

British Red Cross

Supporting Transitions to Home

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British Red Cross Hospital Discharge Support Services –



Health and social care support March 2020 to Jan 2021

British Red Cross works in **100 hospitals**, including **25 accident and emergency departments**. We currently have 46 winter pressures support services.

We've helped over **36,000 people home from hospital**, including patient transport, support to resettle people safely back into their homes, and welfare checks.

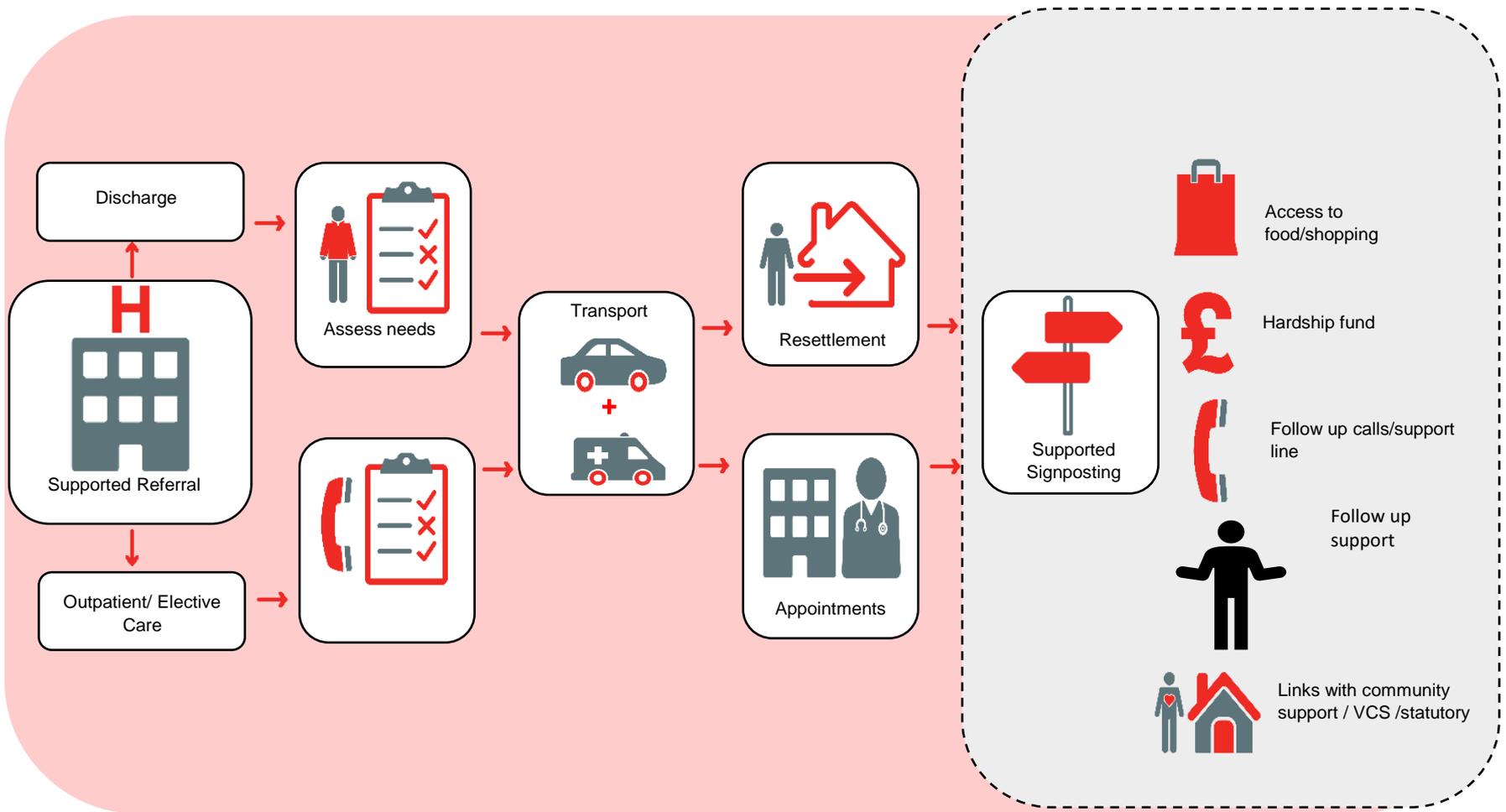
Our ambulance teams have transported over **29,000 people**. Around a fifth of those were helped as part of our Covid-19 response work.

Our ambulance staff have carried out over **4,000 Covid tests** and temperature checks for hospital staff, patients and visitors as part of a pilot project.

In total, our staff and volunteers have given over **130,000 hours** of support to our NHS and communities to help keep **66,000 people safe and well**.

We've provided over **92,000 mobility equipment loans** to help people with things like wheelchairs and beds. This helps keep people mobile and independent, and better able to recover at home after a hospital stay.

British Red Cross: Hospital Discharge and Support Service overview



The support offer is flexible to suit the needs

Overview | British Red Cross Hospital Services



- > **Assisted Discharge services:** Discharge from hospital, transport, and safe / well check and support. These service will minimise delays in leaving hospital for non-clinical reasons, Support patients flow and decrease the risk of patients being unnecessarily re-admitted through the provision of resettlement and follow on support
- > **Home from Hospital:** Support at home following discharge (flexible duration of support).
- > **Extended length of stay:** To provide more in-depth one to one support for more complex patients both on the ward (prior to discharge) and for up to 12 weeks post-discharge.
- > **In Hospital Support:** Provision to enhance patient experience through emotional and practical support ensuring that the pastoral needs of the patient are met. In addition, completion of practical tasks as requested by the NHS staff.
- > **Flexible Transport services:** - include patient transport, outpatient clinical appointments, urgent patient transport, and blue light emergency response.
- > **Mobility Aids** - Patients with 'short-term illness' can access mobility aids (wheelchairs and toileting equipment)

Summary of key findings

- A high proportion of those receiving support are classed as 'clinically vulnerable' with two thirds (64%) aged over 70. Over half (54%) live alone.
- Service user feedback shows people had a positive experience of the service, got the support they needed, and & were less anxious about their discharge due to our support.

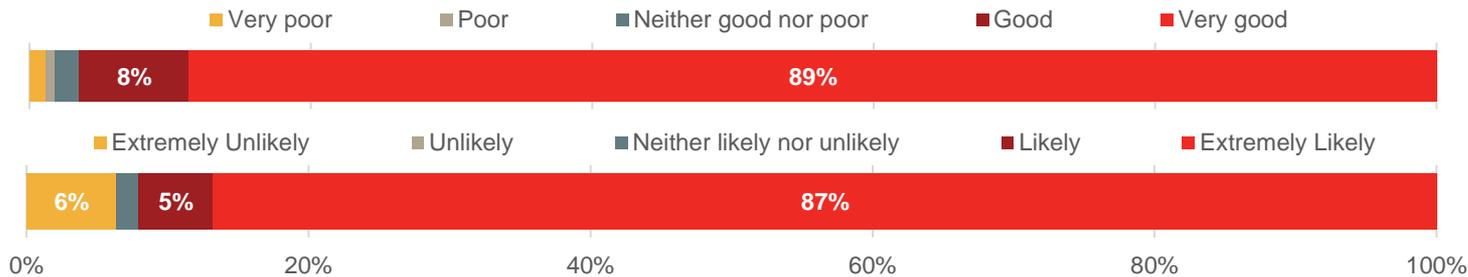
"You were there when I needed you most." Service User – Bristol

96% rated the service good or very good, and 92% would recommend to family/friends

Service user feedback also indicates people got the support they needed, were less anxious about their discharge, and felt more safe to recover in their own home due to our support.

What's the impact for people supported?

Overall people had a positive experience of the service.



92% had a positive experience of their discharge because of our support.

93% got the support they needed.)

96% of the overall experience were positive, and almost half (44%) specifically commented positively on staff/volunteers.

“The support ...has helped me feel less frightened in my home”

Service User – Royal Bournemouth Assisted Discharge

“... a lifeline to me during a very difficult time.”

Service User – Norfolk and Norwich Assisted Discharge

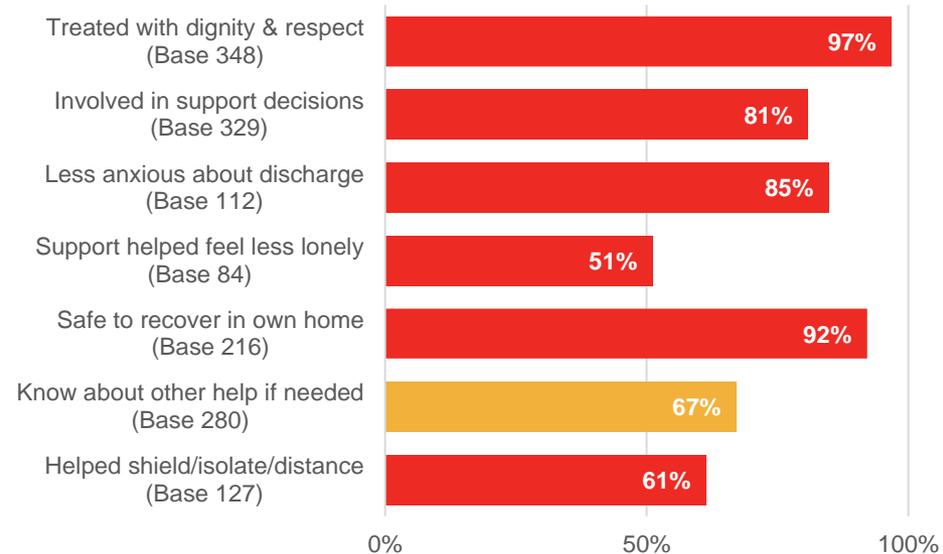


Figure 2: % of people who agree or strongly agree

“The food and money save me and my family's life. Thank you very much”

Service User –

“[She] was very helpful getting my electricity sorted out & a food parcel.”

Service user

“They were very caring and the follow up for the next couple of days gave us reassurance.”

Service user

“The car driver did not just drive me to my home from hospital, he went to make sure the heating was working in my house and did not leave me alone.”

Service user

What has been the impact for the NHS?



Feedback from NHS staff* indicates the service helped facilitate safer discharges, improve patient flow, reduce delays, and free up staff for clinical work.

In addition, staff felt the Red Cross worked safely to prevent COVID-19 transmission.

“We could not manage without them.”

NHS Staff Member, Blackpool

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* NB Small sample size (n=20)

What's been the impact for the NHS?

Safer discharges

- > 100% of staff felt the service helped facilitate safer discharges*.
- > 73% of cases were referred to ensure a safer discharge, with this being the main reason for referrals+.

*" I have found the Red Cross to be **vital in discharging people home safely** when they have no family or support network around them. Particularly key in the current situation with COVID 19."*

NHS Occupational Therapist

Improved patient flow & reducing delays

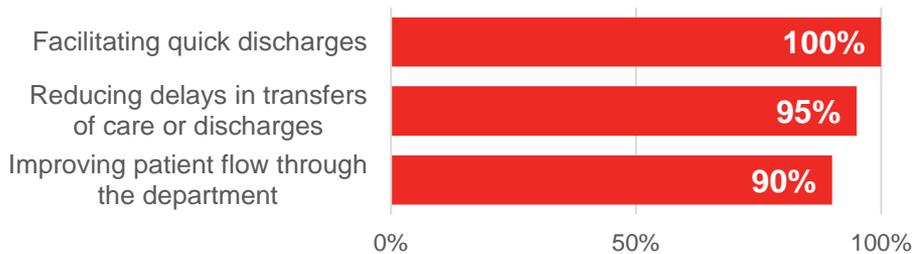


Figure 3: Has the service contributed to the following? (somewhat / significantly)

Base: 20

"[Without the service there would have been] delays in discharges, some patients may not even be able to go home at all." NHS Patient Flow

- > NHS staff agreed the service helped facilitate quicker discharges and improve patient flow*.
- > Over half of cases (56%) were referred to ensure a quicker discharge and 16% to prevent a delayed transfer +.
- > A third of free text comments referenced delayed discharges. (Q: 'What would have happened without the service?')

Freeing up staff for clinical work & improved staff wellbeing

" I would have had to re-direct much needed clinical support from front line teams."

Hospital Social Work Lead Practitioner

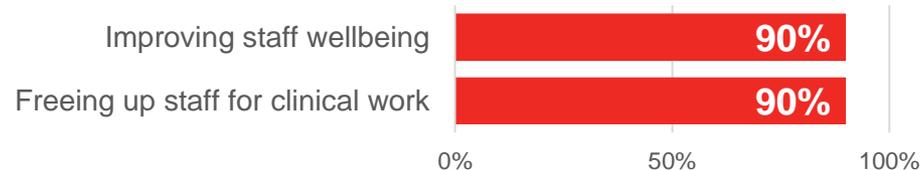


Figure 1: Has the service contributed to the following? (somewhat / significantly)

Base: 20

"[It] relieved a large amount of pressure on the team."

Ward Liaison Officer, Discharge Planning

* NB Small sample size (n=20)

+ 85% (5,165) of cases had a recorded referral objective. Each case may have more than one objective.

What works in partnership?



Key points of contact in hospitals

Being part of a discharge or MDT team – fully embedded/integrated teams

Shared space

Partnership supports and enables DtoA

Sharing of data and information

Which means...

People are identified for discharge – holistic assessment

Reduced unnecessary admissions

Clinical time efficiencies

Best use of resources

British Red Cross Hospital Discharge Support Services –



Some Scottish Examples

Safe and well calls are done by the case work team who also do signposting, and short term follow up. Many are looped into community-based services. **In 2020 of the 575 people who had follow up 90.6 % reported they had met or made substantial progress to at least one goal**

An example of a creative partnership with local radio

A case example from Scotland