

# Intermediate Health and Social Care Needs Assessment in Doncaster.

## Phase 1: Patient and Carer Engagement Report





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## 1. Background

NHS Doncaster Clinical Commissioning Group (CCG) is committed to continuously improving the healthcare available to local communities across Doncaster.

As part of this commitment, the CCG has identified a range of strategic ambitions and work programmes relating to care out of hospital, care of the frail and co-ordinated care needs.

Working as part of a strategic partnership with a number of organisations from across the Health and Social Care economy in Doncaster, the CCG wants to better understand the needs of frail and elderly patients upon their admission and discharge from hospital - based services to support the development of a new service for health and social intermediate care.

**Intermediate care services** are those services which help prevent people being unnecessarily admitted to hospital or those services delivered between hospital and home. They support people to get back their independence, mobility and confidence after an accident, illness or injury, or deterioration in a condition. These types of services are often delivered in residential setting based within the community or within people's own homes.

Engaging with patients, carers and other key stakeholder groups forms a crucial part of the overall transformation project which has been commissioned to undertake a comprehensive needs assessment of the current picture locally of intermediate care services to inform future service development based around the needs of the local community.

This report details the feedback received from this first phase of tailored engagement that took place during a five week period during October and November 2014, in order to obtain the views of patients and carers on their experiences both accessing and being in receipt of a range of intermediate care services across Doncaster. The feedback received will help inform the planning and development of future services.



## 2. Acknowledgements

We would like to take this opportunity to express our gratitude and to sincerely thank all of the patients and carers who have taken the time to speak to us and provide their valuable views and feedback regarding their experiences of both accessing and using Intermediate Care Services across Doncaster.

We would also like to particularly acknowledge the assistance received from colleagues from partner organisations including Rotherham, Doncaster and South Humber NHS Foundation Trust (RDaSH), Doncaster and Bassetlaw Hospitals NHS Foundation Trust (DBH) and Doncaster Metropolitan Borough Council (DMBC) who have provided their help in enabling us to gain such valuable feedback from local service users and their carers to help inform this process.

## 3. Our engagement approach

NHS DCCG and partners are committed to ensuring that all relevant stakeholders are informed, involved and have an opportunity to influence this work from the initial stages of the commissioning process. This work links to Stage One of the Engagement Cycle (Developed by *InHealth Associates* for the Department of Health) – Working with communities to identify needs and aspirations.

We embarked upon this work with the aim to carry out engagement activity that would:

- Obtain views and feedback from patients and carers from across Doncaster in relation to their direct experience of both accessing and being in receipt of intermediate care services in order help inform the needs assessment and ultimately shape the development of future services.
- Provide robust local intelligence and insight to ensure future commissioning plans relating to intermediate care services are based around the needs and wants of the local community.
- Meet the statutory duty to engage in accordance with the Health and Social Care Act 2012 which introduced amendments to the NHS Act 2006 highlighting two specific legal duties which require CCGs and commissioners to enable:
  - 1) Patients and carers to participate in planning, managing and making decisions about their care and treatment, through the services they commission and



2) The effective participation of the public in the commissioning process itself, so that services provided reflect the needs of local people.

In order to achieve the above, we have worked closely with local intermediate care service providers over the past five weeks in order to seek direct feedback from local patients and carers who are in receipt currently of their services.

Through the use of 1:1 surveys and short interviews, we have gained information regarding their experiences of a range of local intermediate care services from across Doncaster.

As part of the engagement process, we also reviewed the existing patient experience data held by the CCG to see if any feedback had been received in relation to these types of services during the past year. This review of existing data included the analysis of any patient experience data gathered through complaints, MP letters and via Healthwatch Doncaster over the past year. None had been received in relation to these type of services.

In addition to the above and prior to embarking on the project, we met with a Jan Gilbertson, Senior Research Fellow from the Sheffield Hallam University Research Team to discuss their Hospitals Discharge Pathway Research Project and any potential parallels between the two pieces of work. Due to the projects working to different timeframes we have agreed to keep each other informed of progress and share information as we move forward respectively.

#### **4. Summary overview of feedback received**

Overall a total of 58 face to face surveys/ interviews were conducted and we received comment and feedback covering the following four intermediate care service areas;

- Support at home (Community Intermediate Care Team (CICT) and Short Team Enablement Programme (STEPS))
- Rehabilitation Unit at Mexborough Montagu Hospital
- Hawthorne and Hazel Wards at Tickhill Road Hospital
- Rowena House- AIMS Unit

The individual comments have been collated and themed into a number of topic areas below in relation to the key questions regarding access, experience and communication which provided a focus for the engagement activity overall. A number of the comments were duplicated several times over within the feedback received.



Due to the number of comments received, example comments have been highlighted in relation to each of the themed areas rather than including every single comment received.

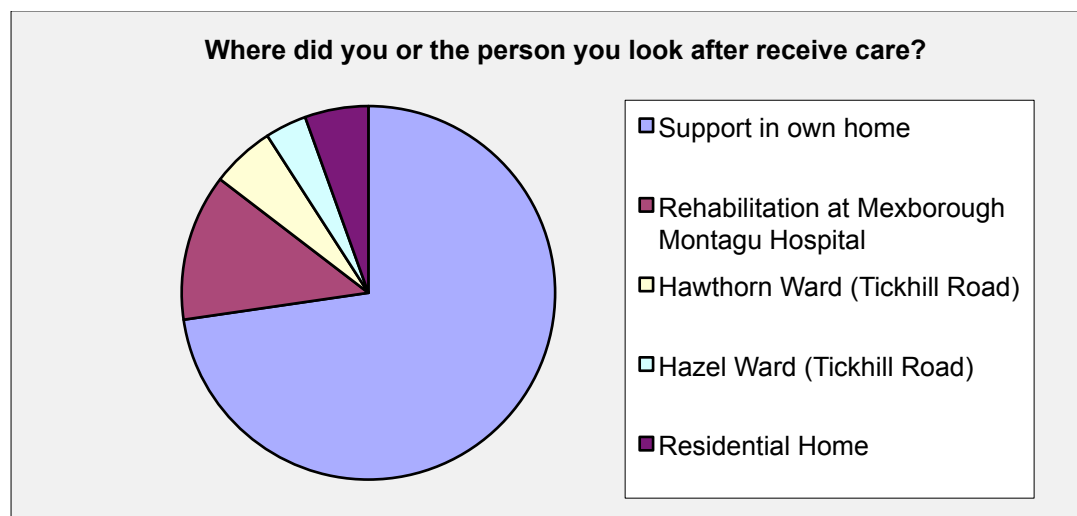
**Responses**

**Q1) Are you responding as a patient or carer?**

Answer Options	Response Percent	Response Count
A patient	89.5%	51
A carer	10.5%	6
<b><i>answered question</i></b>		<b>57</b>
<b><i>skipped question</i></b>		<b>1</b>

**Q2) Where did you or the person you look after receive care?**

Answer Options	Response Percent	Response Count
Support in own home	72.7%	40
Rehabilitation at Mexborough Montagu Hospital	12.7%	7
Hawthorn Ward (Tickhill Road)	5.5%	3
Hazel Ward (Tickhill Road)	3.6%	2
Residential Home	5.5%	3
Other (Please state the name here)		7
<b><i>answered question</i></b>		<b>55</b>
<b><i>skipped question</i></b>		<b>3</b>





**Q3) Before accessing services, was a choice of location offered to you to receive the care you / or the person you look after required?**

Answer Options	Response Percent	Response Count
Yes	44.6%	25
No	39.3%	22
Don't know	16.1%	9
<b><i>answered question</i></b>		<b>56</b>
<b><i>skipped question</i></b>		<b>2</b>

**Q4) When was the service accessed?**

Answer Options	Response Percent	Response Count
After a stay in hospital	91.7%	44
Following a GP referral	8.3%	4
Other (please state the name here) 6 x Tickhill Road (Hawthorn/ Hazel) 2 x Rehab Centre 3 x District Nurse/ RAPT 2 x Self/ family contact 2 x A&E/ Visit to DRI 3 x Hospital out of area		18
<b><i>answered question</i></b>		<b>48</b>
<b><i>skipped question</i></b>		<b>10</b>

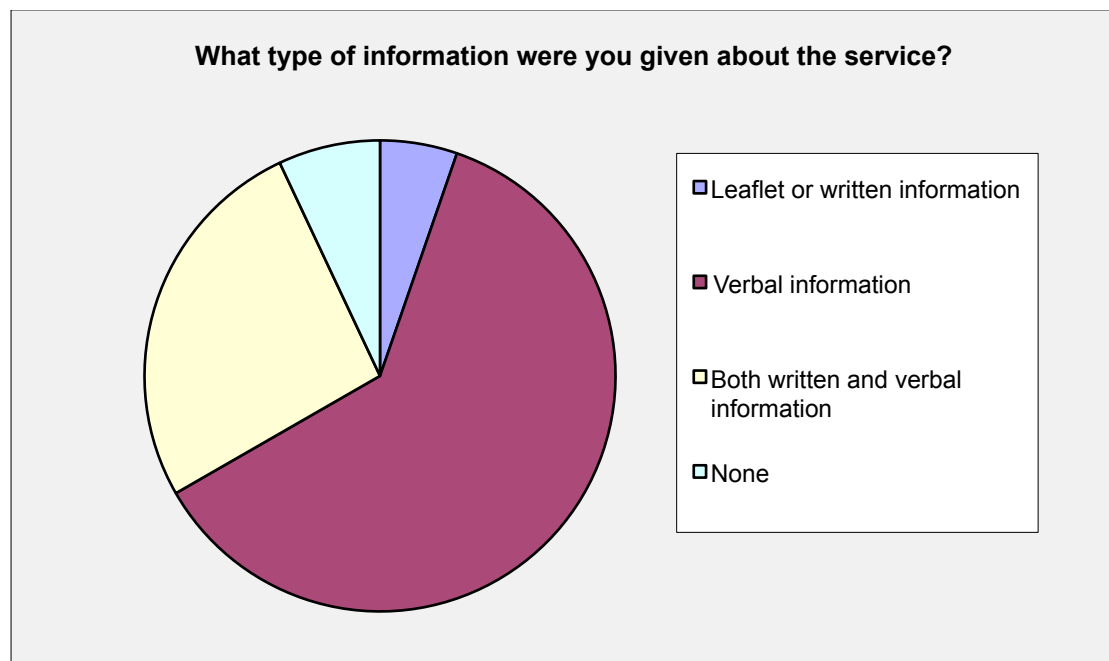
**Q5) Was it explained to you why you/ or the person you look after were being referred to receive treatment in an Intermediate Care service?**

Answer Options	Response Percent	Response Count
Yes	78.2%	43
No	12.7%	7
Don't know	9.1%	5
<b><i>answered question</i></b>		<b>55</b>
<b><i>skipped question</i></b>		<b>3</b>



**Q6) What type of information were you given about the service?**

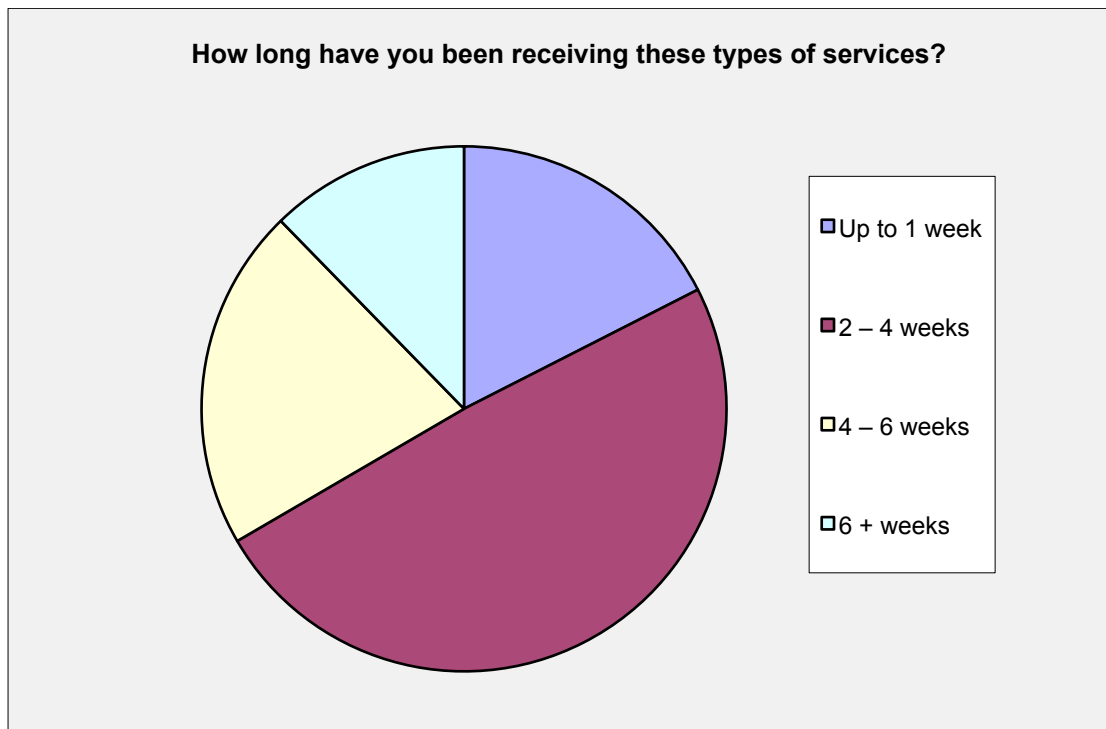
Answer Options	Response Percent	Response Count
Leaflet or written information	5.3%	3
Verbal information	61.4%	35
Both written and verbal information	26.3%	15
None	7.0%	4
<b><i>answered question</i></b>		<b>57</b>
<b><i>skipped question</i></b>		<b>1</b>



**Q7) How long have you been receiving these types of services?**

Answer Options	Response Percent	Response Count
Up to 1 week	17.5%	10
2 – 4 weeks	49.1%	28
4 – 6 weeks	21.1%	12
6 + weeks	12.3%	7
If over 6 weeks - how long?		
4 months		1
<b><i>answered question</i></b>		<b>57</b>
<b><i>skipped question</i></b>		<b>1</b>





**Q8) From personal experience what has worked well in relation to you / or the person you care for being able to gain access to Intermediate Care Services locally?**

54 people provided a range of comments in relation to the above and the comments have been themed into the following areas with an example comment provided below (Please note some comments covered more than one theme below);

- Being able to get the help I needed x 39 comments received  
*'It's very important to know that you can get help when you need it'*
- Being in the right place x 40 comments received  
*'I was referred by my GP direct to Hawthorne following a very poor experience in the MAU at DRI'*
- Community Services x 36 comments received  
*'To come home and return to normality with support in place'.*
- Hospital Services x 9 comments received



*'Support given where needed, enabled access to information to other services'*

- Staff x 10 comments received

*'The staff have been really nice and friendly'*

**Q9) From personal experience is there anything that you would like to see improved regarding being able to gain access to Intermediate Care Services locally? Did you experience any barriers in gaining access to services?**

40 people provided a range of comments in relation to the above and the comments have again been themed into the following areas with an example comment provided below (Please note some comments covered more than one theme below);

- No improvement necessary x 28 comments received

*'No barriers at all - first class service. Responded and visited when needed did not have to wait'*

- Communication x 4 comments received

*'Was assessed several times on the phone and at home - was asked for the same information lots of times'*

- Lack of information/ Didn't know where to go x 8 comments received

*'Didn't know what service could help me or where to find out'*

**Q10) From your personal experience what do you think works particularly well in relation to Intermediate Care Services? (Is there any part of the service that has worked particularly well for you e.g. Community Services, Hospital Services/ Have you received the right levels of support and information?)**

53 people provided a range of comments in relation to the above and the comments have again been themed into the following areas with an example comment provided below (Please note some comments covered more than one theme below);

- Staff x 46 comments received

*'Having someone here at difficult times takes stress away. The support has been good up to now'*



- Feeling safe x 4 comments received

*'Friendly place, nice and clean. Lovely staff and environment. I want to stay here and move in as I feel safe. I have good company and aren't on my own'*

- Getting back on my feet x 26 comments received

*'Daily exercises from physio to get me moving and being able to get about using my frame'*

- Environment x 10 comments received

*'This is the best place for me and I've had a really good day today after being down as my wife is poorly in hospital too and I've been worried about her. I didn't like a single room so they've transferred me to the ward and I much prefer it as I now have some company'.*

- Independence x 26 comments received

*'Hospital service worked well after my fall. STEPS have enabled me to be independent'*

*'I have had the right level of support, the staff are excellent. As I have improved they reduced what they did for me so I could be totally independent. Encouragement and good support'.*

- Being supported at home x 37 comments received

*'Just by being visited has helped to build my confidence in my own environment. I have enjoyed meeting the different staff and have been able to talk'*

- Hospital x 11 comments received

*'Hospital services ... have been excellent in every way. The staff are very dedicated. The food is also very good. It's like home cooking, easy to digest, well prepared and good choice even for a vegetarian. The serving staff are very courteous.'*

**Q11) From your personal experience is there anything regarding the current service that you feel needs improvement?**

49 people provided a range of comments in relation to the above and the comments have again been themed into the following areas with an example comment provided below (Please note some comments covered more than one theme below);

- None required x 26 comments received

*'None - been more than happy'*

- Dignity and Respect x 2 comments received

*'I was waiting a long time in hospital. I was hungry and cold before I got to Rowena. When I got here they hadn't sent my frame and my teeth had gone missing in the hospital'.*

*'Sometimes we can be waiting 30 minutes for someone to respond to the buzzer and for some older people that is too long especially if they need the toilet and can't wait. They end up soiling themselves which is far from dignified'*

- Communication/ awareness x 6 comments received

*'Ensuring that people are sent to and receive care in the appropriate setting for their needs'.*

*'Found it hard to take in all the information in hospital about receiving help when I went home - would have liked some information written down to refer to'*

- Often waiting for staff x 9 comments received

*'There needs to be more staff as they are rushed off their feet and there is often not enough people to help out'*

- Consistency of staff/ levels of care x 8 comments received

*'Despite everyone being very friendly, it is obvious that there is a lack in any continuity of care. It is hard for someone who is ill to make a trusting relationship with so many different people'.*



**Q12) What is your personal experience of the amount of communication that you receive from services regarding appointments/ clinics/ support available etc.?**

**Is there anything that has worked particularly well in terms of communication e.g. written forms - such as leaflets / health information and verbal – advice received through appointments / signpost to other services?**

**Have you ever experienced any problems relating to miscommunication either directly to you or between services about your care and treatment?**

52 people provided a range of comments in relation to the above and the comments have again been themed into the following areas with example comments provided below (Please note some comments covered more than one theme below);

- No problems x 15 comments received

*'No - not at all. Clear verbal information given with clear goals and expectations'*

- Good communication x 28 comments received

*'1) Good communication from staff, feel comfortable asking questions. I like the 1:1 approach. 2) Verbal information in plain language 3) No problems'*

*'The staff at Rowena AIMS Unit are always on hand with any support that I need or information. They are also very supportive to my family and have a weekly meeting in my best interest'*

*'CICT 1) OT provided toilet raise, frame and leaflets for pendant alarm. 2) Verbal communication excellent - any questions answered or I have been signposted to the correct service. 3) No problems experienced'*

- Poor communication x 12 comments received

*'Not knowing what services can help or how to find them'*

*'Sometimes too much verbal information for me to digest. Prefer written information where possible to give time to read and digest it or reread if needed'*



**Q13) Have you been given an opportunity to provide feedback (via a survey or verbally) regarding the care you have received?**

Answer Options	Response Percent	Response Count
Yes	80.0%	44
No	14.5%	8
Don't know	5.5%	3
<b>answered question</b>		<b>55</b>
<b>skipped question</b>		<b>3</b>

**Q14) Any other comments**

34 people provided a range of comments in relation to the above and the comments have again been themed into the following areas with example comments provided below (Please note some comments covered more than one theme below);

- Good service received overall x 23 comments received

*'Excellent service. Thank you'*

*'Thank you for the support'*

- Praise for hospital based services x 7 comments received

*'I was living at home and my daughter helps look after me. I had a pendant alarm, meals on wheels etc. but I felt lonely even though people came to see me a lot. My husband was my carer and after he died I felt lonely and suffered anxiety attacks.'*

*'I've only been here a week but feel so much better and feel safe. I would stay if I could.'*

*'I am going to move into care home after here. My daughter is sorting this for me and I know I will be ok as my husband was there before he died. I don't want to be home by myself so this is best as I will be safe and my family will be reassured that I will be being looked after and will be able to come and see me'*

- Praise for services delivered at home x 19 comments received

*'All the staff have been great. I have gained in confidence and can now walk outside and do the things I used to.'*



*'All the staff have been very good and understanding and have respected being in my home'.*

- Concerns x 8 comments received

*'Felt I was assessed for the same care by different services over and over. Would have liked the STEPS support workers to be able to meet with the providers of my ongoing care to pass on knowledge and to put me at ease'*

*'Lots of friendly staff, very helpful. Just the odd one that hasn't come across like the others. I would have liked them to respect my dad'.*

*'I have been in hospital 21 days and haven't been able to have a shower as I've been told there isn't one available but I can have a bath. I really would prefer a shower and feel that there should be provision for this as the best I have been able to have is a wash at the side of my bed.*

*As I have mentioned before the staff are lovely and do the best they can do under the circumstances but there needs to be more to help them out and attend to all patients'*

9 people highlighted that they would like to be kept updated as to how this work progresses and provided their contact details to the CCG.

### Equality Monitoring Data

#### Q1) What is your age?

Answer Options	Response Percent	Response Count
56 – 65	3.5%	2
66 – 75	12.3%	7
76 - 85	56.1%	32
86 +	24.6%	14
Prefer not to say	3.5%	2
<b>answered question</b>		<b>57</b>

#### Q2) What sex are you?

Answer Options	Response Percent	Response Count
Female	68.4%	39
Male	26.3%	15
Prefer not to say	5.3%	3



<i>answered question</i>	<b>57</b>
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**Q3) What is your ethnic background?**

Answer Options	Response Count
White British	53
Indian	1
Black Caribbean	1
Prefer not to say	2
<i>answered question</i>	<b>57</b>

**Q4) What is your sexual orientation?**

Answer Options	Response Percent	Response Count
Heterosexual/Straight (opposite sex)	83.9%	47
Prefer not to say	16.1%	9
<i>answered question</i>		<b>56</b>

**Q5) Do you consider yourself to belong to any religion?**

Answer Options	Response Percent	Response Count
Christianity	66.7%	38
Hinduism	1.8%	1
No religion	8.8%	5
Prefer not to say	22.8%	13
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>1</b>

**Q6) Do you consider yourself to be disabled?**

Do you consider yourself to be disabled?		
Answer Options	Response Percent	Response Count
Yes	58.9%	33
No	26.8%	15
Prefer not to say	14.3%	8
<i>answered question</i>		<b>56</b>





**Q7) If yes to the above question, what type of disability do you have?  
(Please tick all that apply)**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Learning disability/difficulty	0.0%	0
Long-standing illness or health condition	29.7%	11
Mental Health condition	8.1%	3
Physical or mobility	67.6%	25
Hearing	10.8%	4
Visual	2.7%	1
Prefer not to say	8.1%	3
<b><i>answered question</i></b>		<b>37</b>
<b><i>skipped question</i></b>		<b>21</b>

**Q8) Do you provide care for someone? (Such as family, friends, neighbours or others who are ill, disabled or who need support because they are older.)**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	15.8%	9
No	80.7%	46
Prefer not to say	3.5%	2
<b><i>answered question</i></b>		<b>57</b>
<b><i>skipped question</i></b>		<b>1</b>



## 5. Summary of key trends from feedback received

The majority of respondents highlighted positive aspects in relation to current Intermediate Care Services across Doncaster covering a wide range of areas. Although some areas of concern were noted also.

All of the comments received highlighted a personal experience either as a service user (89.5%) or carer (10.5%) and featured communication of one form or another both within and across services. Over 70% of the feedback came from people who are in receipt of support services in their own home.

90% of respondents had accessed services after a stay in hospital and 49% had been in receipt of services for between 2 and 4 weeks.

The majority of people cited being able to get help when needed and receiving services in the right place for them as a positive in relation to being able to access current services. Nearly three quarters stated that they felt that no improvements were required in terms of their experience of being able to access services. However some respondents highlighted that they had been unaware of services that could have supported them sooner at home until they had been admitted to hospital and that by knowing of the existence of these services and how to access them sooner, this would have benefited them prior to going into hospital.

In relation to what people felt works well about current services a lot of the feedback centered around staff support and relationships, good level of service received, feeling safe and reassured and receiving services tailored to their individual needs e.g. at home to gain independence back in their own environment or in hospital to ensure access to a range of services prior to going home with support in place (integration of services).

Some of the less positive feedback centered around lack of communication/integration between services, perceived shortage of staff on wards in ratio to the patients, lack of consistency of the same staff delivering services in people's homes and dignity and respect.

Many of the respondents expressed the need for more information and signposting support to be more readily available relating to local services and what is available in terms of clinical and non – clinical on- going support services.

Over 50% of respondents were aged 76 – 85 with 65% female and 90% highlighting their ethnic background as White British.

58% considered themselves to be disabled with over 65% of those highlighting a physical or mobility issue which fits very much with the patient



profile for the nature of the service.

## 6. Next Steps

This engagement process has provided a snapshot of real life experiences from a small section of service users and carers regarding Intermediate Care Services across Doncaster which will help to inform the development of a new service for health and social intermediate care locally.

This report will be fed back to the Intermediate Care Project Review Board for their consideration and will help inform their decision making relating to any developments that they make during the forthcoming months in relation to local intermediate care services. This report will also be made publically available and feedback will be provided to those respondents who have requested it.

Again we would like to reiterate our thanks to all respondents who have given their time to share their views to help inform this process and to all partners who have helped us to gain their feedback.

Emma Bradshaw  
Engagement Manager  
13 November 2014  
Version 1



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