

# Hospital To Home and Settling Service

**Adult Social Care and Health Overview and  
Scrutiny Committee**

**Wednesday 30 January 2019**



**WARWICKSHIRE**  
FIRE & RESCUE SERVICE



**Warwickshire**  
County Council

*Working for  
Warwickshire*

# Aims for today

- Background
- How it all works
- Performance update
- Real benefits
- Next steps



**WARWICKSHIRE**  
FIRE & RESCUE SERVICE



**Warwickshire**  
County Council

*Working for  
Warwickshire*

# Background

- Service is provided by WFRS (Service Level Agreement with Strategic Commissioning- People Directorate)
- Funded through the Improved Better Care Fund and Winter Pressures funding until 2020\*
- Pilot started 20 August 2018
- The service is primarily focused on older people (aged 65 and over) who live in Warwickshire



# Aim of the service

*“To prevent unnecessary admission into hospital for adults who are well enough to go home following their treatment within A&E but require immediate transport and support in settling when they get back home.”*

*“To address the wider social and emotional factors which may result in adults being readmitted to Hospital.”*

# How Hospital to Home works

- Two Hospital pilot process at George Eliot & Warwick
- Team of 40 staff across two teams
- Teams respond from Bedworth and Leamington Spa fire stations
- Two vehicles equipped with wheelchair, AED, transfer equipment
- Hours of operation 10:00 - 00:00
- Ensuring we still deliver the day job!



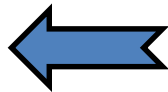
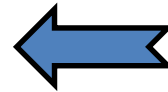
*Working for  
Warwickshire*

# Hospital to Home team

- Teams of two
- FREC/FPOS or basic first aid (First Response Emergency Care / First Person On Scene)
- PUWER driving assessed (Provision and Use of Work Equipment Regulations 1998)
- Trained to move and lift vulnerable patients
- Enhanced DBS checked
- Identified by uniform and photographic ID
- Trained to complete S&W checks, MECC referrals, safeguarding referrals



# How does it work



*Working for Warwickshire*

# What is a Safe and Well Check?

- Targeted home visit for a fire safety and wellbeing check for those identified to the Fire Service as vulnerable
- Delivered by uniformed firefighters and Community Safety Officer specialists from the Fire Prevention Department
- Standard safe and well check can refer to an “enhanced” safe and well check for more complex issues like dementia, special educational needs, hoarding



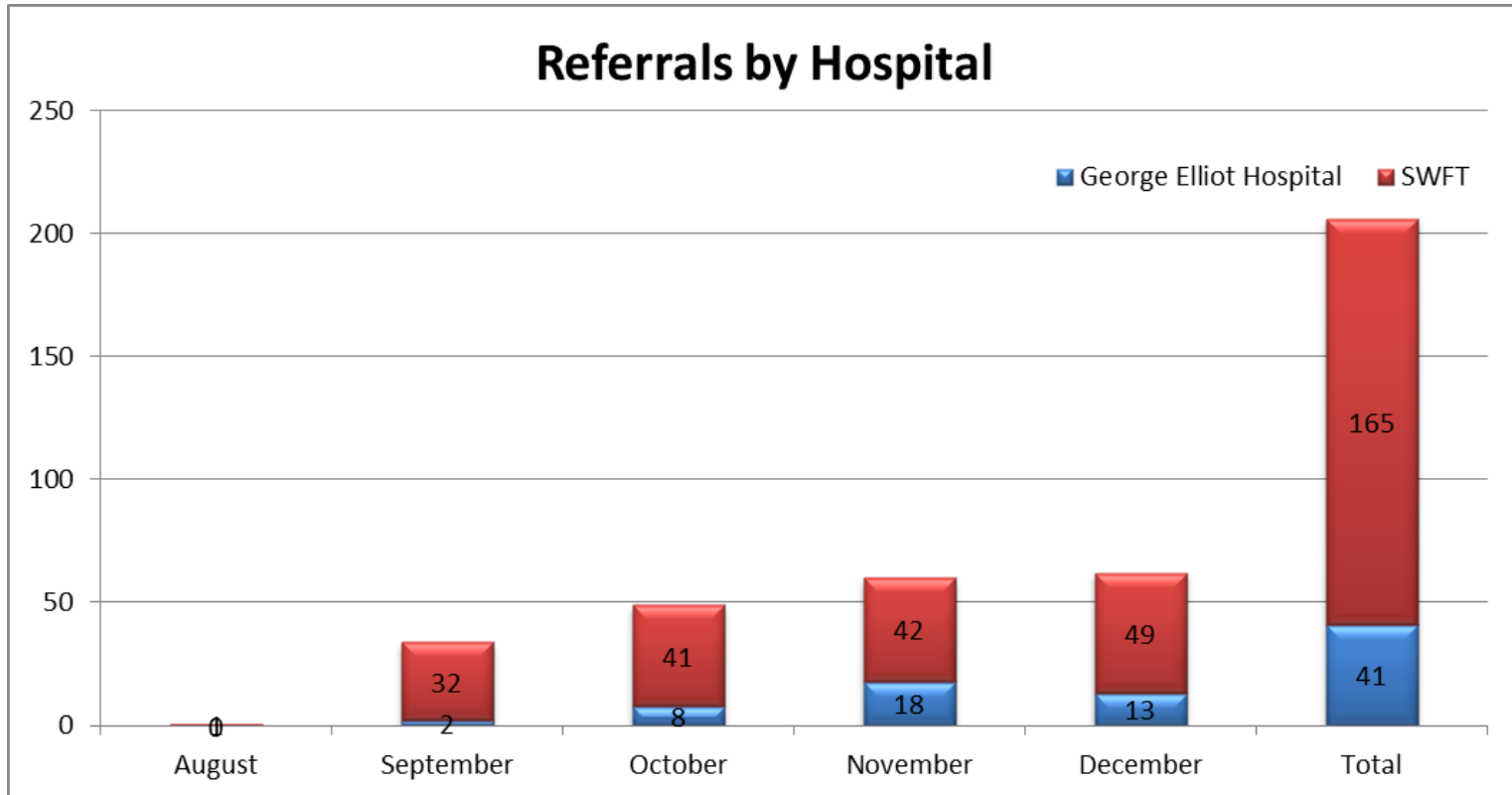


# Safe and well checks

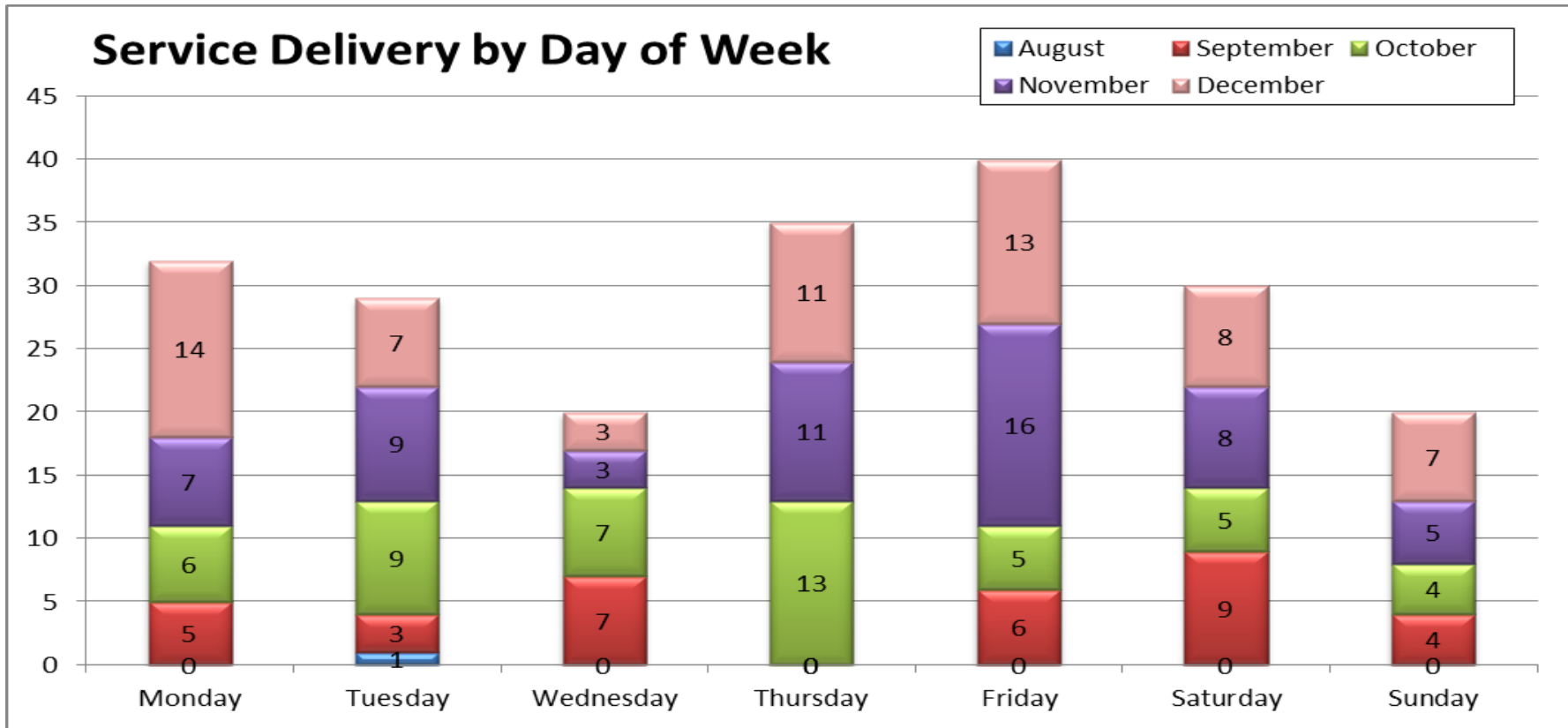
- The pilot has allowed us to complete Safe and Well checks in houses that we would not normally have reached

	August	September	October	November	December	Total
Safe & Well Checks Carried Out	0	14	14	23	25	76
Number of private dwellings returned to	0	21	42	44	41	152
% of possible safe and well check	0	<b>67</b>	<b>33</b>	<b>52</b>	<b>61</b>	<b>50</b>

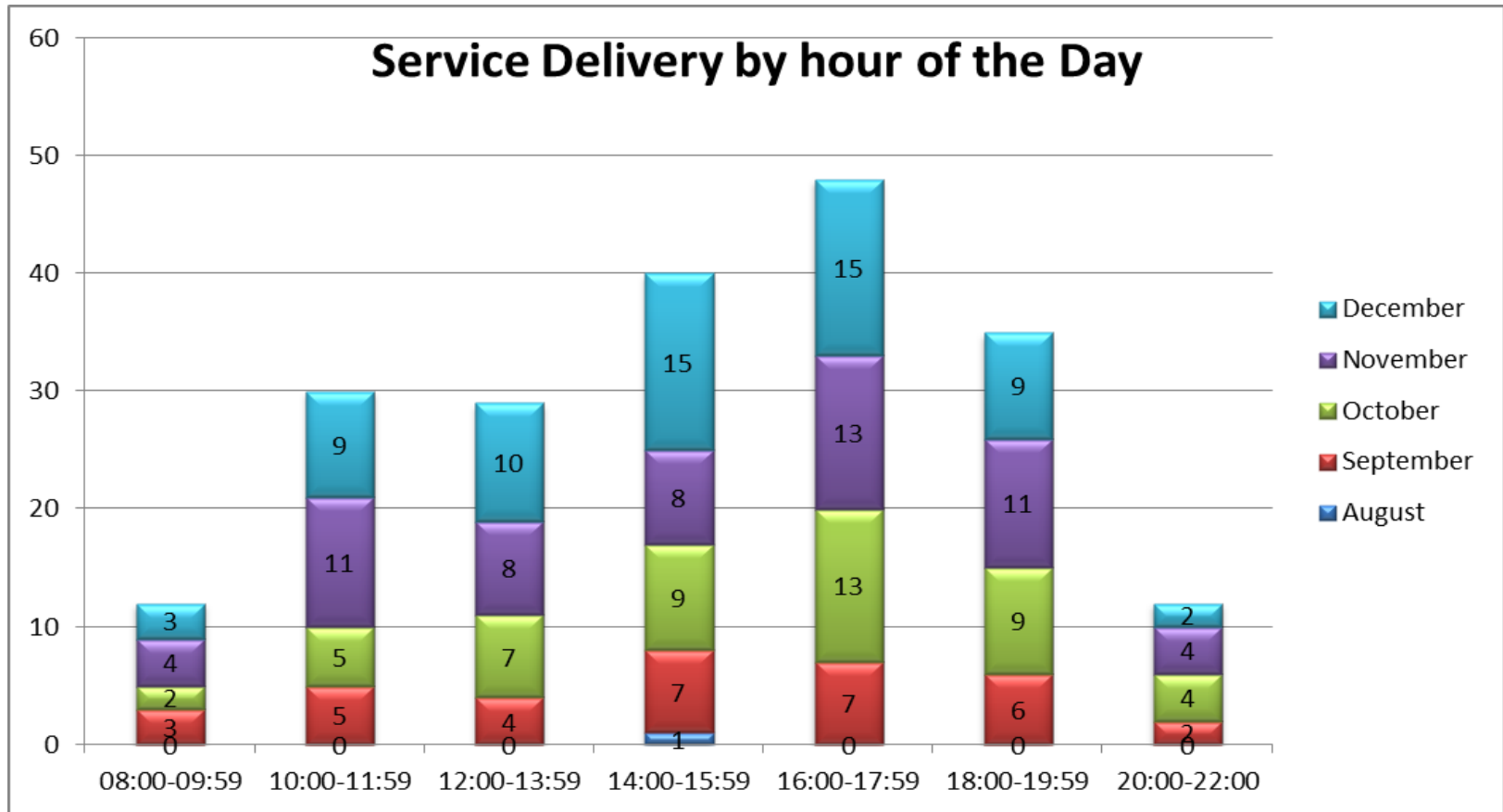
# Referrals by hospital



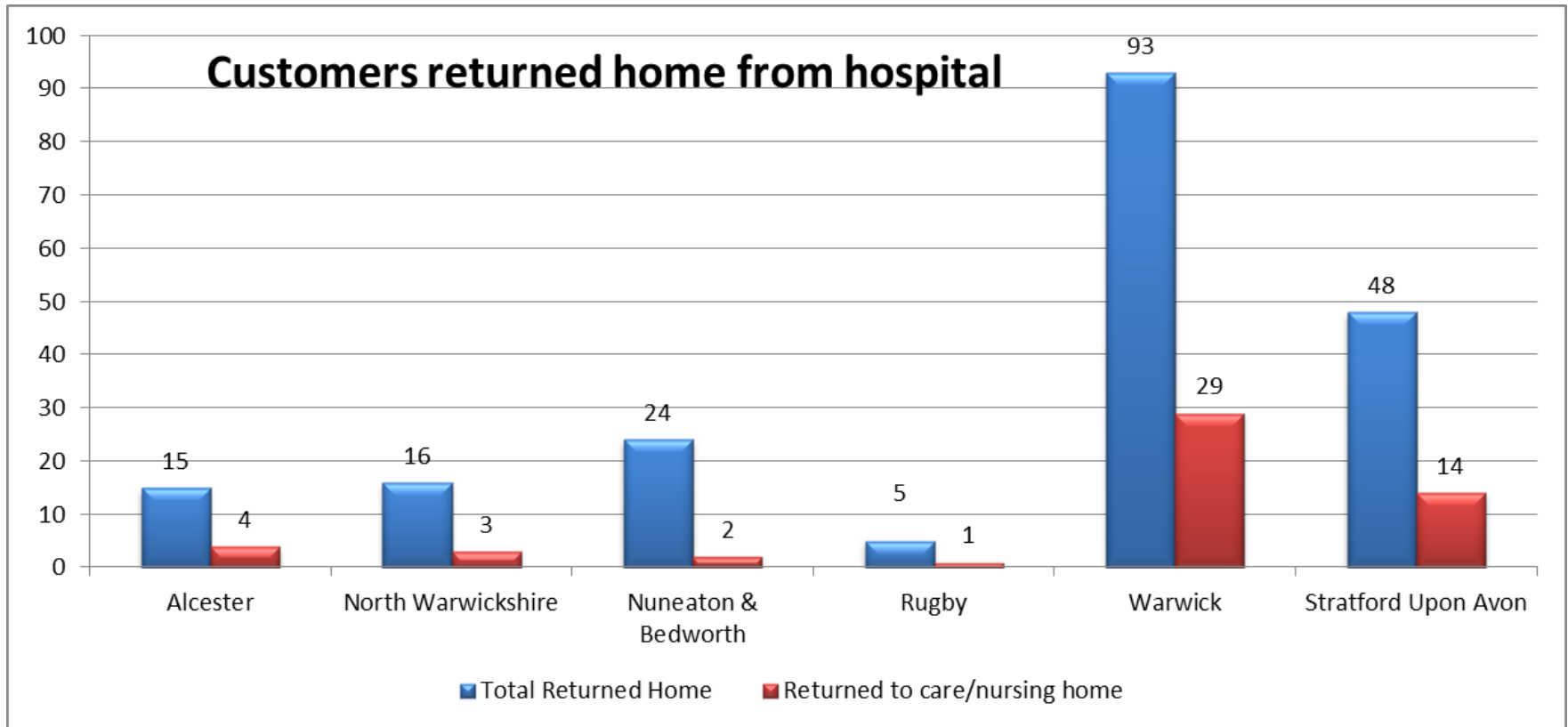
# When are we being utilised



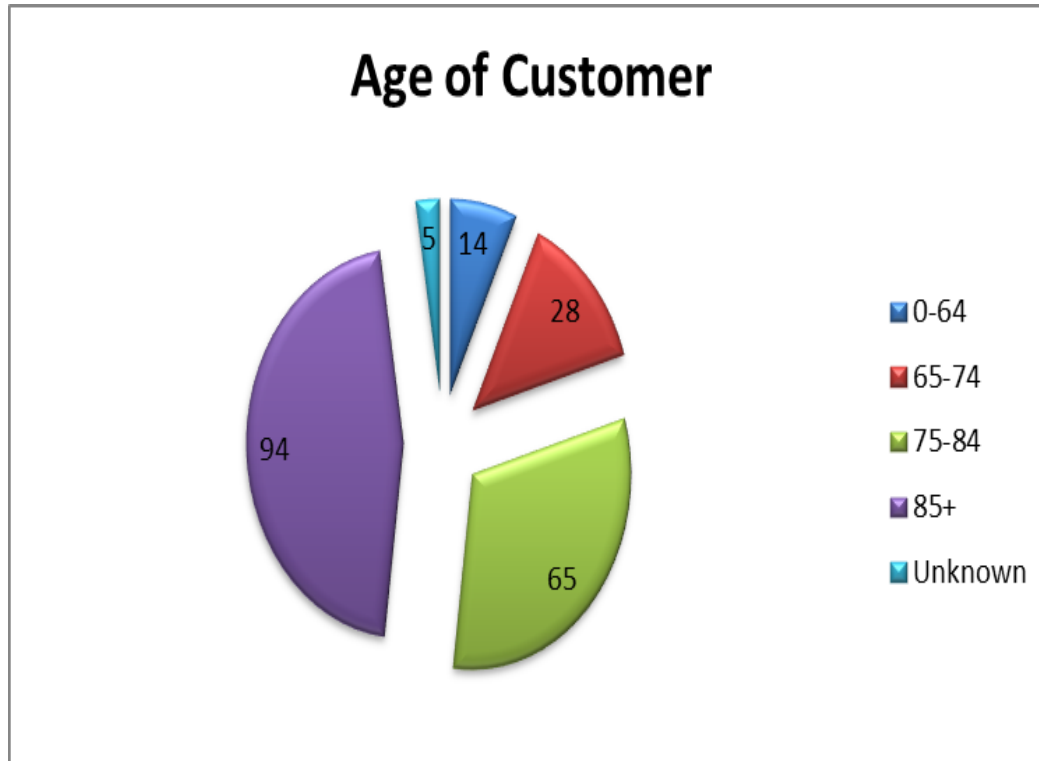
# What time of day



# Customers returned home from hospital



# Who are the customers?



# The customers experience

**“We stayed with patient whilst she 'got her bearings' as she said she was worried about falling**

**A neighbour/friend arrived and was with her as we left”**

**“Wife and patient really pleased with service”**

**“Customer was extremely appreciative of the service as she was desperate to get back to her dog”**

**“Settled into home and made her a sandwich, crisps and a glass of orange juice, washed up old plate/glass cutlery etc”**



# Next steps

- Embed
- Build on experience
- Evaluate
- Re-commission



# Questions



## Contact:

- **Keith Mc Dermott** Station Commander: 07580 881450  
[keithmcdermott@warwickshire.gov.uk](mailto:keithmcdermott@warwickshire.gov.uk)
- **Tim Sargent** Group Commander: 07584632166  
[timsargent@warwickshire.gov.uk](mailto:timsargent@warwickshire.gov.uk)
- **Emma Guest** Commissioner: 07785414354  
[emmaguest@warwickshire.gov.uk](mailto:emmaguest@warwickshire.gov.uk)