

Stories help describe what services do.

Every-day and ordinary, or life changing and extraordinary?

Patient story

Service name: START (Short Term Assessment Response Team)

Main purpose of service:

START is a dedicated rapid response team of nurses, therapists and health care assistants who work with patients to prevent unnecessary admission to hospital, and when patients are ready to return home from a stay in hospital, the team will ensure the correct support is place to reduce the risk of re-admission.

The patient and his carer

Sue's father Bill has been diagnosed with Vascular Dementia and is receiving wound care from the Spennings District Nursing team and more recently the START team including Senior Nurse, Wanda Barrowclough. Due to Covid-19, Bill is shielding and Sue made the decision to give up her job and move in with her father to care for him. This has meant huge changes for Sue and during lockdown she has been with her dad 24/7. It's not been easy, Sue wants her dad to stay at home but caring for someone with Dementia in these unusual circumstances has at times been challenging.

Sue's feedback:

Wanda has been exceptional, she has gone above and beyond for me and my dad. She's here to look after my dad but one day she just knew I was struggling. I didn't say anything, she just knew. She took the time to talk to me, gave me information, details about who to contact and what support there is for me out there. I'm a new carer and my dad has got worse over the past four weeks and I needed help. I'd let it build up, now that I'm not working I've lost some of the social contact I normally have, sometimes I'm up all night with dad and it all got too much. When she left it was like a weight had been lifted from my shoulders.

Wanda is a credit to the team and the organisation. All the team have been amazing but she has been simply outstanding. She has made a big difference to my life as well as my dad's with her help he will be able to stay at home which is where he needs to be.