Hospital**

*“Our Home Support Team has achieved so much in just over a year; supporting patients to optimise their recovery, assisting them with building their confidence and making them feel empowered to continue in their journey – it really is a person centred support service”*

# The future...

- Organisational commitment secured to fund the HST on a recurring basis
- Ten whole time equivalent home support health care support workers are currently being recruited to further enhance service provision to a wider group of patients
- Approximately 3-4 additional patients will be supported daily in the future by the Home Support Team
- The remit of the team will extend to include supporting patients on a new frailty pathway. This will enable more patients to spend valuable time at home
- Management of this team has moved to the newly formed intermediate care team so strengthening governance arrangements

Thank you – Diolch  
Have you any questions?