

Introduction

Unnecessary delays when discharging older people from hospital is an increasing trend nationally. For older people in particular we know that longer stays in hospital can lead to worse health outcomes and increased longer term needs. Wherever possible, patients who are medically stable should be supported to receive assessments outside of hospital.

The reablement beds at Ticehurst Nursing Home in Aldershot are designed to support people who are medically fit for discharge and no longer need a hospital bed, but require a longer period of rehabilitation and reablement for up to 6 weeks before returning home. The service is jointly commissioned with Hampshire County Council, and provides a supportive environment to maximise a persons independence following a hospital stay.

Project description

This project is focusing on patient experience of the reablement beds at Ticehurst Nursing Home. Patients are currently asked to complete a satisfaction questionnaire upon discharge from Ticehurst, however response rates have been low and alternative methods of patient feedback need to be explored.

By carrying out guided conversations with patients or family members, and through using the R-Outcomes tool, I am hoping to gain a wider understanding of patient experience throughout the reablement journey.

Evaluation strategy

- Through the action learning sets my peers were able to support me to develop my ideas further, and the suggestion of using R-Outcomes to collect patient experience was developed from one of those discussions.
- This project will use the R-Outcomes tool to capture and track patients perceptions of their health, wellbeing, confidence and experience throughout their reablement journey and following discharge.
- Guided conversations will also take place with patients/ family members whilst at Ticehurst, and 4 weeks following discharge.



Project goals

- To gain an understanding of patient and family experience of the reablement beds at Ticehurst Nursing Home.
- To understand the impact the service has on the patients longer term outcomes and independence.
- To use this information to inform the future commissioning intentions of the service.

Key findings

- Through embarking on the Empowering Engagement Programme I have learned a number of tools and skills on how to manage the patient/ public engagement process, and practical methods on how to apply these in my role. This Programme has also given me the impetus to drive my project forward.
- For me, the Empowering Engagement Programme has re-emphasised the importance of listening and responding to the views of patients/ the public on the services we commission, and embedding this as business as usual.
- I found the 'InHealth Associates Engagement Cycle' to be a particularly prominent reference. The diagram demonstrates the timescales required to carry out meaningful public engagement.



Conclusions

I now feel that patient engagement is at the forefront of my mind. I feel more confident to carry out engagement through the tools and skills I have learnt, and I am looking forward to progressing my project.



References

NHS England Quick Guide: Discharge to Assess

InHealth Associates Engagement Cycle

Positions of Safe Uncertainty - Barry Mason,

Human Systems: The Journal of Systemic Consultation and Management, Vol 4, 1993

Patients and Public from Angela Coulter 2006

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Contact

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