

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 12 August 2024
Title:	Patient Experience: Eddie and Gill's Story
Responsible Director:	Caroline Cameron, Director North Ayrshire Health and Social Care Partnership
Report Author:	Laura Harvey, QI Lead, Patient Experience

1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This story showcases the excellent work of the Discharge Support Facilitator, based within Ward 4 Woodland View, and the positive impact this role has had not only on the patient, but also their loved one. The story is told by Eddie and Gill, who wished to highlight the difference this support has made to them as a family

2.2 Background

Eddie was receiving in-patient care within acute mental health services at Woodland View Hospital. Following a period of several weeks in hospital, Eddie was identified by his Consultant Psychiatrist and his nursing team as being suitable for discharge with support.

Eddie and his family had past negative experience of failed discharges and being sent home with minimal support in place and were therefore worried about the planned discharge and the impact it may have on his mental health and their life at home.

Gill also advised that she had not been coping with the trauma of Eddie's admission and was referred to the discharge facilitator for support. Consent was gained from Eddie to allow the Discharge Support Facilitator to discuss aspects of his care and follow-up arrangements.

Several interventions were identified, discussed and initiated by the Discharge Support Facilitator, to support Gill, allowing her in turn to support Eddie on his return home. This demonstrates evidence of excellent person centred care and learning from patient experience to develop a bespoke discharge plan for a patient with ongoing needs.

Both the discharge support facilitator role and the person centred approach taken resulted from past failed discharges and negative experiences with a need to support the spouse as well as the patient.

2.3 Assessment

The role of the Discharge Support Facilitator, based within Ward 4, Woodland View, was pivotal in making the connections between various Teams to support a successful discharge for Eddie.

The pilot of this new Discharge Support Facilitator role is highlighted on page 5 of the May issue of the 'Daring to Succeed Newsletter', which provides further detail about this innovative approach to discharge and how the role is supporting successful discharges for patients with Mental Health problems.

2.3.1 Quality/patient care

This story highlights the significant positive impact that can be made by providing support not only to the patient but also their loved ones who often have to provide ongoing support for the patient following discharge.

2.3.2 Workforce

There is significant learning for other Services on how to plan complex discharges and this story will be used to improve discharge practice across the organisation.

Using healthcare stories to share good and bad feedback with staff across the organisation demonstrates an open honest and transparent approach to improvement and this encourages other teams and individuals to adopt a similar approach in their improvement journeys.

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual

2.3.6 Other impact

- **Best value**

Demonstrates the importance of listening to, and working with, patients and their relatives in helping to ensure the best possible patient experience

- **Safe, Caring & Respectful**

Eddie and Gill's story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey

2.3.7 Communication, involvement, engagement and consultation

This patient story will be shared across all Services to highlight this patient's positive experience and to illustrate the positive impact this new role could potentially have across different services.

2.3.8 Route to the meeting

This story has not been heard at any other meetings but has been shared with the service involved.

2.4 Recommendation

Members are asked to listen to Eddie and Gill's story and note the improvements made and the positive impact on patient and family experience as a result of this new role