



FIVE  
LAMPS

— *Making People Matter* —

## Home from Hospital

## Impact Report

July 2019 – December 2020



## Background

Five Lamps started delivery of the Home from Hospital project in October 2017 and this was funded via Catalyst's Health Initiatives Fund. Despite delivering the project successfully (readmission, onward referral rates and customer satisfaction rates were higher than our contract target), Catalyst confirmed that there was no future funding beyond the extension date (31 March 2019). The project sadly came to an end.

In recognition of the importance of a low-level discharge project in Stockton, Five Lamps applied for funding to re-start the project and secured funding from The National Lottery Fund (Reaching Communities) and delivery re-commenced in July 2019. We secured £145k funding for 3 years to June 2022.

The project provides support for people aged 50+ for up to 14 days post-discharge from North Tees Hospital. We provide low level discharge support including: transport home; shopping; collecting prescriptions; attending appointments; liaise with other services; signposting and referral.

The Support Workers have engaged with a variety of people from all walks of life with a wide range of health issues and different needs and expectations from the service. This has been a challenging experience at times, trying to get the service users the appropriate support that they require, when they need it most.

Most customers who were referred to the service engaged with the Support Workers and gave back very satisfactory feedback at the end of their support. A few customers, although being happy to be referred to Home from Hospital at the time the referral was made, later decided that they did not need support as they had family there to support them on a regular basis.

The feedback that came from the feedback forms, which we ask the customers to complete at the end of their support from the Home from Hospital Service, has all been extremely positive. There were some lovely comments from many of the service users and their families who were very appreciative of the help and support they received from support workers.

Customers felt that this sort of service is invaluable and much needed in this modern world, with a large percentage of people being an aging population and many living alone, so not having anyone on hand to help them when they are discharged from hospital.

### **Pandemic Support Project**

In August 2020, Five Lamps secured additional Lottery funding for a 6 month Pandemic Support Project, delivering services to the most vulnerable in Stockton-on-Tees. The project will run for the six months, with a possible extension.

Our staff are supporting individuals in Stockton-on-Tees who are shielding or self-isolating with daily telephone calls to help reduce social isolation and help them with food shopping, picking up medication, and sorting any immediate problems out for them such as contact with energy companies that will reduce their level of anxiety. We are also providing each customer two packages

worth £30 each; one with store cupboard essentials and one a cleaning bundle (donated from the Vinci Foundation and the National Lottery Community Fund) to help keep their homes free from infection and reduce the stress and anxiety of trying to find these products when the supply is limited in supermarkets.

### **ASCH Select Committee**

- 1. Communication around discharge with statutory partners (e.g., NHS Trusts, Local Authority, NEAS) – how and when does Five Lamps get involved; do you or have you provided feedback to hospitals regarding an individual’s discharge from hospital in the past?**
  - Five Lamps receive referrals from NHS Trusts or Local Authority. The Support Workers have great communication with the customer from them getting discharged home and being there to support them
  - Staff ensure they are aware of all details and the Hospital inform them directly of patients discharge. Staff are in contact with the Hospital when it is required and have provided feedback to them and raised any concerns that we or the customer may have. Staff have received feedback from the hospital that they have received from patients we have supported if they have been readmitted or at appointments.
- 2. Are those you have cared for aware of avenues of support when discharged to their homes? Are an individual’s family / other carers aware and informed?**
  - As we are supporting customers for up to 14 days, our staff always make sure that customers are aware of any support that is out there for them if they require it during or after we have supported them.
  - If there are families that are present and involved with the customer, staff make sure that they are always informed with any updates and about their relatives support whilst including their relative in this too. Staff inform all necessary involvement but keep confidentiality too, staff always discuss with the customer if it is okay with them.
- 3. Any specific issues relating to hospital discharge that you / your staff have experienced regarding those you have provided care for (e.g., medication requirements).**
  - Staff have come across many issues throughout the discharging of patients, a number of times a patient should not have been discharged when they have done. It is busy times in the Hospital but there is still a duty of care to be displayed and ensuring that patients should be discharged when they are ready. Not having to be readmitted a couple days later because of being too early, not well, and vulnerable living alone. There have been many occasions where staff have had to arrange medication changes, deliveries and collections due to miscommunication from patients being discharged and medication is required or ran out.
- 4. Impact of COVID-19 on discharge from hospital back to an individual’s own home (not a care home) and impact on your organisation in relation to this issue**
  - There have been some complications with discharges due to Covid-19 and Five Lamps have secured additional funding for a Pandemic Support Project to support customers who have COVID-19 or isolating.
  - We are having to make changes in the way support is provided to individuals being discharged as staff must keep safe and follow the government and company guidelines,

otherwise this would mean staff could contract the virus and result in them being off sick or having to isolate which increases workload for other members of staff.

- An impact is that referrals were lower than they have been previously

**5. Any issues with unsafe discharges/ any barriers you have faced?**

- When individuals are discharged from hospital, staff have come across meeting the individual back at home and their full circumstances have not been explained and the individuals are in worse condition than what they thought and require a lot more support than what was presented over the phone at referral. This leaves staff in a position to get a lot more support in place that already should have been and takes time and some individuals do not have that and suffer the outcome.
- One barrier we have found also can be limited information provided from Hospital on referral. For example, an individual was referred to the service and staff not been made aware the individual had recently tested positive for Covid-19 till staff attended the property. Important information is vital on referral to establish the support and assistance that can be accessed.
- Staff have concerns about elderly people being home on their own, especially those that are vulnerable and having so much on their mind to sort out like medication, care for themselves, shopping etc.
- On discharge, communication with GP's etc should be efficient; this is about the individual's time in hospital, any medication changes so these are up to date and any support that is in place. Staff have found there has been times where that has been no communication.

**6. What works well from a partnership perspective/ what could be improved etc?**

- Home from Hospital project staff have good working relationships with a lot of care and support agencies along with the NHS and do work together to get the best care and support that is required, and staff will work above and beyond to ensure this happens
- The home from hospital project is becoming wider known and used a lot more as the positive feedback is circulating and trust through partnerships will refer individuals to us knowing there is a good reputation from Five Lamps.

**7. Anything else you feel is relevant in relation to this scrutiny topic**

- Five Lamps has secured external funding for the Home from Hospital project and has evidenced the need for a low level discharge project within Stockton-on-Tees; we would like the Scrutiny Committee to consider the impact on the borough without the added value that Five Lamps provide and consider the options of longer term funding for this service

**Case Study 1: Home from Hospital Service Protects the Vulnerable!**

Five Lamps Home from Hospital service recently supported a gentleman who had been discharged from the University of North Tees Hospital.

Staff visited him in his home for fourteen days to support him to get 'back on his feet' and to help him with food shopping and sorting through his bills, which were making him feel anxious. There were some errors on his bills and staff were able to deal with various agencies on the customer's behalf and ensure they were corrected.

On one of our Support Worker visits, staff found that the gentleman had signed a contract for security to be fitted to his home. The company was to fit 3 security cameras, a monitor, doorbell with camera, also to provide a smart phone to enable him to watch the security cameras. Staff read the contract and took note of the name and address of the company providing the quote. There was a footnote on the signed contract which had a 'cooling off' period of 7 days if the person signing for the work to be completed changed their mind. The cost of the work was going to be £1,600 and the gentleman became concerned and anxious at this amount and decided to cancel the contract. He then made a telephone call to the security company and received verbal abuse from the 'contractor' and was threatened as he was told that the equipment had already been ordered. He was also told that the man he was talking to, would be calling round to his house within 30 minutes.

Due to the vulnerability of the gentleman, and his lack of mobility staff rang Stockton police station to ask for advice. Staff gave all details of the name and address of the company involved including the telephone number and e-mail address. The police believed the company to be bogus and firmly believed that no one would turn up at the gentleman's home. He gave our staff a crime number to pass on to the gentleman and told staff if there were any problems not to answer the door and to dial 999 and quote the crime number and police would arrive straight away.

Staff telephoned the gentleman at approximately 10.30 am later that morning to ensure he was still safe. His friend was at his home and he had not received any visits.

The gentleman was very pleased that Home from Hospital staff were able to support and help him with this and he was very grateful to save him £1,600. The gentleman was an army veteran and his finances were very precious to him.

### **Case Study 2: Sheila's Growing Confidence Since her Discharge from Hospital...**



Sheila was referred to the Home from Hospital Service from the Accident and Emergency department at North Tees University Hospital. Sheila is 81 years old and lives in Thornaby and had problems with her stomach and then had a serious fall in her home. Megan, Five Lamps Home from Hospital Support Worker was assigned to support Sheila to get back on her feet on her discharge from hospital.

Megan is supporting Sheila to organise her medication and she is also organising a re-enablement service to come in to help her with showering and her meals for the day. Megan takes Sheila to hospital appointments and offers one to one support to help lift her mood as she felt upset that she had, had such a serious fall.

A family friend of Sheila's said of the service provided, 'Megan was kind, compassionate and very helpful. She made Sheila feel relaxed and much happier. She began the process of referrals to various agencies and reassured Sheila (and me) that help was available to her. She was absolutely brilliant and a credit to your service.'

Due to the service that Sheila has received she now feels more confident in her home and she is growing stronger day by day.

### Case Study 3: Support from Five Lamps Introduces Denis to new Social Groups

Denis is 86 years old and lives in Hartburn. He was referred to the Home from Hospital Service from North Tees University Hospital and he required support in the transition to settle back in at home, as he felt anxious leaving hospital as he lived on his own.

Denis was assigned to Sally, (Home from Hospital Support Worker). Sally referred Denis to Five Lamps Lunch Club where there are Service Users provided with a two-course meal and a chance to socialise together and build friendship groups. Denis became a regular attendee at these groups.

Unfortunately, Denis became ill again and was admitted back into hospital. When he was discharged Sally supported him with, sourcing financial support for a new boiler, going to doctor's appointments, referred him to One Call for an alert system and then organised a financial assessment.

Sally is looking at sourcing further social groups for Denis to attend. Denis said that, 'I wouldn't have had any support if it hadn't been for your service.'

Staff feel rewarded knowing they have made a difference in someone's life every single day. They really enjoy supporting each different customer at their time of need. They have developed strong relationships with everyone in the health and social care industry to provide the best care and support for their customers.

For our staff, just knowing that they have someone they can rely on, at a time when they are feeling anxious and not their usual self, just to give them a helping hand where needed makes them feel happier and more at ease!

We are there as a link to the other services and organisations that our service users may need, either just for a short time to get them through their next few weeks of recovery, or in the longer term to make their everyday lives easier for them.

### Research and Statistics

There are many risk factors that the elderly come across when they are living alone and do not always seek care and support, but Home from Hospital are there!

Social Isolation	Age UK say, 'More than 2 million people in England over the age of 75 live on their own and more than a million older people say they go over a month without speaking to a friend, neighbour or even a relative'.
More Likely to be poor	It is more likely for elderly who live on their own to have difficulties with finances, living below the poverty level and struggling to pay their monthly bills. It is much harder to deal with money on your own when you either, do not have enough for everything you need or too much to

	<p>know what to do with it, so elderly people benefit from having professional advice and support.</p> <p>Home from hospital staff support elderly through this by doing what they can and referring them to the relevant organisations that will support them through their financial difficulties and put their mind at ease!</p>
Lack of Help in Emergency	<p>If you lived alone and had a fall, with no phone to access or unable to get to your phone who would know?</p> <p>It is known that risks of falling or experiencing traumatic injuries greatly increase over the age of 65. Falling is one of the major causes of death amongst the elderly living alone, without any support.</p> <p>The Home from Hospital service can do referrals, to support service users to be assessed for safety equipment in their home. In case of a fall or feeling sudden illness, they can access a pendant alarm for emergencies, which they can press to call for help. Also, having mobility aids to support them around their home, will help reduce high anxiety levels due to living alone.</p>
Higher Malnutrition Rate	<p>When living alone elderly people prove to be at much higher risk of malnutrition, this can come from the risk factors of anxiety and depression, poverty, or other personal factors, even their medication can affect appetite.</p> <p>Elderly tend not to bother cooking for one, being so used to having someone else to cook for, or to cook for them, but are now alone it can seem impossible to do. It can be a case they might just snack on biscuits and other small bits or just have one meal a day.</p> <p>Home from Hospital staff can help by prompting them to eat, offering to cook something for them on their visit. They can make a meal with them which will then encourage them to do it more themselves. Staff may make referrals for service users for Reablement care or carers to help and support elderly with making meals to help them become independent again.</p>
Unable to Maintain Housekeeping	<p>Having lack of motivation or being physically unable to keep up with housework, can also cause stress and anxiety for the elderly. It may be just too much to do for one person, especially if they are living alone. It is important that the elderly have a clean and hygienic home, as it is not good for them to be picking up infections or allergies from dust and dirt in the home. They may get depressed, due to the feeling of not being able to keep on top of things and having to rely on others.</p> <p>Home from Hospital staff support service users with home help, basic cleaning and tidying around the house as well as washing and making</p>

	the home hazard free.
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### Impact

There have been many changes and challenges this year due to Covid-19 and the Home from Hospital Service has been affected by this by referral numbers. This is due to having to put staff and service user's safety first!

#### Since Accessing Home from Hospital Service....

- 132 referrals (July 2019 – June 2020) – 105% target achieved
- 61 referrals (July 2020 – December 2020)
- Total of 193 referrals

#### Number of Referrals from wards/departments/other

Ward	No. Referrals
24	5%
25	3.5%
26	1%
27	2.5%
28	1%
29	1%
30	0.5%
31	1%
33	1%
36	4%
37	3.5%
38	2%
40	16%
41	0.5%
42	9%
A & E	7%
Ambulatory	2.5%
EAU	3%
Cardiology	1%
Other e.g. Social Worker, Rosedale etc	20%
Self-Referral	15%

#### Organisations customers referred to:

<b>Referral to</b>
Age UK
Care Call/ One Call
Environmental Health



Fire Brigade
First Contact
Handyman Service
SBC – Crisis Team
Smoking Cessation
The Arc – Staying Out
Warm at Home
Independent Age
Macmillan
SWAN
PDSA
Safeguarding Adults

**Customers supported with:**

<b>Support given</b>
Bank
Care Call/One Call
Care Company
Dog Walking
GP/Nurse appointments
Hospital appointments
Dentist appointments
Opticians
Housing application
Laundrette
Meal prep.
Medication prompt
Pharmacy
Shopping
Sitting service
Home help
Job centre
Social Worker
Support by phone
Home Warden
Police
Healthy Eating
Library
Community centre/ bowls club
Vodafone
Garden centre café

**Customers signposted to:**

<b>Signpost to</b>
Lunch club
Parsley box food delivery
Blue badge
Catalyst Covid-19 Support
Citizens Advice
Energy Companies, bills
Foodbank
GP/Nurse
Men's Over 50's Club
Mobile barber/hairdresser
Pharmacy
SPA/MDT
Stockton Volunteers
Trinity Gardens – lunch/breakfast club
Volunteering Matters
Wiltshire Farm Foods
Stroke Association
Mobile Cleaner
SSAFA
CALM
Dementia Voices/ Dementia Hub
Sewing Services
Wheelchair services
Private care

**Feedback from Service Users...**

**Handing out questionnaires to service users to gain feedback on the service provided to them and how they felt afterwards.**

- 100% customer satisfaction from our Service Users.
- 97% of Service Users are now feeling more confident since accessing the service.
- 92% of Service Users reporting that their social isolation has reduced since accessing the service.
- 84% of Service Users reported that their chance of being re-admitted to hospital has been reduced since accessing the service.

#### Case Study 4: Good News Story



Adrian was referred to the Pandemic Crisis Project by Little Sprouts in Thornaby. At the time, Adrian was shielding and was awaiting a Covid-19 test due to having some symptoms. Unable to leave his home, Adrian required some support with getting shopping and having his prescription collected.

Staff spoke to Adrian on the phone and explained he was currently shielding due to several health issues and was hoping to receive some support with shopping whilst he awaited his Covid-19 home testing kit. Staff offered Adrian a one-off voucher for ASDA for his shopping, which he was

very grateful for and arranged a time to collect Adrian's shopping list and carry out his food shop. A day was arranged for staff to carry out the shop. Once the shopping was done it was placed on Adrian's doorstep and staff moved away to a safe distance for Adrian to bring in his shopping. Staff also wore full PPE to keep themselves and Adrian safe whilst he awaited his covid-19 test. Adrian was so grateful for the help and could not thank the staff enough.

Since carrying out Adrian's shopping his Covid-19 test came back negative which was a huge relief for Adrian. However, Adrian was still shielding and although the government guidelines changed which encouraged those who were shielding to leave their homes during a not so busy period of the day, Adrian still felt like he could quite yet make the bus journey to the pharmacy to collect his prescription. Staff reassured Adrian that he did not need to worry as they would be able to do this for Adrian until he felt he able to carry this out himself.

Every week staff collect and deliver Adrian's weekly prescription and chat to Adrian from a safe distance to see how he is doing and making sure he is well. Staff look forward to their chats with Adrian each week and enjoy listening to his goals and aims for the future. Adrian has collected his prescription a few times independently when having a doctor's appointment. However still feels a little uneasy using public transport as he has said he often gets off the bus early and walks the rest of his journey if the bus becomes too crowded. Staff continue to work with Adrian and support him in any way which he needs.

Staff spoke to Adrian about his experience using Five Lamps: "The service the Five Lamps have provided me during the pandemic and the time I have been shielding is excellent. Collecting my medication for me on a weekly basis and any grocery shopping if I needed any. This eased the worries of having to organise having to collect my medication and shop. Being a stressful person, I was able to relax more and spend my time better. Home study, cooking, radio, art, online scrabble, reading and relaxation. From the onset I was introduced to Hannah who became my worker and I immediately looked forward to her visits every week however short they have been. Hannah was thoughtful and we kept in regular contact by telephone to see if there were any changes to my prescription or if I needed any shopping. I was also introduced to several other members of the Five Lamps team though unfortunately I can only remember Megan's name. Though I do remember their

faces! Each of whom was equally caring and thoughtful as Hannah. Which gave me a feeling of being valued. I would like to say thank you for the Asda voucher and the Christmas hamper you gave me. I hope to use the Five Lamps in the future for money management skills and finding voluntary work. I also would like to say thank you to Little Sprouts for directing me to the Five Lamps when I was at a low end and both have played a part in my health improving during the pandemic. Thank you, Five Lamps.”

### Case Study 5: Good News Story



Customer was referred to Hospital from Home service after been discharged from hospital, after a fall, resulting in an arm injury. She was very anxious and distressed as she lived alone and was scared how she would manage whilst recovering from her injury. Staff visited, almost daily to assist with shopping, housework, jobs around the home, and building her confidence back up as she slowly recovered. The Support Worker referred to Age Concern befriending service with client’s permission, as worker had established how lonely client was, sometimes going days without seeing anyone.

Customer stated she would be forever grateful for the service and the support from the Support Worker whilst recovering, stating she was so scared on how she would manage, but the reassurance from the Support Worker and assistance helped ease her worries, knowing worker would be there regularly to assist and client could concentrate on making a full recovery.

Support was ended once customer had made a full recovery, and Age Concern had been and completed an assessment establishing customer met the criteria for the befriending service. The Support Worker visited customer before Christmas to provide her with a food hamper and she was extremely happy to see the Support Worker, thanking her again for all the support/help and reassurance given whilst recovering from her injury.

### Feedback from Customers

#### Home from Hospital

- *“I can never thank you enough for everything that you have done for me, I had no one and use were there to help me at the time I needed it the most”* A gentlemen supported at his most vulnerable and did not have anyone to turn to.
- *‘Use ladies are such angels and don’t what I would have done if use never came to visit me and supported me through my admission to hospital and my discharge I’ll be forever grateful’* A lady who was incredibly grateful of our support in and out of hospital.
- *‘Use ladies are like wonder women and don’t know how use do it, but use do a smashing job and keep up the good work’* A lady who never leaves the house and is so appreciative of getting her shopping done and the comfort of a chat.
- *‘I will miss you girls so much use has done so much for me and will always remember that’.* A lady who lives on her own and feels socially isolated but was so grateful of the service from HFH.

## **Pandemic Project**

Really appreciative people, this has impacted them by providing food and cleaning products when they are at their most vulnerable due to having difficult circumstances through the pandemic.

- *'I couldn't be anymore grateful to Megan and Hannah for helping us at such a difficult time throughout us having to Isolate and my Partner having Coronavirus.*
- *'Thank you again for the food and cleaning parcel it will help us massively'* Hard hitting home with Coronavirus within the elderly.
- *'Thank you so much we are very grateful, Hannah'* A lovely single parent very happy with the service.
- *'This service has been outstanding, thank you for everything you have done for me and my children'* Kind words from a single parent of 4 children and could not be happier with the support as she was isolating from having the virus.
- *'It was a fantastic service, my son had COVID-19 and the whole family had to isolate, I don't know what I would have done without it'* A parent who truly appreciated the support.