

Enhanced Recovery and Support at Home Service

A service to facilitate timely discharge following a hospital admission or to avoid admission for those who can be supported to remain at home

A multi-disciplinary team of professionals from health and social care backgrounds working in an integrated way and aligned with the local Integrated Care Teams, to support adults (18+), many with multiple medical conditions

Staff from two organisations brought together into a single team under Frimley Health NHS Foundation Trust



Launched in November
2016

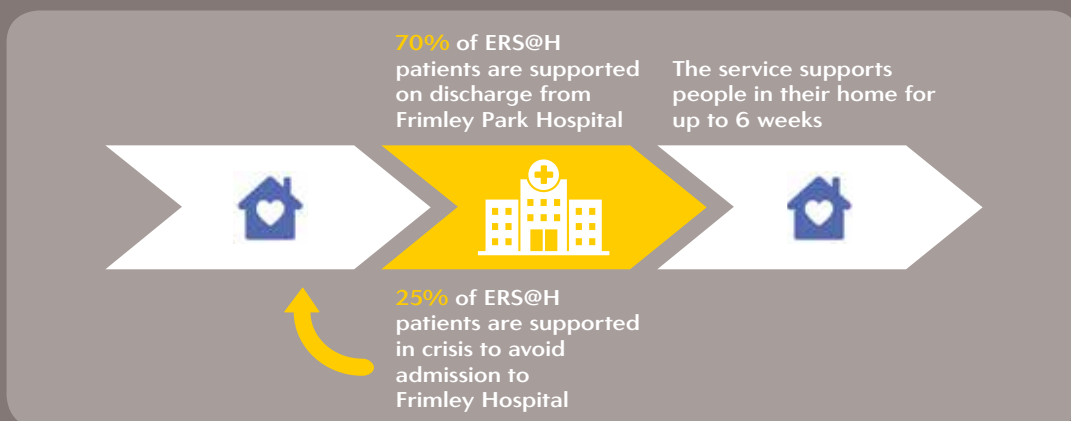
Operates
8am to 9pm
365 days per year



Active caseload
56 per month



79
referrals per month
(average)



A range of impacts by the service were identified:



Increased confidence to self-manage



Addressing patient's wish to be at home



Addressing patients' physical support needs at home to ensure safety



Reduced anxiety about discharge



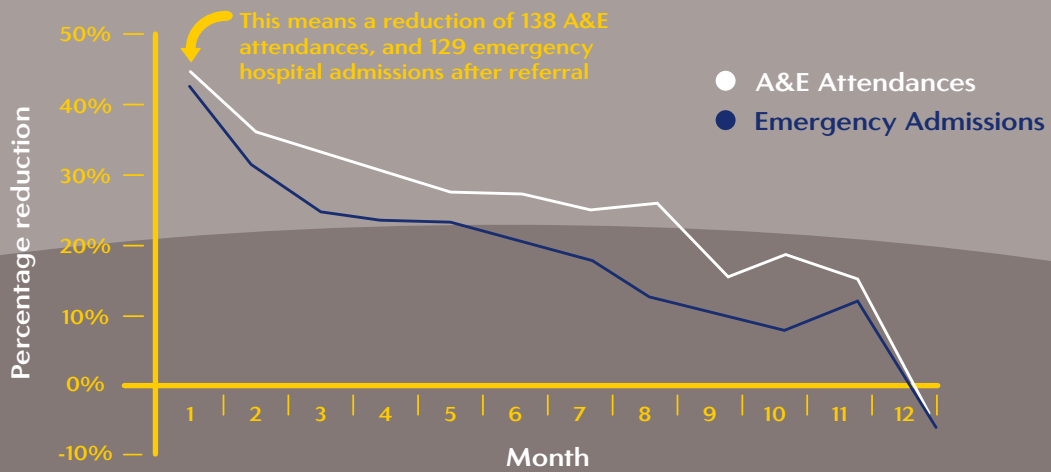
Improved access to community support



Feeling informed and supported

Activity evaluation found that in the 11 months following referral, patients attend A&E, and are admitted to hospital as emergencies less than before they were referred to the service

Reduction in A&E attendances and emergency hospital admissions after referral



The integration of two culturally different teams into one organisation presented challenges for staff and team leaders in developing the foundations for effective teamwork and optimal effectiveness

Team observations were completed a year apart to understand this impact and have informed the development of the service

The evaluation identified 5 active ingredients:



Fast action



Time for discussion



Developing rapport to support change



Taking the 'whole' person into account



Working in a flexible way to support self-management

For more information visit www.wessexahsn.org.uk or email enquiries@wessexahsn.net



Download the full report from the NEHF CCG or AHSN websites