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

20% of ERS@H patients are supported on discharge from Frimley Park Hospital.

The service supports people in their home for up to 6 weeks.

25% of ERS@H patients are supported in crisis to avoid admission to Frimley Hospital.

Based on independent evaluation report published Jan 2018
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.

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.

Based on independent evaluation report published Jan 2018.