

Percy's Story May 2023



Name of service: Integrated Transfer of Care (ITOC)

Main purpose of service: Sometimes when people are medically stable, they are well enough to leave hospital, but just aren't quite ready to safely go home. The best place for some may be staying at a local care home until they progress with their recovery, or their levels of independence are better understood. This is known as a 'Discharge to Assess Bed'. Locala's 'Discharge to Assess outreach team' (part of the ITOC service) assess and advise patients to help maximise their levels of independence. Our nurses and therapists work with the patient, the care home and social workers to determine what care needs are needed when the patient either goes home or moves to a longer-term residential setting.

About the person: Percy is 96 years old and lives alone since his wife passed away 18 months ago. He became unwell last November and needed a pacemaker fitting. Until then, he was fully independent, was able to drive and did all the cleaning and the weekly supermarket shop. Percy remembers, **"It was so quick. I wasn't feeling well. I was taken to hospital. They said my pulse was only 26."** Percy still remembers the vivid hallucinations he had whilst in hospital. **"It was terrible. I thought I'd lost my shoes, my watch, I thought my watch had been smashed. I was walking through buildings in the pouring rain, then thought my bungalow was all smashed up. It was only when I came home and found my watch was OK that I really believed it was all hallucinations."**

Recovery: Before Percy was able to come home, he stayed at Oak Park Care home to recuperate. Percy says, **"They were terrific there."** Percy was visited by physiotherapist Kevin from the ITOC team. **"The thrust of it was to get me on my feet again."** Percy says it took a while to build up his confidence. **"I felt safe in my room. After a week or so, I went to the lounge with help. From then on, I got steadier and gained confidence. One day I walked with a Zimmer frame to the lounge on my own."**

Percy recalls that for a while, he and Kevin thought differently. **"He wanted me with a stick. I didn't feel safe. I didn't want a stick. I wanted a Zimmer frame. I told Kevin I didn't want a stick, but he brought it and it was there for weeks. There was a long corridor with a bay window at the end. I walked along it several times a day with the Zimmer. I would watch the cats and dogs and traffic at school drop off. That got me going. I told Kevin I wasn't ready for a stick, I didn't feel safe."** Percy says that Kevin encouraged him. **"Kevin told me, 'You're miles head of them' – meaning people who were already walking on their own."** Percy continues, **"One day, I said to myself, 'Can you do it or not?' and I walked in my room with the stick. I still didn't feel safe!"**

Going home: Percy explains that he assumed physiotherapists were akin to PT instructors in the army. But he now realises that Kevin's role involves more than exercises and advising on walking. **"I think Kevin was doing a lot behind the scenes. He was business like. He talked about the support I needed when I came home. I couldn't work out what he meant at the time."** Percy came home with the support of the Reablement team. **"It took me a while to understand what they did and didn't do. They would be there while I cooked and helped me wash up. They arranged for my drier to be moved from my shed to the back room. And showed me an easier way to set up my ironing board."** He reflects, **"I am happy with the help I got. I am grateful and thankful."**

Although better than he was, and no longer receiving care visits, Percy misses his previous level of independence. **"I feel trapped. I'm limited with everything but I'm doing the best I can with what I've got and what I'm given."** He appreciates his friends who shop for him and give him lifts. Percy has his own laptop and is familiar with Zoom. He is working with Age UK to enhance his IT skills, including online shopping.