

IMC REPORT (SERVICE USERS)

This report is an Addendum to the Intermediate Care/Transition Report published by HW in June 2016 and shows the information gathered through talking to patient's currently in Intermediate Care (IMC) beds and by contacting patients who have recently been discharged from IMC. Both sets of patients gave consent for us to ask about, and share, their recent experience of IMC/Transition.

This report shows the information gathered through our survey of people's experience of using IMC at;
Elderholme (33.3% of all responses given)

Daleside (30% of all responses given)

Leighton Court (26.7% of all responses given)

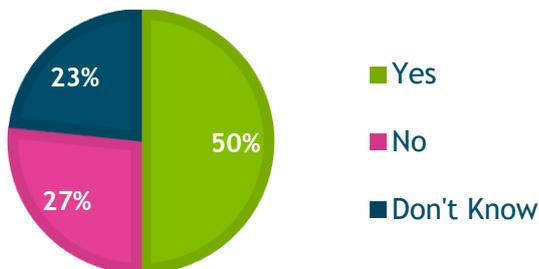
Grove (10% of all responses given)

Total number of respondents - 30

Please note that at this time, Hoylake Cottage and Charlotte House stopped providing IMC at their premises.

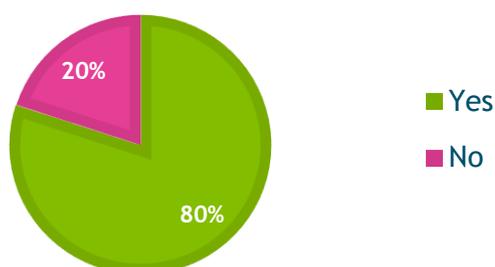
Questions asked during survey

Do you understand what Intermediate Care and Transition care is?

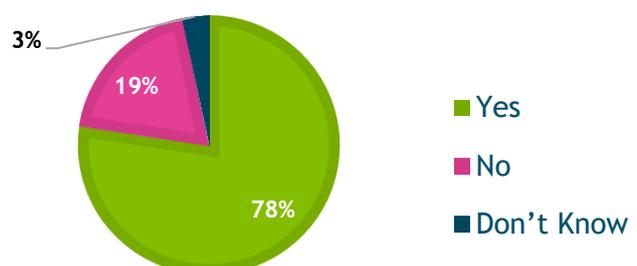


The people who referred you to the service provided you or your family with information about;

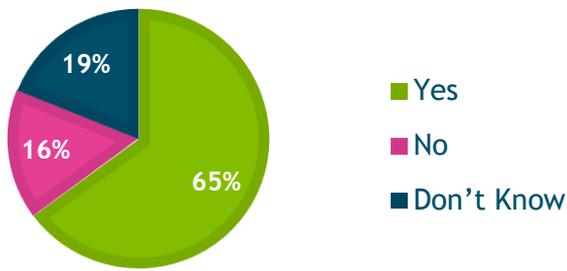
What treatment you would receive?



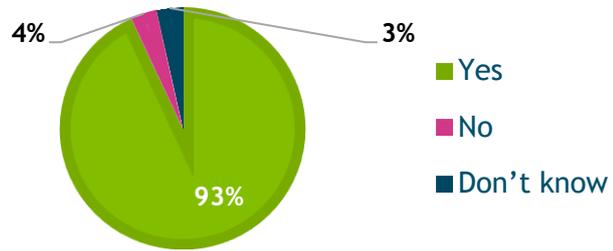
How long your stay might be?



Any cost to yourself?

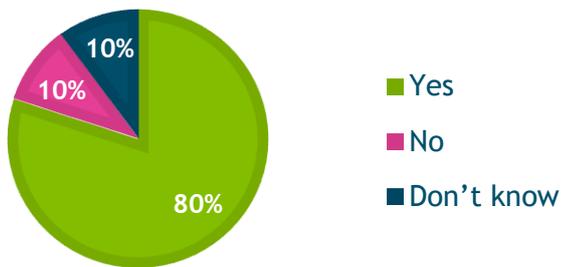


The length of time you had to wait for the service was reasonable?

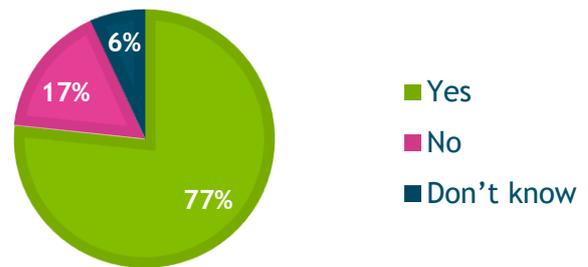


Your experience of being treated at the facility

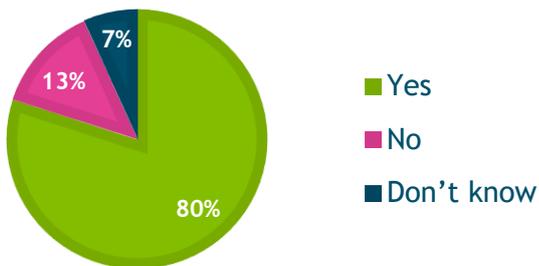
The staff had received all of the necessary information about your condition from the person who referred you.



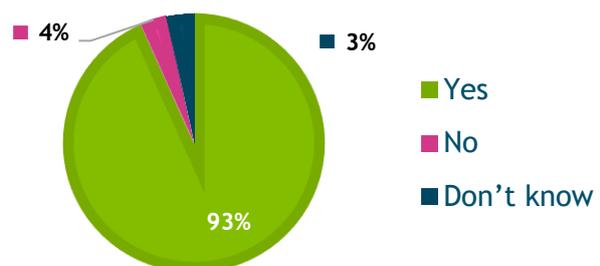
You were made aware of what they were aiming to achieve with your care



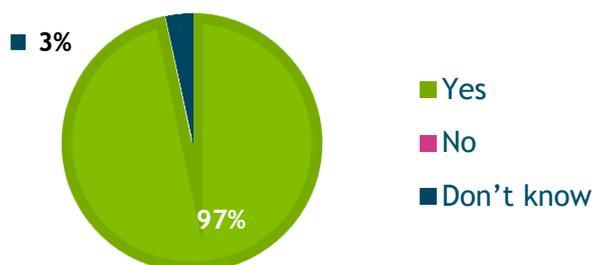
You were involved in setting these goals



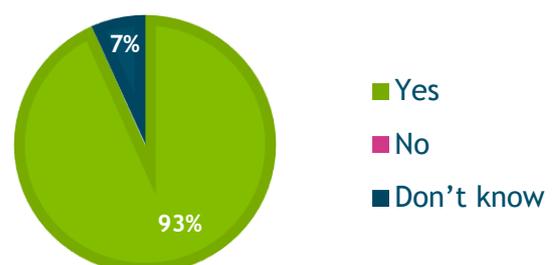
The facilities were clean and well equipped



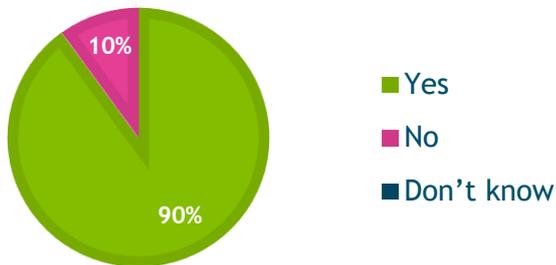
The staff treated you with dignity and respect



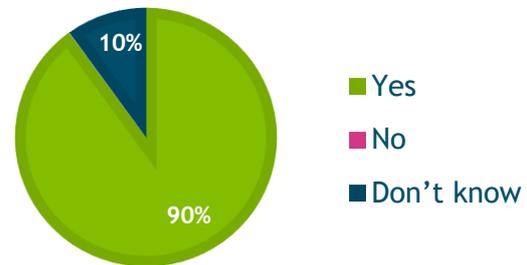
Staff kept you informed



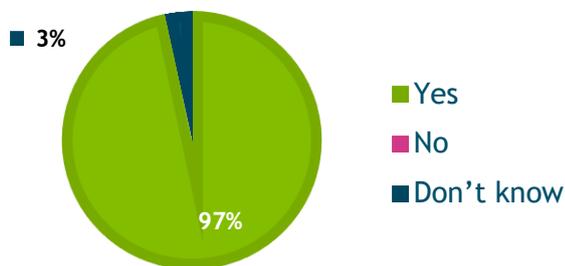
Staff explained things to you in a way that you understood



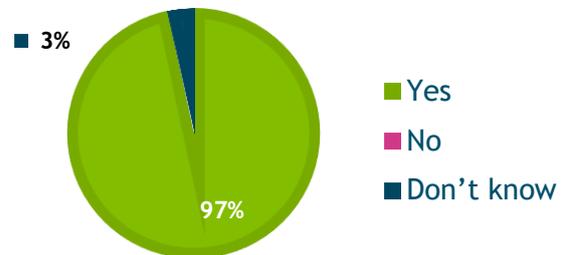
IMC staff and Care Home staff worked well together



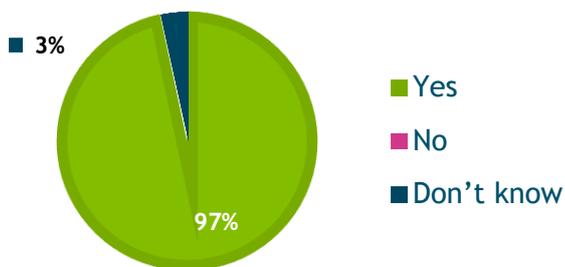
You felt safe and cared for during your stay



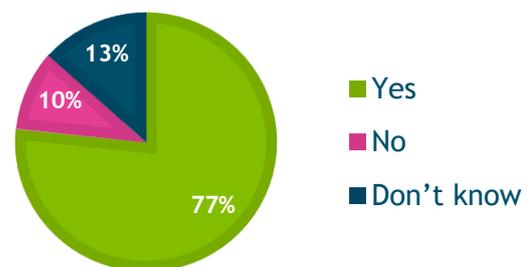
Did you feel you were treated with dignity and respect while receiving this service?



Did all of the people treating and caring for you work well together to give the best possible care and support?

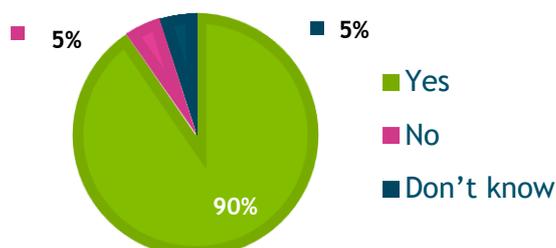


Would you recommend this service to your friends and family?

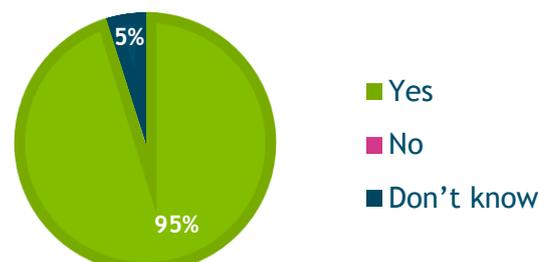


Going home;

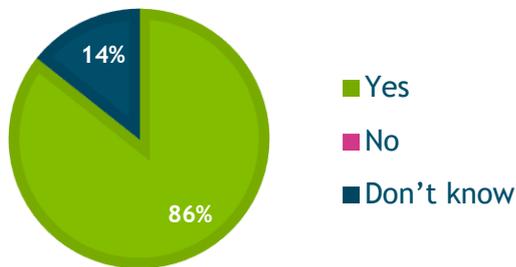
Were you involved in decisions about when you would go home?



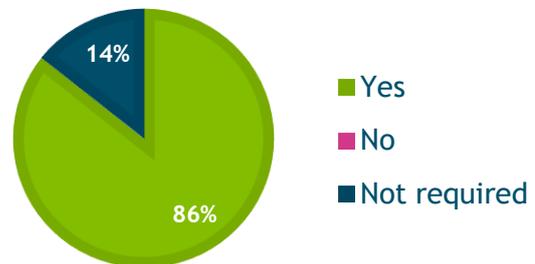
Did Staff take account of your family or home situation when planning your discharge home?



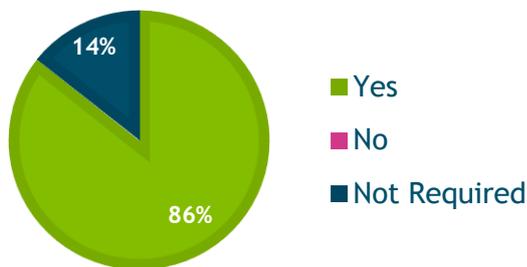
Was your family informed about any care you may need at home?



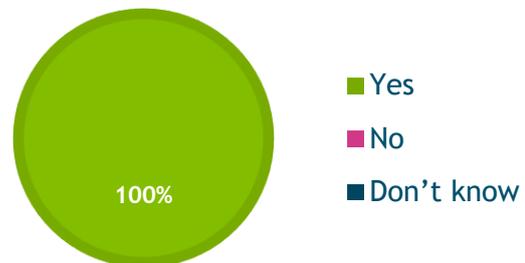
Discussions took place about any equipment or adaptations that you would need at home?



Staff discussed whether you needed further health or social care services at home



Did you feel ready to go home when you were discharged?



Any additional comments;

Daleside comments;

Before IMC;

- I didn't understand what intermediate care and Transition care was, it was the only bed place available.
- 2 weeks wait for service.
- Prior to IMC, care home went to hospital to talk to them as I was very frightened to be in any nursing home but I would certainly recommend this home.
- Hospital lacked effort to improve my mobility, so pleased when I was told I was moving to IMC.
- Didn't feel safe and cared for at hospital.

At the IMC facility;

- Very good, very clean, staff nice, got enough food and drink.
- Definitely recommend physiotherapy.
- Physiotherapists are amazing, 12 out of 10! Excellent. Could not fault service.
- Treated with dignity and respect during time at IMC.
- Food let down at Daleside, good with relatives, always kept informed.
- All staff are good, food - good, physiotherapists are very good.
- This has been a wonderful place. The staff have been brilliant.
- Food not very good

- Daleside said not aware of renal diet requirements but patient had copy of what he originally sent into the home. On occasions staff members and just gave me a cheese sandwich.
- Care staff, Physiotherapists and Occupational Therapist's at Daleside helped my mobility (very good). Food not appropriate for renal patients - I lost a lot of weight whilst in this home, staff very good rate them a lot higher than hospital staff. Staff had far too much to do, always busy but very understaffed.

Discharge;

- Package of care would be put in place - needs dialysis 3 times a week at 6:15am - asked if carers will be able to do this, told no, staff cannot do this. Cleaner and another person do help now as well as my neighbours but I pay them out of my own money.
- STAR team put in place when mum was discharged which was very good.
- Mum has been in IMC for 5 weeks - due to go home soon. Staff and IMC staff all very good, social worker and IMC keep me informed re. Care packages and equipment at home.
- Spoke to daughter as mum has dementia, mum going home soon after 11 weeks of IMC. Needs full care package 4 times per day. Being put in place by social worker. To date - still have not sorted our overnight care. She feels her mum may have go into care home if they are unable to get things right at home. They are going to try and see if works. Daughter explained that her mum has deteriorated considerably since her fall at home.

Elderholme;

Before IMC;

- Happy with care received at Elderholme but disappointed that she did not receive physiotherapy which the hospital told her that she would get at Elderholme instead only received OT.

During IMC;

- Resident has had full support of her family, she said they have been fully involved in ensuring that she is receiving care and also monitored an issue over the management of a medication which had been withdrawn yet nobody knew why! - Problem has now been resolved.
- Very happy with service. Very impressed with the home and would be happy to return if needs be.
- Received excellent care while I was in Elderholme. All staff and management were very caring and respectful.
- Feel very content and happy here at Elderholme.
- Food very good, I have put on weight
- Physiotherapy very good, staff very but home is understaffed.
- I preferred Daleside to Elderholme.
- On the whole good experience at Elderholme.
- I received very good care whilst I was in the IMC facility at Elderholme
- Staff lovely, got good treatment.
- Seen by physiotherapist - wasn't impressed as they asked me to things I couldn't do.
- My room is a bit small.
- Had to ask to clean the toilet as it was dirty.
- I wouldn't recommend Elderholme to my friends and family.

Addendum to IMC Report published in June 2016

Discharge;

- STAR service was arranged for when my relative gets discharged.
- My relative received very good care at Elderholme. She is now in Mother Redcaps in Wallasey due to the fact that she can't return home as she continues to have falls. I would have liked to place my relative permanently in Elderholme as I was so impressed with the care with received.

The Grove Care Home

Before IMC;

- Physiotherapists at Arrowe Park were excellent.

During IMC;

- Issue with medication, poor care, poor handling - Not enough night staff within the home - toilet very low in bathroom, OT wouldn't put a seat on it in case it moves the frame.
- Physiotherapists only gave out 1 stick - not able to take part as I left my walker at home.
- Feel forgotten - care staff said I could sit in corridor and see other residents.
- Preferred Elderholme compared to the grove.
- IMC staff were lovely - could not fault.
- Really good physiotherapists.
- Manager of Grove is very nice, very easy to talk to and helpful - I have been treated very well at Grove care home.

Discharge;

- Resident being discharged to another care home. She was anxious about the move but was supported by 2 care workers who would go with her to the new setting. They gave her reassurance that she would be fine - Resident knew where the care home was but had not been to see the setting.

Leighton Court

During IMC;

- Really liked IMC rather than being in a hospital setting - more relaxed, own room and en-suite, friendly environment.
- Staff very caring at Leighton Court
- Good care, staff good - can't fault it. Food and facilities were very good.
- Physiotherapy are terrific, care staff are all good and physiotherapists leave advice for care staff.
- The staff were really nice and caring.
- My only fault - left in toilet for a long time on occasion.
- If I needed to go into a care home, I would try and get a place in Leighton Court.

Discharge;

- STAR team organised discharge which was good.
- Staff from IMC will go with her when she is discharged.
- Family have been fully involved throughout stay at IMC and also during discharge discussions re. Patient needs to return home.
- Had a home visit yesterday - too much, too soon to cope with and it has worn her out.

Observation from volunteers;

It is clear that it is the residents who have the support of family members who are clearer about the process and feel that they speak on their behalf. Some of the IMC residents are really confused, who ensures they get the best care during their stay at the IMC facility.