



AVOIDING UNHAPPY RETURNS

Radical reductions in readmissions,
achieved with volunteers

ROYAL
VOLUNTARY
SERVICE

Together for older people



With emergency care under stress, there's now a clear opportunity to develop prevention with the help of volunteers.

Leicestershire County Council launched a Royal Voluntary Service Hospital 2 Home scheme in hospitals in six districts, including the 3 university hospitals in Leicester in Summer 2012.

Over 600 people have been referred. Among the participants readmission rates to hospital have been very low.

ACHIEVEMENTS IN YEAR ONE

603

REFERRALS

IN UNIVERSITY HOSPITALS (UHL)
AND IN COMMUNITY HOSPITALS

5,600

INTERACTIONS
WITH OLDER
PEOPLE

448

REFERRALS WERE
MADE TO OTHER
ORGANISATIONS
OVER THE YEAR

1,200

OUTCOMES FOR
INDIVIDUALS WERE
ACHIEVED

7.5%

READMITTED

READMISSIONS
OF OLDER PEOPLE
APPROXIMATELY
HALF NATIONAL
RATES¹

¹ 7.5% readmitted as an emergency within 60 days compared with national rates of 11% of aged 16+ and 15% of aged 75+ within 28 days. NHS Information Centre for Health and Social Care, Hospital Episodes Statistics 2010-11



THE CHALLENGE

Britain's rapidly aging population brings with it great challenges for the NHS, and Adult Social Care departments. Older people rely more than other age groups on acute care and GP services. Once admitted to hospital, older people stay longer, and when they are discharged, they often return again within weeks.

With families frequently living apart and public resources stretched, not everyone has the optimum assistance when leaving hospital. According to our own research (by PCP) almost 150,000 older people have returned home from hospital without support. Among those who had initial help, a fifth soon faced recuperating alone.



OUR SOLUTION

With the compassionate support of volunteers many older people will rely on health professionals and hospital admissions less.

As Royal Voluntary Service, originally as the Women's Voluntary Services and later WRVS, our organisation has pioneered volunteer services for 75 years.

Today our volunteer-powered approach is positively impacting hospital readmissions and supporting prompt hospital discharge, as well as increasing overall wellbeing in older people.

THE GREATEST SOCIAL CHALLENGE OF OUR TIME

TWO-THIRDS OF PEOPLE ADMITTED TO HOSPITAL ARE OVER 65 YEARS OLD*

Our Good Neighbours services provide preventative care, resulting in less demand for, and more efficient use of, health services as well as a reduction in missed appointments

EIGHTY PER CENT OF DELAYED TRANSFERS ARE OVER 70 YEARS OLD¹

Our fully managed hospital support services can ensure timely discharge of patients, resulting in more efficient bed management

READMISSIONS WITHIN 30 DAYS COSTS THE NHS £2.2 BILLION PER YEAR²

Our home from hospital service provides post-discharge support to assist reablement and reduce the number of readmissions

IN 10 YEARS READMISSIONS HAVE RISEN 88% FOR THOSE WHO ARE 75 OR OVER³

Our services put wellbeing and the individual at the heart of what we do, resulting in tailored packages of support that secure outcomes of:

- choice and control
- being healthy and staying safe
- staying connected and reducing isolation
- enjoying and achieving in later life
- making a positive contribution

SOURCES

¹ *Continuity of care for older hospital patients: a call for action.* Kings Fund, 2012

² *CHKS briefing.* Foundation Trust Network, February 2011

³ NHS Information Centre for Health and Social Care, Hospital Episodes Statistics 2010-11

HOSPITAL 2 HOME LEICESTERSHIRE

The scheme called Hospital 2 Home provides low level practical support for people returning home from hospital after illness, surgery or accident. The emphasis is strongly placed on people achieving full rehabilitation and regaining independence whilst also enabling quicker discharge from hospital.

THE SERVICE AIMS TO

- Provide practical help and support following a discharge from hospital
- Help users to regain confidence and reduce anxiety
- Reduce social isolation
- Promote independent living and choice
- Help users to maintain day to day activities
- Provide information/signpost to other organisations
- Help prevent readmissions to hospital

Designed to be short-term, friendly and confidential, the service is provided free. The people-centred support is normally available for up to six weeks.

WHAT DOES THE SERVICE OFFER?

- Popping in to turn the heating on ready for arrival
- Ensuring there's a supply of basic food such as bread and milk
- A volunteer will perform a safe, well and warm check to ensure everything is ok
- Popping in for a chat and having regular conversations over the phone
- Assisting with practical tasks like shopping, meal preparation, letter writing and posting greeting cards
- A lift to attend medical appointments or to visit friends and family
- Signposting and referral to other agencies
- Liaising with other agencies to resolve ongoing or outstanding issues and to raise concerns
- Visiting family and friends or going to the local lunch club

HOW THE SERVICE IS REFERRED

The Hospital 2 Home service is delivered through volunteers and staff, who work closely with a range of partners.

Referrals to the service are generally received from health and social care professionals based in hospitals with smaller numbers self-referred or routed via the local authority.

An important route is via Hospital 2 Home's customer service volunteers who undertake ward rounds liaising with discharge staff to identify patients that may benefit.

“
I think that Royal Voluntary Service have been absolutely marvellous to me and have really fully supported me so much in so many ways.
”

Brenda, a service user discharged from Glenfield Hospital



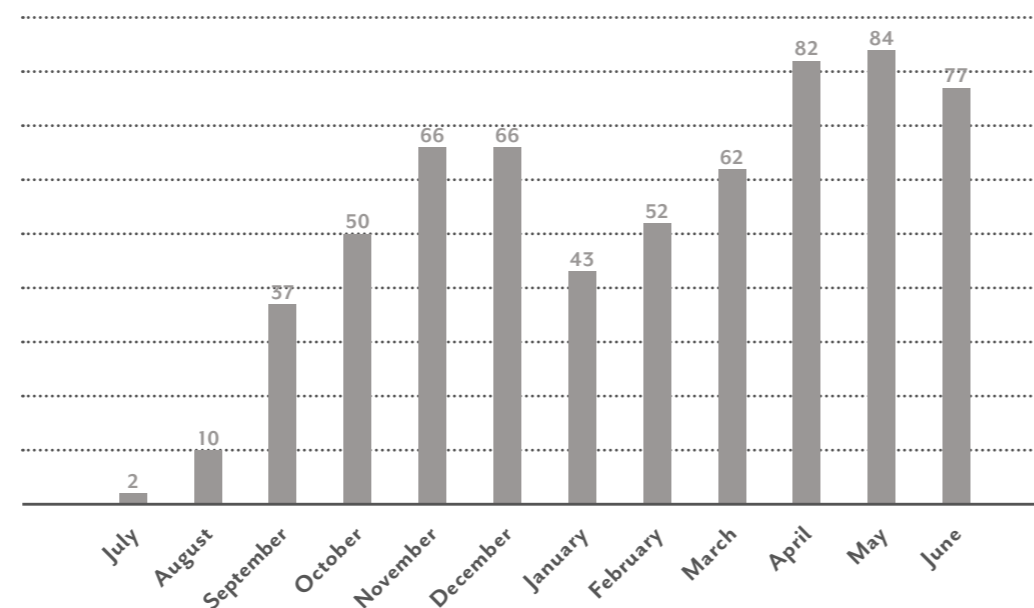
OUR VOLUNTEERS

Royal Voluntary Service volunteers are recruited for a wide range of roles including driving; telephone and face-to-face befriending; on-ward services; community-based services and admin support.

Following their appointment and suitability checks, volunteers undergo induction training in all aspects of the Hospital 2 Home Service. In addition, they complete compliance training, which includes safeguarding, data protection, confidentiality, and the opportunity to undertake NVQs. Volunteers are closely monitored, supervised and supported in their work, initially being shadowed by the service manager.



ACTIVE VOLUNTEERS IN LEICESTERSHIRE FOR THE HOSPITAL 2 HOME SERVICE 2012/13

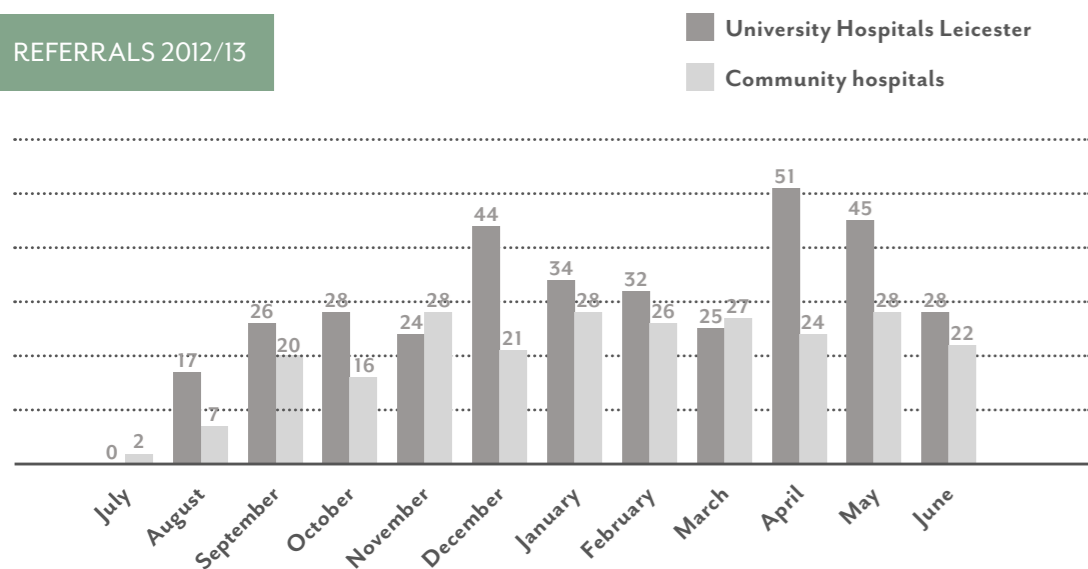


Having found time on my hands, I was delighted to be accepted by Royal Voluntary Service to help make a difference to someone's quality of life by just giving a little of my time. It is amazing how small acts of kindness, support and compassion really do make a difference.

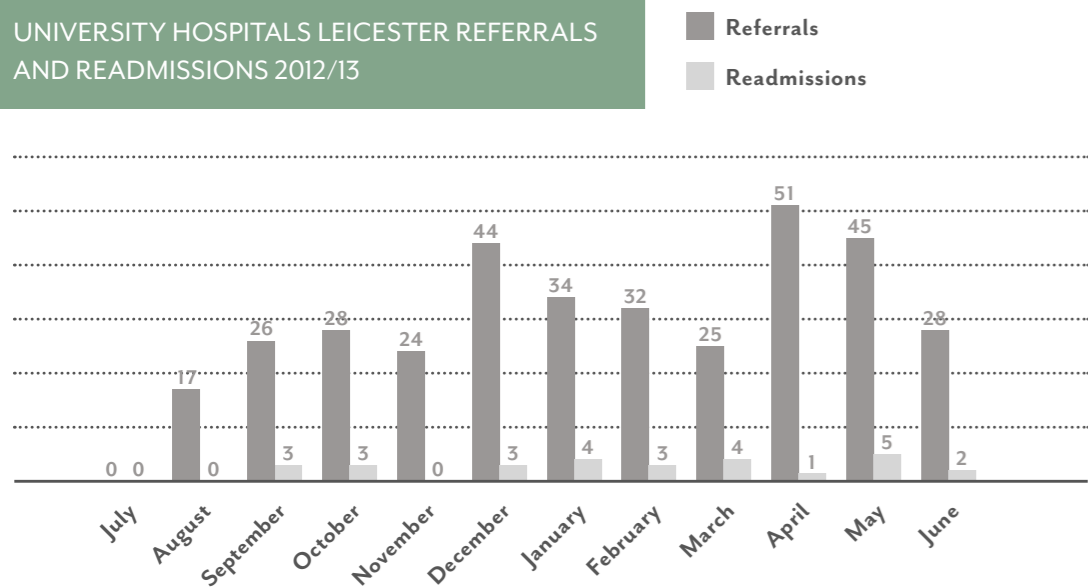
Bev, a Royal Voluntary Service volunteer

FURTHER FINDINGS

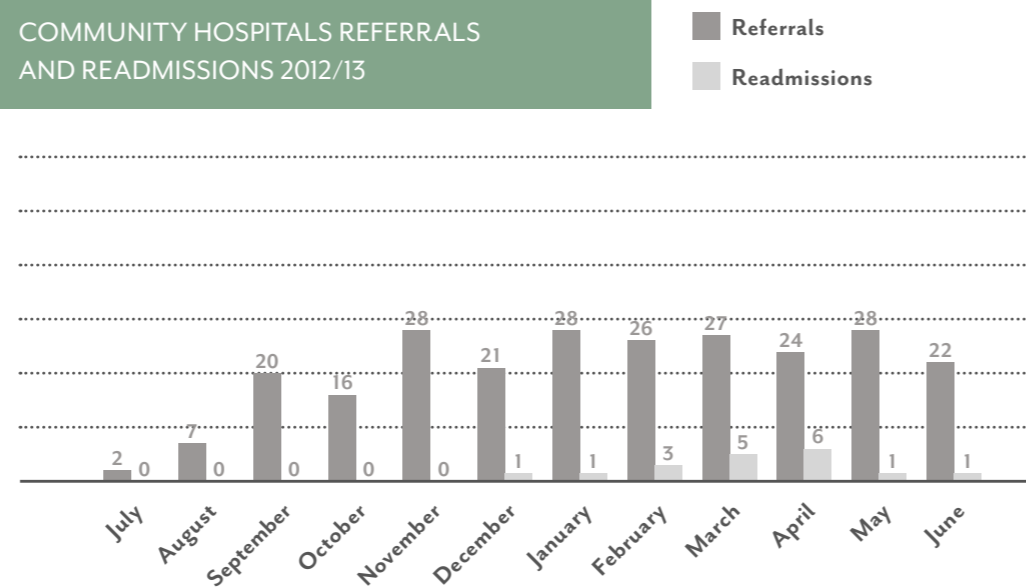
REFERRALS 2012/13



UNIVERSITY HOSPITALS LEICESTER REFERRALS AND READMISSIONS 2012/13



COMMUNITY HOSPITALS REFERRALS AND READMISSIONS 2012/13



ACKNOWLEDGEMENTS

In July 2012 Royal Voluntary Service launched its Hospital 2 Home service, targeted at older people living in the six districts of Leicestershire on their discharge from hospital. The service was commissioned and designed by Leicestershire County Council.

This report marks the first anniversary of this service and is an opportunity for me to acknowledge the contributions of all those involved.

On behalf of our commissioner, Leicestershire County Council and Royal Voluntary Service I would like to thank our invaluable volunteers for their time and compassion.

I am also grateful to our partners at Leicestershire County Council and Leicestershire NHS trust for their collaboration with the Hospital 2

Home team in helping to provide a cohesive, joined-up service. In addition the support given by The First Contact Team, The 4 Ways to Warmth Campaign and ICare.

Hospital and social care staff from all 10 sites have assisted in the promotion of the service and have embedded its pathway into their discharge processes, which has resulted in many older people being supported at home after their discharge from hospital.

Finally, thanks to the Hospital 2 Home team who facilitate the day-to-day delivery of a professional service that safeguards its service users and has produced excellent outcomes in year one.

Jenifer Ainsworth
Area Manager, Royal Voluntary Service



Royal Voluntary Service's support system gives the patient the confidence to go home. They also help to support carers that are often elderly themselves. I see the Royal Voluntary Service team as part of my ward's Multi Disciplinary Team, working together for the best interest of our patients.

Sister B Hamnett
Leicester Royal Infirmary

FIND OUT MORE

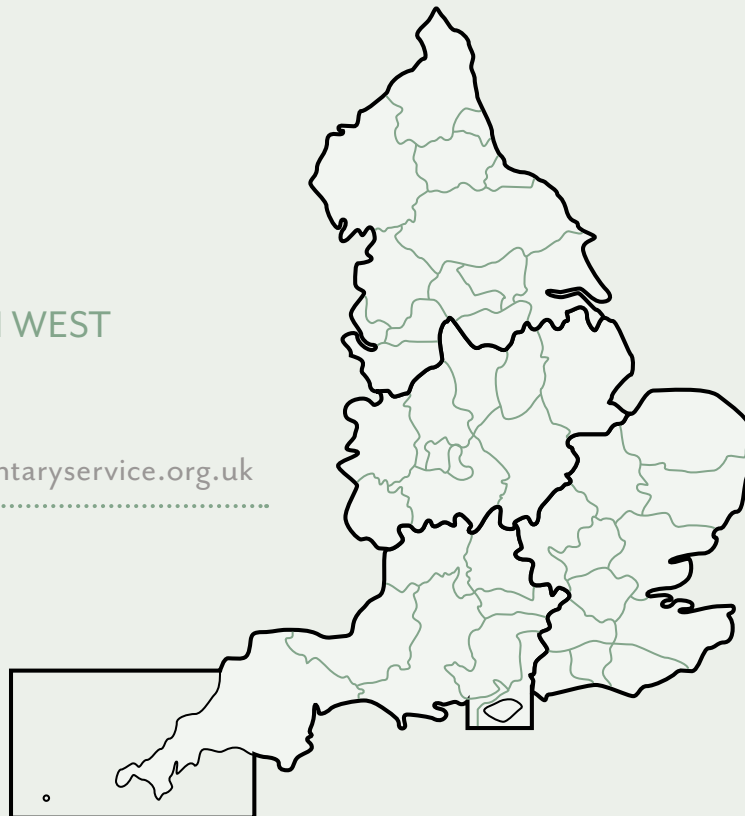
Royal Voluntary Service is expanding its hospital services. To find out how we can support in your area contact the Royal Voluntary Service on **0845 600 5885** or speak to your Regional Head of Operations.

WEST AND SOUTH WEST

Carl Smith

t: 07801 030 896

e: carl.smith@royalvoluntaryservice.org.uk



NORTH

Carol Nevison

t: 07736 184 341

e: carol.nevison@royalvoluntaryservice.org.uk

MIDLANDS

Sam Ward

t: 07714 898 602

e: sam.ward@royalvoluntaryservice.org.uk

EAST AND SOUTH EAST

Deborah Fair

t: 07714 898 676

e: deborah.fair@royalvoluntaryservice.org.uk