

Listening to feedback about the Reablement

**service in
Medway**

JULY 2022

Background and Objectives

Medway Council are preparing to recommission the Reablement service. Healthwatch Medway have gathered feedback from people who use the current service to inform the Council's thinking and support their decision making.

They are particularly keen to hear feedback about the home-based (Pathway 1) and bed-based (Pathway 2) Intermediate Care, with Reablement

What are headlines?

- 21 people shared their experience of receiving care after being in hospital
- Half felt their needs were not met by the reablement service
- 4 professionals felt that Pathway 1 (home care) offered important support, but that the current offering was too short.
- The most common needs were for personal hygiene, preparing food and drink, maintaining the home, cleaning and shopping.
- Everyone we spoke to felt that they needed more care than they were offered.
- Most people (18) would have liked support to build confidence, however only 8 felt that they were given this

The feedback in detail

Stakeholders with experience of Pathway 1/Homefirst

We spoke to four professionals who have used Pathway 1. All felt that the service was important to provide support to those that needed it. They all felt that the current care packages are too short.

Job Tittle: Service Manager

How do you usually work with people that have used, or are likely to use the service?

By helping them to get out of hospital, back to their home safely

Which aspects of the service are most important to you?

The ability to get people home when they are often vulnerable and live on their own with no other support

Which aspects of the service work well for the people you support or represent?

Shopping, transport home or to appointments, safe and well checks, companionship

Which aspects of the service could work better for the people you support or represent?

The ability or funding to support them for longer and avoid hospital readmission

Which aspects of the service could work better for you?

Better communication with the referrers from commissioner about the services on off and when they should use them

Job Tittle: Administrator

How do you usually work with people that have used, or are likely to use the service?

They send their referrals of clients requiring Royal Voluntary Service support to me to process

Which aspects of the service are most important to you?

That we can try to support as many clients as possible

Which aspects of the service work well for the people you support or represent?

The support given by our staff and volunteers to isolated/vulnerable clients who would have no support otherwise

Which aspects of the service could work better for the people you support or represent?

Extending the number of weeks of support which is currently only 4.

Which aspects of the service could work better for you?

None, it works very well.

Job Title: Wellbeing Navigator**How do you usually work with people that have used, or are likely to use the service?**

I help with benefit checks and filling in forms to apply for them if their condition makes them now eligible. Also applications for blue badges, disabled bays and befriending services. Signposting to cleaners, gardeners and help with shopping and prescription collections.

Which aspects of the service are most important to you?

The fact they have care when they return home, giving them time to recover and become independent again

Which aspects of the service work well for the people you support or represent?

Knowing that they are not just left to fend for themselves

Which aspects of the service could work better for the people you support or represent?

Longer time with the clients and regular times as some say they never know when they are coming.

Which aspects of the service could work better for you?

N/A

Job Title: Wellbeing Navigator**How do you usually work with people that have used, or are likely to use the service?**

I would normally contact the client and arrange telephone support or a home visit if face to face support is preferred/needed.

Which aspects of the service are most important to you?

Helping the people to recover more quickly by supporting them with whatever they need for a limited time.

Which aspects of the service work well for the people you support or represent?

Helping them with their personal care, meals, taking medication.

Which aspects of the service could work better for the people you support or represent?

Maybe a bit more time spent with the person and an individual assessment of their needs, as everyone is different.

Which aspects of the service could work better for you?

More engagement with the service would be useful.

Job Title: Administrator

How do you usually work with people that have used, or are likely to use the service?

Il take referrals for support for clients leaving hospital/rehab units

Which aspects of the service are most important to you?

That we can help settle and support clients back into their home environment after a stay in hospital

Which aspects of the service work well for the people you support or represent?

The sense of well being that comes with the extra support with things like shopping, going to appointments etc

Which aspects of the service could work better for the people you support or represent?

Longer length of time supported, currently only 4 weeks.

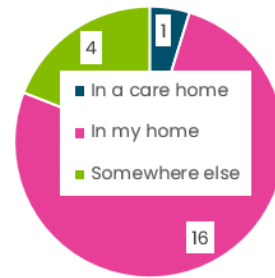
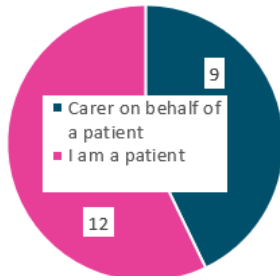
Which aspects of the service could work better for you?

None, it works very well. We could do with better marketing of our service, up to date leaflets/posters.

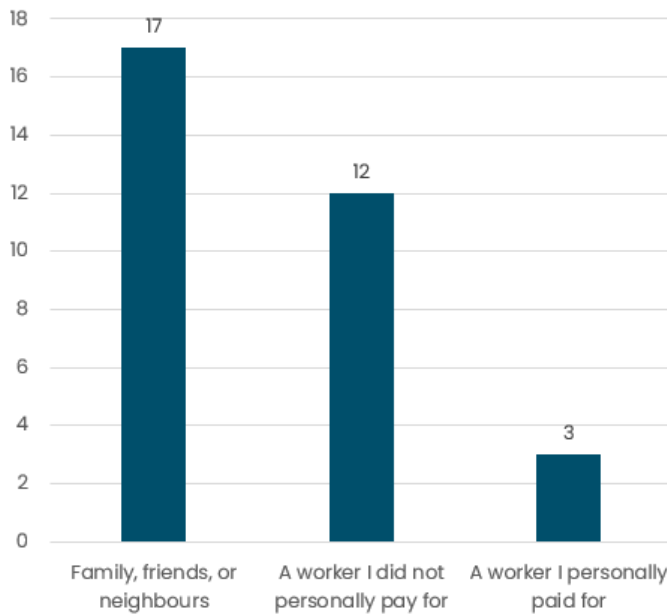


Service Users

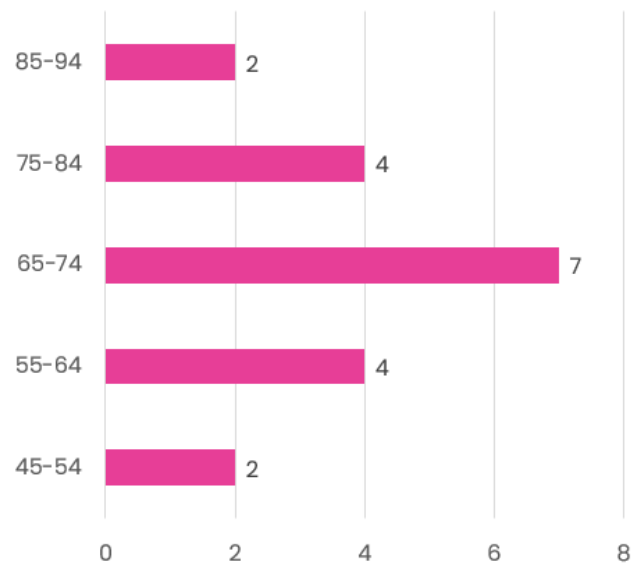
We spoke to 21 people who had recently had a period of care after being in hospital, or were the carer of someone who had received care after a hospital admission. The majority were over the age of 65. Most received care in their own home.



Who Provided Support



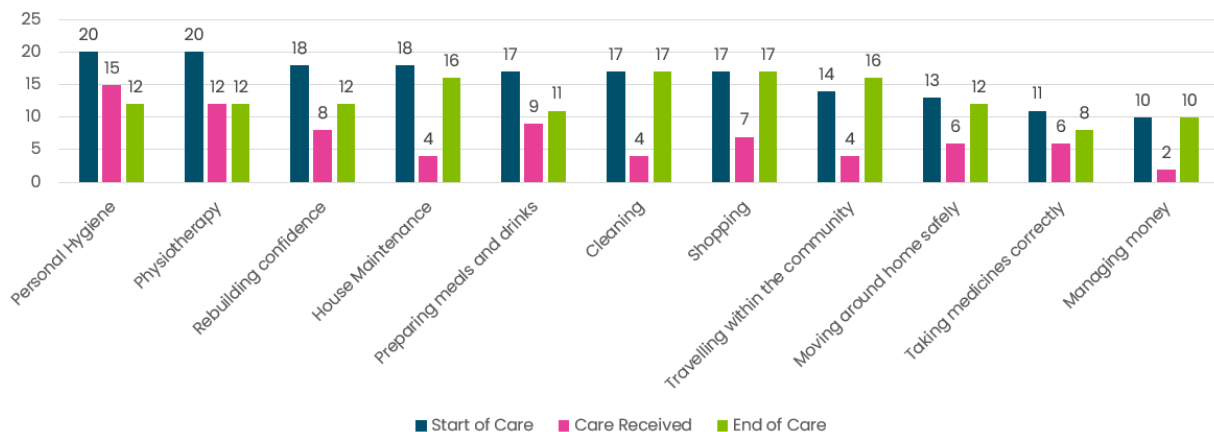
Age of Respondents



The most common care needs are personal hygiene, preparing food and drink, maintenance of the home, cleaning and shopping.

In every area of care measured, less people received the care they felt they needed. Help with cleaning and maintaining the home is not offered, unless it is provided by a friend/family member. Most people (18/21) would have liked support to build confidence, however only 8 felt that they were given this. The less support received, the more likely that the support was still needed at the end of the care.

Assistance Required and Received



15 people told us what was important to them when being assisted, and gave a variety of responses

What mattered to you most when you were being assisted?

White British Female, Patient aged 75-84	That I would recover the ability to do everything myself
White British Female, Carer aged 45-54	Carers ensured [they were] safe and eating
Female, Carer	Carers support
White British Female, Carer aged 45-54	Personal care (family deal with all other matters)
White British Female, Carer aged 65-74	Personal care
White British Female, Patient aged 75-84	Personal care & meal prep
White British Female, Patient aged 65-74	That people actually did things that actually helped me.
White British Female, Carer aged 75-84	The positivity of Occupational Therapist was lovely
Female, Patient aged 65-74	Learning to walk again
White British Female, Carer aged 55-64	Patience
White British Female, Patient aged 65-74	When I was assisted at Britannia suite, the help was fantastic and I really needed their help.
Mixed Race Female, Patient aged 55-64	That it was in my home and people were kind and understanding
White British Male, Patient aged 85-94	A Physiotherapist called to check my needs and advise an exercise plan
White British Female, Patient aged 55-64	That I was not rushed and communicating with the Carer. Encouraging me to do things independently . Confident carers
White British Female, Patient aged 75-84	Was very grateful that XXX was at our home to meet me when the two ambulance crews brought me home. Was also very grateful to him for showing me the exercises that I should be doing and for his advice and support generally. Also, the team of ladies who assisted me with washing, and encouraged me to do this by myself, were wonderful and it was nice that they visited every day.

13 people told us whether what was important to them when being assisted was reflected. Six of the 13 did not feel what was important to them was reflected in their care.

Was what mattered most to you reflected or missed in the support or assistance you received?

White British Female, Patient aged 75-84	No
White British Female, Carer aged 45-54	Carers support and reassurance
Female, Carer	Carers visits reduced now meaning patient on own for long periods of time. Call was ended due to suicidal feelings
White British Female, Carer aged 45-54	Thought support was fantastic
White British Female, Carer aged 65-74	I did not get any real help apart from somebody making me a drink.
White British Female, Patient aged 75-84	Reassurance that wife is doing things correctly
White British Female, Patient aged 65-74	Embarrassment that I needed so much help made me feel useless
White British Female, Carer aged 75-84	No
White British Female, Carer aged 55-64	No
Mixed Race Female, Patient aged 55-64	It was reflected
White British Male, Patient aged 85-94	Nothing
White British Female, Patient aged 55-64	No
White British Female, Patient aged 75-84	I would have liked help with cleaning. I was fortunate to have a wonderful husband at home who was able to go food shopping for me as I was housebound for two months. (There are 14 steps up to our front door and I was not strong enough to manage them for two months).

10 people told us what they would like to keep about the service.

If you were to receive the same type of support again, what would you like to be done the same way?

White British Female, Patient aged 75-84	Everything
White British Female, Carer aged 45-54	Regular carer so family and patient could build relationship. Good but felt needed longer only 4 weeks
White British Female, Carer aged 45-54	Same full support, physio. OT and nutritionist etc
White British Female, Patient aged 75-84	Occupational Therapist was helping teaching on using steps correctly
White British Female, Patient aged 65-74	Nothing
White British Female, Carer aged 75-84	District nurses were very supportive, helpful visits
White British Female, Carer aged 65-74	Everything they did was perfect and so caring, everything they did I guess
Mixed Race Female, Patient aged 55-64	It would just be good to have more idea when external help was going to arrive. Still eternally grateful though
White British Female, Patient aged 75-84	Wonderful to have all necessary equipment ready at my home for when I arrived from the hospital. Great to have the support of XX and the team of lady enablers.
White British Female, Patient aged 65-74	Excellent help from lovely ladies

11 people told us what they would like to see done differently in the future.

If you were to receive the same type of support again, what would you like to be done differently?

White British Female, Patient aged 75-84	To be assured of the support before discharge from hospital
White British Female, Carer aged 45-54	Services to be joined up more and to review home fully before discharge. Felt discharged rushed so problems at home were not discovered until due to go home. No cognitive assessment, issues not followed through re safeguarding risks to fire safety etc at home
White British Female, Patient aged 75-84	A regular time would be preferable -2hr slot often resulting in breakfast and lunch period overlapping and long gaps. Chaperone to attend and assist at medical appointments etc.
White British Female, Patient aged 65-74	Real people help that made things easier for me.
White British Female, Carer aged 75-84	Would like more time with services, feels as if they are rushing to get to the next job
Female, Patient aged 65-74	The food is not great- I can't believe I would ever say this but Medway hospital food was better than this unit, which is a great improvement on 2017.
White British Female, Patient aged 65-74	Nothing really
Mixed Race Female, Patient aged 55-64	It would just be good to have more idea when external help was going to arrive. Still eternally grateful though.
White British Male, Patient aged 85-94	Nothing unless more debilitated on discharge from hospital
White British Female, Patient aged 75-84	Nothing as the support was excellent. However, if I had not had a husband at home, I would have needed assistance with food shopping and cleaning the home.
White British Female, Patient aged 65-74	Nothing, it was excellent thank you

Appendices

Appendix 1 – Stakeholder Survey

Intermediate Care and Reablement Services in Medway

Medway Council and NHS Kent & Medway CCG would like to invite you to take part in our survey.

The results of the survey will inform how intermediate care and reablement services are commissioned. These services are for Medway residents that require extra health and social care after being discharged from a hospital admission.

Your thoughts and contributions are being sought as organisations that represent or work with these service users in the community. The survey will close on 10 June 2022

Introduction

NICE guidance defines Intermediate Care as “A range of integrated services that promote faster recovery from illness; prevent unnecessary acute hospital admissions and premature admissions to long-term care; support timely discharge from hospital; and maximise independent living.”

Intermediate care services are usually delivered for no longer than 6 weeks and often for as little as 1 to 2 weeks. Four service models of intermediate care are available: bed-based intermediate care, crisis response, home-based intermediate care, and reablement.

The Intermediate Care and Reablement Service is provided at home (also known as Pathway 1 or Homefirst) or in a temporary residential setting (also known as Pathway 2).

Bed-based intermediate care: Assessment and interventions provided in a bed-based setting, such as an acute hospital, community hospital, residential care home, nursing home, stand-alone intermediate care facility, independent sector facility, local authority facility or other bed-based setting, where the person is staying temporarily.

Bed-based intermediate care aims to prevent unnecessary admissions to acute hospitals and premature admissions to long-term care, and to support timely discharge from hospital. For most people, interventions last up to 6 weeks. Services are usually delivered by a multidisciplinary team but most commonly by healthcare professionals or care staff (in care homes).

Home-based intermediate care: Community-based services that provide assessment and interventions to people in their own home or a care home (if this is where they normally live). These services aim to prevent hospital admissions,

support faster recovery from illness, support timely discharge from hospital, and maximise independent living. For most people interventions last up to 6 weeks. Services are delivered by a multidisciplinary team but most commonly by healthcare professionals or care staff (in care homes).

Reablement: Assessment and interventions provided to people in their home (or care home) aiming to help them recover skills and confidence and maximise their independence. For most people interventions last up to 6 weeks. Reablement is delivered by a multidisciplinary team but most commonly by social care practitioners.

SECTION 1 – Reablement and Home-based Intermediate Care (known as Pathway 1 or Homefirst)

Q1. What is your job title?

Q2. Do you represent or support people that have used or are likely to use Home-based Intermediate Care with reablement (known as Pathway 1 or Homefirst)? *

- Yes **(Go to Q2a)**
- No **(Go to Q3)**

Thinking about Reablement and Home-based Intermediate Care:

Q2a. In your role, how do you usually work with people that have used, or are likely to use the service?

<<Open Ended Response>>

Q2b. Which aspects of the service are most important to you?

<<Open Ended Response>>

Q2c. Which aspects of the service work well for the people you support or represent?

<<Open Ended Response>>

Q2d. Which aspects of the service could work better for the people you support or represent?

<<Open Ended Response>>

Q2e. Which aspects of the service could work better for you?

<<Open Ended Response>>

SECTION 2 – Reablement with Bed-based Intermediate Care (known as Pathway 2)

Q3. Do you represent or support people that have used or are likely to use Reablement with Bed-based Intermediate Care (known as Pathway 2)? *

- Yes **(Go to Q2a)**
- No **(Go to Survey End)**

Thinking about Reablement with Bed-based Intermediate Care:

Q3a. In your role, how do you usually work with people that have used, or are likely to use the service?

<<Open Ended Response>>

Q3b. Which aspects of the service are most important to you?

<<Open Ended Response>>

Q3c. Which aspects of the service work well for the people you support or represent?

<<Open Ended Response>>

Q3d. Which aspects of the service could work better for the people you support or represent?

<<Open Ended Response>>

Q3e. Which aspects of the service could work better for you?

<<Open Ended Response>>

Thank you for completing the questionnaire. Your answers will help us to shape the delivery of services for local people.

Intermediate Care & Reablement Service – Patient Questionnaire

Medway Council and the Kent and Medway Clinical Commissioning Group (CCG) are working towards putting a new contract in place for delivering intermediate care.

Intermediate care is support provided to you after leaving hospital for up to six weeks. This can be while you are recovering, or while more permanent arrangements are put in place

You can read more about this type of service on the Age UK website [here](#), or on the NICE website [here](#).

We would like to ask you about:

- How you would prefer to receive this type of service
- What your experiences have been
- What you would like us to continue doing
- What you would like us to do differently

The questionnaire will take about 5 minutes to complete and will close on 10 June 2022.

Thank you for taking the time to complete this questionnaire.

Q1. Over the past 5 years have you had a short period where you were less able to manage your health conditions or look after yourself independently?

- Yes
- No

Q2. Was this after being in hospital?

- Yes (**Go to Q3**)
- No (**Go to Q2b**)

Q2b. If you were to receive short term support or assistance after being in hospital, what would matter to you most?

<<Open Ended Response>>

(Go to Survey End)

Q3. Who supported or assisted you during this time?

- Family, friends, or neighbours
- A worker I did not personally pay for

- A worker I personally paid for

Q4. How long did you need the support for?

- A couple of days
- A few weeks
- Longer than 6 weeks

Q5. Where did you receive assistance?

- In my home
- In a care home
- Somewhere else (Please tell us where): _____

Q6. Think about when you first received care or assistance.

What could you do yourself, and what did you need support with?

Please tick all the boxes that relate to you

	I could do this myself	I needed support with this
Washing and dressing		
Preparing meals and drinks		
Moving around my home safely		
Ordering and collecting prescriptions		
Taking medicines at the right time and in the right way		
Exercises to build strength		
Rebuilding my confidence to do things myself		
Cleaning		
Managing my money		
Travelling within my community		
Shopping		
House Maintenance (DIY, Repairs for example)		
Something else (please specify)		

Q7. What type of support or assistance did you receive?

Please tick all the boxes that relate to you

- Washing and dressing

- Assisting me to wash and dress myself
- Preparing meals and drinks
- Assisting me to prepare meals and drinks
- Advising me on what to eat and drink
- Moving me around my home safely
- Assisting me to move around my home safely
- Support with taking my medicines at the right time and in the right way
- Helping me to exercise
- Building my confidence to do things myself
- Cleaning my home
- Assisting me to clean my home
- Managing my money
- Travelling within my community
- Shopping
- House Maintenance (DIY, Repairs for example)
- Something else (please specify)

Q8. At the end of the support, what could you do yourself or did you need support with?

Please tick all the boxes that relate to you

	I could do this myself	I needed support with this
Washing and dressing		
Preparing meals and drinks		
Moving around my home safely		
Ordering and collecting prescriptions		
Taking medicines at the right time and in the right way		
Exercises to build strength		
Rebuilding my confidence to do things myself		
Cleaning / Housekeeping		
Managing my money		
Travelling within my community		
Shopping		
House Maintenance (DIY, Repairs for example)		
Something else (please specify)		

Q9. What mattered to you most when you were being supported or assisted?

<<Open Ended Response>>

Q10. Was what mattered most to you reflected in the support or assistance you received? How?

<<Open Ended Response>>

If you were to receive the same type of support again:

Q11. What would you like to be done the same way?

<<Open Ended Response>>

Q12. What would you like to be done differently?

<<Open Ended Response>>

<Demographics Block>

If you would be happy for your story to be used a case study, please tick this box

Yes, I am happy for my story to be used as a case study

Thank you for taking the time to take part in our survey. Your answers will help us to shape the delivery of services for local people.

Survey End

A bit about us!

Healthwatch Medway is the independent voice for local people in Medway. We gather and represent people's views about any health and social care service in Medway.

Our role is to understand what matters most to people and to use that information to influence providers and commissioners to change the way services are designed and developed.

Our FREE Information and Signposting service can help you navigate Medway's complicated health and social care system to ensure you can find and access the services that are available for you.

We'd love to hear from you. Get in touch.



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By Text:
Text us on 07525 861 639. By
texting 'NEED BSL', Healthwatch's
British Sign Language interpreter
will make contact.



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