

Case Study: Jonathan

Hospital to Home Team Members: Tracey and Eileen

Jonathan was taken to hospital following a fall and was admitted for 2 weeks and 5 days. He said he did not remember the fall but was not hurt. Jonathan said he has not experienced any other falls but appeared unsteady on his feet and agreed he would benefit from a referral to the Falls Prevention Service. Jonathan also agreed to a referral to the Lifeline Service but was concerned it may cost too much; he said he would chat to them and then decide. HTH recommended a falls sensor alarm in case Jonathan was not alert enough to press the alarm button when he fell; the sensor would pick up the fall and automatically alert the control centre. Jonathan also agreed to a referral to Citizen's Advice Bureau for a benefits check.

Jonathan has a son and a daughter, but they live further away and are not able to visit regularly. Jonathan said he lives alone since his wife passed away and would like more opportunities to socialise. He said he likes reading and collecting coins. Jonathan said he would consider going to Coffee Mornings and Befriending Services. He agreed HTH could refer to other agencies for social opportunities. HTH investigated opportunities for Jonathan to socialise in the Stratford-upon-Avon area and referred him to the AgeUK Befriending Service so he could hopefully meet someone with similar interests. HTH were informed AgeUK social events (Coffee mornings etc) are still under review due to Covid 19, so not running at the moment. HTH however found a Lunch Club at Melville House where Jonathan can go every Thursday and receive tea/coffee and a 2-course meal for £7, whilst socialising with others in a similar situation to himself. Jonathan is not able to travel long distances independently so HTH gave him contact details for the U-Bus service which will pick him up and drop him home again every Thursday (this costs £3).

Jonathan mobilises using a frame at home and said he used to be independent prior to hospital admission. He said he has a scooter to go to the local shops. He said a good friend, Jessie, will also help with shopping and some meals. Jonathan said he has tried Wiltshire Farm Foods but did not like them; HTH provided him with information about other meal delivery services when they revisited. Jonathan was discharged with Reablement Services to support at home.

Jonathan has full understanding and knows what to do in an emergency situation, however, has hearing difficulties and was not confident he would hear the smoke alarms if they sounded at night; HTH fitted a specialist alarm so he can now respond in the event of fire.

Agencies involved:

Homefirst Falls Prevention Service, Lifeline Service (Warwick Council), Citizen's Advice Bureau, AgeUK Befriending Service, Melville House Coffee Morning, U-Bus Transport, Reablement Service. Signposted to meal delivery services.

Outcomes/Gains

- Jonathan has been made safer in his home with fire safety advice and a specialist smoke alarm so he is alerted in the event of fire during the night.
- Jonathan's care needs are being met by Reablement Services, and his long term needs will be assessed.

- Jonathan will be at less risk of further falls following advice and support from Homefirst Falls Prevention Service.
- Jonathan will be able to summon assistance in an emergency by having a lifeline pendant.
- Jonathan will be supported to apply for benefits by Citizen's Advice Bureau.
- Jonathan will have access to social opportunities through AgeUK Befriending Service and Melville House Lunch Club.
- Jonathan will have choice and control of the services he receives.

Agency Information

Homefirst Falls Prevention Service

The falls prevention service provides specialist care for patients who are at risk of falling or who have had a fall. Referrals must be made via their GP or you can contact the Prevention Team (Tel: 024 76 314376)

Lifeline Service – Warwick District Council

Warwick District Council provides emergency lifelines for residents throughout Warwickshire. There are a range of lifeline alarms people can choose from, and prices start from approx. £4.50 per week. You can request that lifeline pendants are linked to individuals' smoke alarms if a customer does not have capacity to know what to do in the event of fire. There are also falls sensor alarms which detects when someone has a fall and does not depend on the individual pressing a button.

Follow the link below to read more:

https://www.warwickdc.gov.uk/info/20162/housing_help_and_advice/126/lifeline_service

Referral: Phone the team on 0300 303 5573 or email lifelineservices@warwickdc.gov.uk

Melville House Lunch Club

If you meet any older customers looking for social opportunities in Stratford-upon-Avon, there is a lunch club at Melville House every Thursday - tea/coffee and a 2 course meal for £7.

To make a referral call Vicky (tel. 07584 484193) or pass the telephone number on to the customer.

U-Bus

U-Bus is the dial-a-ride service for people of all ages in the Stratford area who cannot access public transport due to mobility or health issues.

Tel: 10789 264491

Meal Delivery Services

Jonathan was also signposted to meal delivery services to make meal preparation tasks easier. See contact details for meal delivery services below:

Apetito - Warwickshire Meals on Wheels Service. **Tel: 0800 090 3625**

Oakhouse Foods – locally delivered frozen ready meals. **Tel: 0333 370 6700**

Parsley Box - No need for a fridge or a freezer! Cupboard stored meals delivered to your door. **Tel: 0800 612 7225**

Wiltshire Farm Foods – provide different sized meals for varying appetites, a 'Free From' range for people with allergens and a 'Softer Foods' range for people with swallowing difficulties. **Tel: 0808 239 4914**

Citizens Advice Bureau

You can signpost customers to their local Citizens Advice Bureau (CAB) for information or help applying for benefits.

To refer clients through CAB's LAW referral system, access the link below and sign in to the LAW referral system:

<https://www.lawreferral.org.uk/login.php>

Any problems, email jo.howes@brancab.org.uk