

# Home from Hospital Project



## What support was needed when coming home?

- Cleaning
- Advice
- Moving furniture
- Groceries
- Someone to talk to
- Numbers for support
- Walking the dog



## Did you get what you needed from the service?

Didn't know I needed help, but it was useful

Yes

Help alongside homefirst was beneficial as my daughters work and couldn't meet all my needs

Brilliant and I thank them all

## Was the support what you expected?

Yes, although hadn't known the service existed. You don't consider the issues until you are in that position

Don't think I knew what to expect

## Is there anything that could have been done better?

- No
- Clarity on where to call
- It would be even better if someone would take me for a coffee or to a garden centre.
- Just better communication with social services & fire service



## Do you feel you were discharged from hospital sooner due to having support?

Most respondents weren't sure as everything was being arranged for them by professionals or family/carers.

In some cases they acknowledged that a lot of things needed to be arranged for them to go home.

Some did believe they came home quicker due to the service.

## How did you find the communication with people involved in the service?

Everyone answered "Excellent" or "Good"



"Telephone numbers  
on the  
leaflet were really  
good"

## Conclusions

Although only six people spoke to Healthwatch about this service, everyone was very positive about it. Following these conversations, Healthwatch have made a number of observations:

- Most people mentioned the importance of having someone to talk to and how grateful they were to this service for that, and also someone to provide advice on what other services could provide support.
- It was apparent that, often in these circumstances, the patient may be feeling 'out of sorts' due to recovery from a hospital stay, so there was some confusion in answering the questions and they couldn't always remember what had happened.
- We observed that there were usually a number of different services and support in place at this stage so it patients were not always sure who provided what.
- In many circumstances it is a family member or carer that is making the arrangements.
- As it was a new service, most people were not aware of it, but found it very useful and commented that they don't think about the particular issues that would be needed until they were in that scenario.