

Case Study for Health and Wellbeing Board

Provided by Fulford Nursing Home – describing the outcomes from the Step Up / Step Down beds commissioned through BCF.

Review submitted on 13 December 2018 from a **Website Submission** by **Jane B** (Daughter of Resident). on Thursday 13 December 2018 . Relates to December 2018.

*Mum used the rehab care at Fulford Nursing Home for a couple of weeks. **She was a little apprehensive about doing this at first, but have got to say she settled in quickly and all the staff were fab with her. The Oc health team visited every day and got her back on her feet again.** The food was also very good she said. Homemade cakes and scones, a choice at every meal. It all really helped to get her back on her feet again. It also gave us peace of mind that someone was there for her 24/7. Thank you so much for all you did for our mum, she'll be back for visits and a natter.*

How likely would you be to recommend Fulford Nursing Home? **Extremely Likely**

Review submitted on 8 August 2018 from a **Postal Card** by **Jean S** (Resident). on Wednesday 8 August 2018 . Relates to July 2018.

***Was nice to be home** but your care was excellent and I couldn't have wished for better. Thank you.*

How likely would you be to recommend Fulford Nursing Home? **Extremely Likely**

Review submitted on 8 August 2018 from a **Postal Card** by **N S** (Respite Resident). on Wednesday 8 August 2018 . Relates to July 2018.

Very helpful and aided my recovery.

How likely would you be to recommend Fulford Nursing Home? **Extremely Likely**

Background Note

In the last 12 months 86 admissions to hospital have been prevented by ensuring an assessment has taken place at Rapid Assessment and Treatment Service (RATS) in the Accident emergency department at York Hospital. This early identification of the need for support and rehabilitation has ensured York residents do not spend an unnecessary period of time in hospital.

As the Occupational therapy team and Physiotherapy team can attend to these residents in a timely manner and work closely with the nurse team at Fulford the outcomes for these residents are positive with 86% of residents returning home.

4% of residents were assessed during their rehab as needing some long term care, 6% returned to hospital and 3% sadly died during their stay.

The residents on arrival at A and E do not expect to then be directed to a nursing home and can sometimes be reluctant to take up the offer however our feedback and survey results indicate that although they do wish to return home their stay and experience of receiving care and support is positive.

This, I believe, is because we are achieving the outcome the residents and families want which is to return home but also giving the reassurance that in the event of care needs changing in the future there are a variety of care options in York that are available and provide excellent care.

This is achieved by the strength and depth of the working relationships created between the Hospital, RATS, Community Response Team and Fulford Nursing Home and the trust that has built over the 4 years of this scheme that started as a pilot through the Better Care Fund.

It is very easy to get lost amongst outcomes, pathways and process but at the heart of this scheme are people. These events in people's lives affect not only the person and their confidence but the whole family network and the very fact that these ladies and gentleman have returned to their homes and been able to remain there is a positive for all and should be celebrated. I have had the great privilege of meeting these 86 people and their families, every one unique and with a great life story and to be able to support them to continue their story how they want to live it is just wonderful.

Elizabeth Hancock,

Fulford Nursing Home.

February 2019.