

Stay Well@home Project

The 'Stay Well @home' Service started in Rhondda Cynon Taf in April 2017. The service consists of a multidisciplinary hospital based team of Social Workers, Occupational Therapists, Physiotherapists and Therapy Technicians located within Prince Charles and Royal Glamorgan Hospitals. The service operates 7 days a week between 8 am and 8 pm and is supported by a range of community based responses across health & social care provision.

The Stay Well @home service has been developed to

- carry out initial assessments and organise or provide health, social care and third sector support so that people can have a safe and timely return home from hospital so that they don't have to stay in hospital.
- make sure that those patients who are admitted to hospital their situation will be assessed in detail before discharge with an expectation that some support will be needed.

How much have we done? Since its launch,

Stay Well@home Hospital Team

- has received 3,457 referrals
- completed 1,803 assessments with 79% of referrals responded to within 1 hour
- discharged 78% from the "front door" 22% from the wards
- 1,632 people being discharged home (79% within 24 hours)

81% of people seen by the Stay Well@home Team were 74+ years old, with the majority of people brought to the hospital by ambulance

RCT Support @home Service

RCT Support @home service continues to operate and accept referrals 7 days per week, 365 days per year.

- has received 582 referrals resulting in 557 discharges with 6,931 hours of direct support
- responded to all referrals within the agreed 4 hour timescale
- completed 490 reviews

54% of people were referred between 9 – 5 Mon to Friday

52% of people left the service requiring no ongoing social care services

16% of people were readmitted to hospital

Your Medicines @home Service:

- Single Medication administration policy agreed for Cwm Taf
- Training provided to over 500 domiciliary support staff
- Information provided to 25 GP practices and 45 Community Pharmacies
- Service go live dates:
 - Rhondda 1st Dec 17
 - Taf 12th March 18
 - Cynon and Merthyr Tydfil 4th June 18
- 8 referrals, 7 people remain independent with medicines administration (20 medicines stopped)

Nursing @home Service

The Nursing@Home Service based at Dewi Sant Health Park (DSHP) was commissioned to provide Stay Well @ Home with a 4 hour nursing response, 7 days a week from 8am to 8pm and this service has been operational now for 12 months

- 93 referrals requiring a 3 – 7 day response
- Age profile over 59 years
- Length of intervention between 1 – 14 days – GP's provided with update of intervention received
- 4 referrals required additional support from other professionals such as SALT, Palliative care
- Nursing teams spending time on acute sites with the SW@h team to provide support/community education role

What difference has the Stay Well@home Project made?

The 3 Key measures of success:

- a reduction in the % of people admitted to a hospital bed from A&E
- an increase in numbers of people admitted but they are returning home earlier
- a reduction in the % of people reduction of people admitted to a community hospital. |

In addition, both Prince Charles and Royal Glamorgan Hospitals have also experienced improvements in the level of escalation being experienced in recent months, reduced A&E breaches and significant reductions in the number of operations cancelled.