

Ann and Colin's story July 2022

Service name: Reablement and Discharge Team

Main purpose of services: The Discharge Team work with complex patients whilst in hospital to decide the most appropriate onward care and a seamless discharge from hospital. The Reablement team work in the patient's home to help them regain abilities and maximise levels of independence, they work in partnership with Kirklees Social Services.



What happened: Colin had a fall in April 2022. His injuries were extensive, including fractures to his neck, ribs, collar bond and shoulder blade with bleeding on the brain and lung. He was admitted to hospital and stayed for 6 weeks where he also needed treatment for pneumonia. Ann, Colin's wife explains that Colin's care needs were complicated by his dementia. **"I was allowed to stay in hospital with him, so I tried to keep things normal for him like having his usual TV programmes on and making sure that staff knew things like he needed his tablets crushing. The staff were lovely but there were so many different ones that communication wasn't always good. He needed 5 people to 'log roll' him because of his broken neck. I had to make sure everyone remembered things like that."** Ann says, **"We were told twice that he wasn't going to make it. Then we were told he'd not walk again."**

Leaving hospital: As a complex patient, Locala's Discharge Team were involved in Colin's discharge planning. Ann says; **"Gill from Locala's Discharge Team went above and beyond to ensure Colin was referred to Reablement, so he could be supported at home. She asked me to meet with her at the hospital to assess Colin. Once seen face to face, it was clear that we were the right service for Colin. I feel that Gill and the Discharge Team were key in ensuring this amazing result for Colin."**

Getting home: Since Colin came home, the Reablement team have visited daily to support with Colin's personal care needs and rehabilitation. Ann felt straight away, the schedule at home was calmer, more organised and reliable. **"I felt more in charge at home – working with the team – you knew they would come at 8.00am, 12.00, 4.00pm and at night."** She is **"full of praise"** for the Reablement team. **"They are brilliant. Caring and they don't rush. They would sit and talk with him for a bit. He needs that communication. He may not reply but eventually they'll get a response."**

Recovery: Initially Colin needed to be hoisted with physiotherapy limited exercises in the chair. Ann says, **"One day the physios got him to stand up. They stood him and he started walking. I think Sean the physio had to pick me up from the floor!"** Ann explains that Colin had used a Zimmer Frame prior to the fall but attempts to use one again failed, as Colin was pressing down too hard and couldn't turn it. Ann suggested Colin's 4 wheeled walker. **"I put it to them, and they said that I knew him better than anyone, so they gave it a go and it was a success. He was off!"** With supervision, Colin can now walk with it through the kitchen and lounge into the garden. Without the Reablement team, Ann feels, **"He'd never have got to this stage."** She has found the team's expert advice and guidance invaluable. **"They ordered so much equipment for Colin, it had to come in a delivery van."** When asked what the team could do to improve, Ann replies, **"Nothing could improve them. They are on the ball. Whatever I asked or queried was answered."**