

healthwatch

Cheshire East

Enter and View Report Focussing on Discharge to Assess Beds



Leycester House

17 August 2023

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Report Details

Address	Leycester House Edenfield Rd, Mobberley Knutsford WA16 7HE
Service Provider	Minster Care Group
Date of Visit	17 August 2023
Type of Visit	Announced visit with 'Prior Notice'
Representatives	Mark Groves
Date of previous visits by Healthwatch Cheshire West/East	No previous Discharge to Assess report

This report relates to findings gathered during a visit to the premises on the specific date as set out above. The report relates specifically to those people who are Discharge to Assess occupants. This report is a supplementary report to the Enter and View Report relating to the Leycester Care Home.

Purpose of this Report

- This report looks solely at the Discharge to Assess Beds at Leycester House and should be read in conjunction with the overall Enter and View report of the same date available at:
<https://healthwatchcheshireeast.org.uk/what-we-do/enter-and-view/>
- To engage with residents, of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change to the Discharge to Assess system
- To observe residents, interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from people

What is Discharge to Assess?

NHS England's definition of Discharge to Assess is:

"Put simply, discharge to assess (D2A) is about funding and supporting people to leave hospital, when safe and appropriate to do so, and continuing their care and assessment out of hospital. They can then be assessed for their longer-term needs in the right place."

Further information on the Discharge to Assess process can be found by using the following link:

<https://www.nhs.uk/nhsengland/keogh-review/documents/quick-guides/quick-guide-discharge-to-access.pdf>

Background

This short report deals exclusively with the Discharge to Assess beds located in Leycester House that are funded by Cheshire East Council. For a comprehensive report on Leycester House dated 17 August 2023 please visit:

<https://healthwatchcheshireeast.org.uk/what-we-do/enter-and-view/>

Findings

Leycester House has six Discharge to Assess beds; all are located on the first floor accessed via stairs and a lift. At the time of our visit five of the beds were occupied. Each bed is in one of the forty rooms that Leycester House has and are indistinguishable from other rooms in the home.

Healthwatch were able to speak to three of the occupants of the Discharge to Assess beds. Two other occupants were asleep at the time of the visit.

Person A had been at the home for 24 hours. Their initial impression of the home was a very positive one. The staff were helpful and professional. The premises were clean. The food was good and the temperature was comfortable. They had not yet seen an Occupational Therapist (OT) but were aware that an appointment had been made and they would be visiting soon. They had not seen a GP yet but were aware that one would be visiting them soon.

They felt that they were treated in the same way as other residents of the care home.

Person B had been at the home just over 24 hours. They found the staff helpful and considerate. They were pleased with the home. They had already been visited by an OT and had been told they would receive an exercise plan. They had not yet seen a GP.

They did not feel as if they were treated any differently to any other resident however, they had only been at the home for 24 hours.

Person C had been at the care home for two weeks. They were very impressed with the staff and could not fault anything about the care home. They have been visited by the OT just once. They have an exercise plan and have had goals set which they work to and the staff encourage them.

They feel involved in the care home and take part in activities with the other residents. They have seen the GP twice during their two-week stay.

They enjoy the food and the variety. However, they were disappointed when they first came to the care home that some of their laundry went missing. This only happened at the start of their stay.

Hospital Transfer

Person A had been given sufficient notice of his transfer from hospital. The family had been informed of the date and time of the transfer and the care home they were moving to.

The transfer took place using the hospital's transport and all medication was transferred with the person.

They were pleased with the process.

Person B had been given sufficient notice of his transfer from hospital. The family had been informed of the date and time of the transfer and the care home they were moving to.

The transfer took place using the hospital's transport. They were well supported by the ambulance staff during the transfer. All medication was transferred with the person.

They were happy with the process.

Person C had also received sufficient notice of their transfer to the care home. And their family had been informed of the date of the transfer and the care home they were being moved to.

The transfer took place using the hospital's transport. The ambulance staff were helpful and pleasant. All medication was transferred with the person.

Transfer from Care Home

As two of the people had only very recently been transferred from the hospital to the care home, they were unaware of the procedures or plans for their transfer out of the care home. Only Person C was at the stage where they were ready to be transferred out.

Person C received six days' notice that they would be transferred out of the care home and would be returning to their home. They had been in the care home for two weeks, and had informed their family of their transfer date. They felt that the time spent at the care home had better prepared them to be able to cope with a return to their own home.

Summary

All three people that Healthwatch spoke to confirmed that their transfer from the East Cheshire NHS Trust Hospital to Leycester House had been smooth and trouble free. They were transferred by ambulance. They had had plenty of notice of the transfer, their medication was transferred with them and the home were expecting them. Their families had been informed.

Although two of the people had only recently been transferred to Leycester House in the last 24 hours, visits from the OT were already in place. This shows that communication appears to work well across the teams and with the people concerned.

All the people were happy with Leycester House, the staff, their environment and the food.

One person was going through the transfer from the care home to their own home. They received plenty of notice of this (six days). They felt that they were now ready to return thanks to the support they had received at the care home and the exercises and goals they were set by the OT team.

Recommendations

- The Discharge to Assess system seems to be working well at Leycester House. Healthwatch have no recommendations at this time

What's working well?

- Transfers from hospital to the care home seem to run smoothly
- Communication between the various services appears to be excellent with each step of the process in place in a timely manner
- Integration into the care home and support from the care home staff