



Royal Berkshire
NHS Foundation Trust



Title: Patient Story

Speaker:

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The Iceberg Illusion

Success is an iceberg

SUCCESS!

WHAT PEOPLE SEE

WHAT PEOPLE DON'T SEE

Persistence



Failure



Sacrifice



Disappointment



Dedication



Hard work



Good habits



@sylviaaduckworth



Patient X

Independent

Under 65

Severe communication impairment

Lives in rented property

Complex bowel surgery

Long admission



CELEBRATING PATIENT FLOW
SUCCESS



Independent

- Managing new stoma
- Mobile
- Self-caring

Family - helping with shopping
TPN - nutrition nurses arranged for discharge

Do they have care and support needs?

Patient apprehensive

- Bin bags
- Bills (social worker involvement) - ESD

CELEBRATING PATIENT FLOW
SUCCESS



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On home visit

- Identified various issues
- Environment
 - Evidence not managing at home
 - Financial issues - meter
 - New specialist fridge
- Reassured patient



Clutter Image Rating Scale

CELEBRATING PATIENT FLOW
SUCCESS



Independent

- Managing new stoma
- Deaf
- Mobile
- Self-caring

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Do they have care and support needs?

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On home visit

- Identified various issues
- Environment
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Financial issues

Heating and lighting
Food

Isolation / family unable to support

Threat of eviction

Slow Processing

Care Act Eligibility

What can we do to get you home?

Planning and co-ordination

Ward OT

- Initial screening
- Educating on TPN
 - Importance of specialist fridge
- Coordinating services & timing of discharge

ESD Team

There and then

- Safe & settled
- Identifying problems & solutions
 - Clear environment
 - Allow space for fridge
 - Liaise with social services
 - Family
 - Community TPN nurses

Community

Sarah Bowles leading on coordinating

- Winter Watch
- Landlord
- Rent guarantee scheme
- CRT care package
- Care Act Assessment
- Benefits
- Readifood



Occupational therapy
Early Supported Discharge Team
Social services
Nutrition nurses
Ward nurses
Staff nurses
Landlord
Minor Works
Housing – Rent agreement scheme
Communicare
Community Rehabilitation Team
Winter Watch
Learning disabilities coordinator
Readifood

CELEBRATING PATIENT FLOW
SUCCESS



stretching boundaries
Flexibility working
Integrated working

Compassion
Creativity

Misleading assessment in hospital

Motivated
'What can we do to get you home approach'
Single goal



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Thank you for listening

Questions?