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NHS Foundation Trust

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CARING SAFE RESPONSIBLE VALUE EACH OTHER INSPIRING

Discharge Support Service

Kingston Hospital NHS Foundation Trust

Bianca Larch

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About Discharge Support Service

- Pre Covid-19 – ward and telephone based
- Post Covid-19 - Telephone based service set up in July 2020
- Patients receiving 6 weeks of follow up calls
- 9 active volunteers, 5 on site
- Case load of up to 3 patients per volunteer
- Volunteer commitment is 3 hours per week
- Intensive recruitment & training programme
- Monthly supervision with guest speakers from hospital staff and community services

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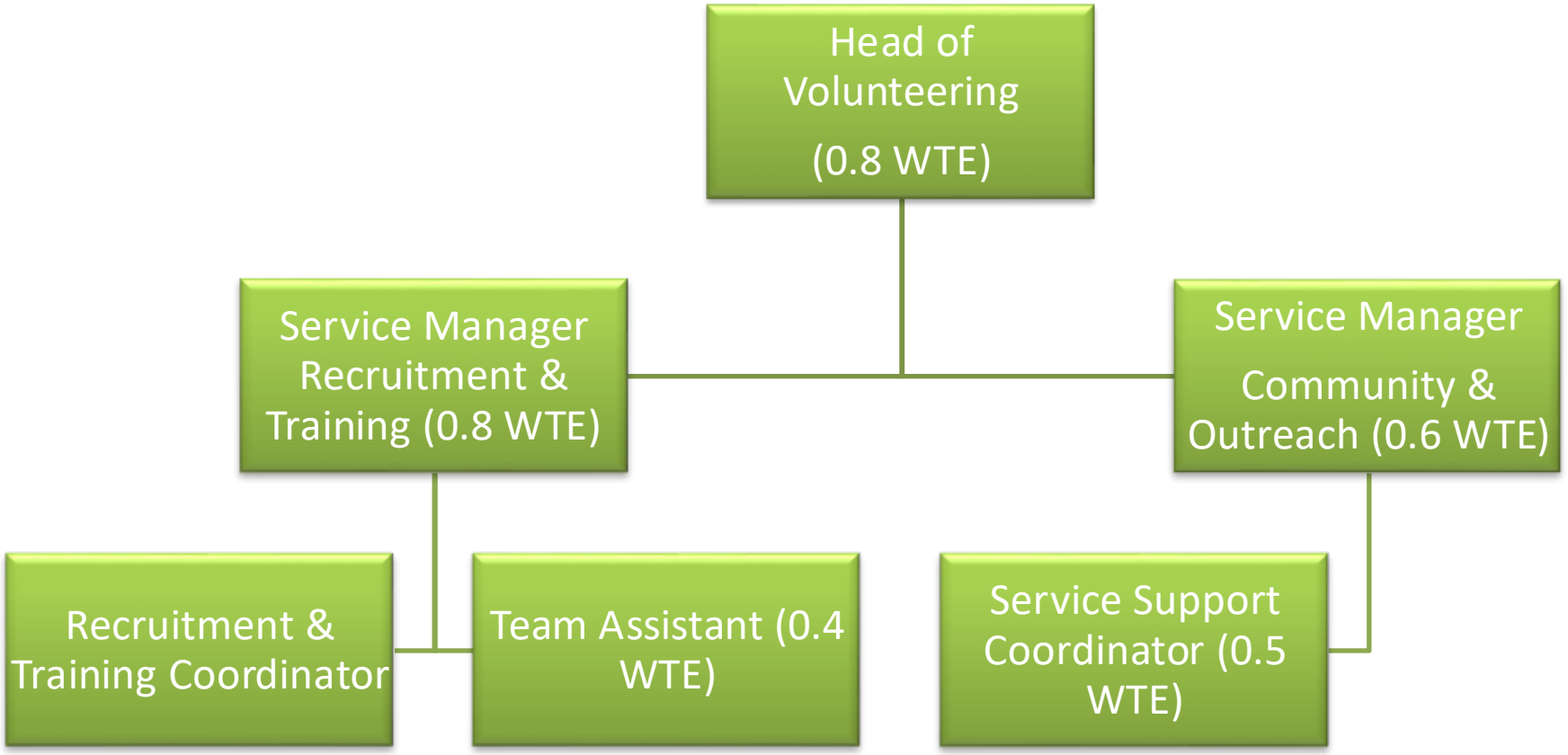
Service outcomes:

Increase	Increase confidence to cope independently at home following discharge home from hospital
Promote	Promote access to community & voluntary sector services.
Prevent	Prevent unnecessary hospital admissions with the check in and chat calls.

Resource: The Volunteering Team



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Training for Volunteers

10am / 2pm	**Introductions & Welcome** **Overview of workshop**	**15 mins**
10.15am / 2.15pm	Active Listening Skills - Exercise - Barriers - Assumptions - Boundaries - Challenges	1hr
11.15am / 3.15pm	BREAK	15 mins
11.30am / 3.30pm	Generating Referrals Types of referrals Examples and a typical volunteer response	25 mins
11.55am / 3.55pm	Motivational Interviewing Techniques for understanding behaviour when it comes to health and change	30 mins
12.25pm / 4.25pm	Policies you need to know Confidentiality Escalation My Impact	30 mins
12.55pm / 4.55pm	Next Steps & Close	5 mins

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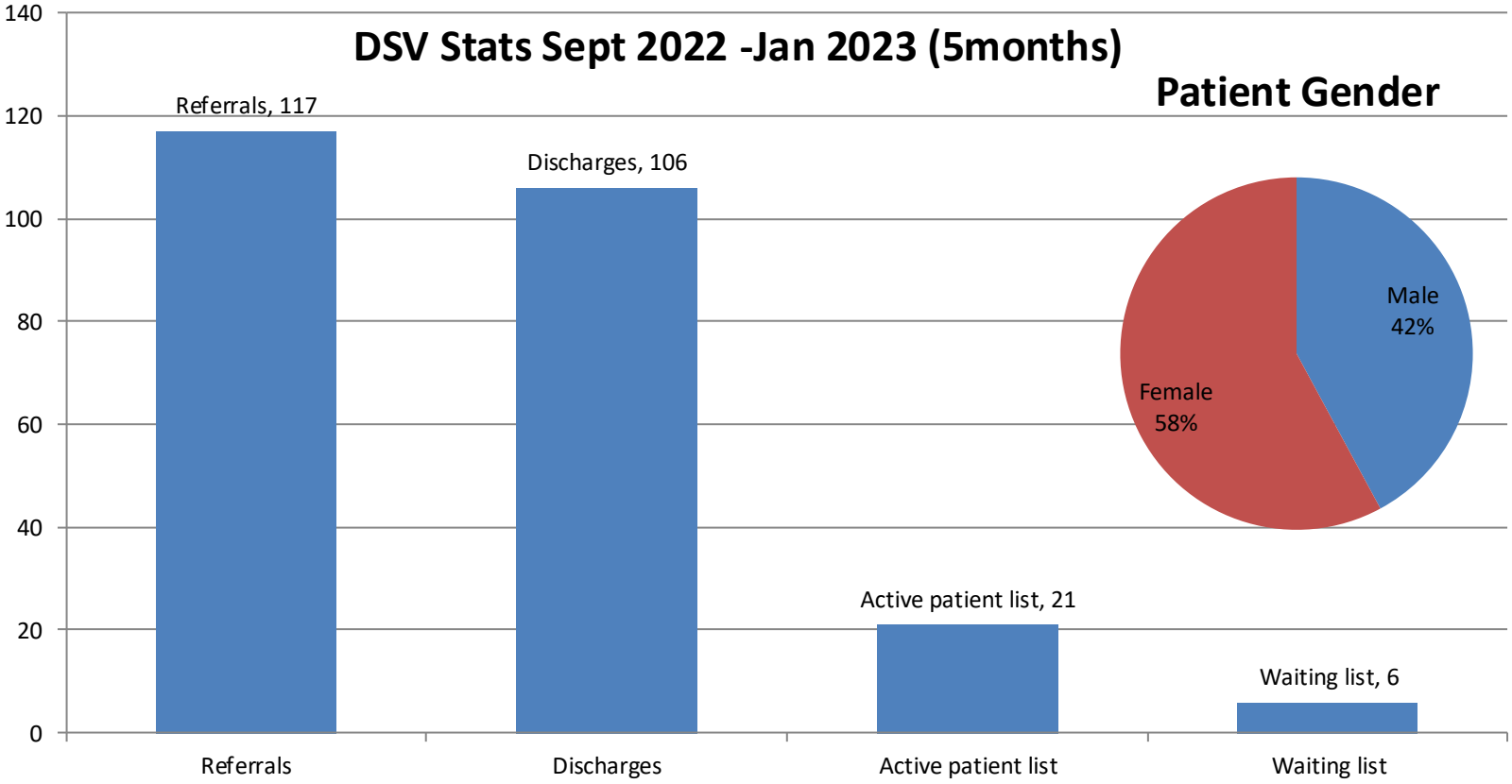
Scope of the service



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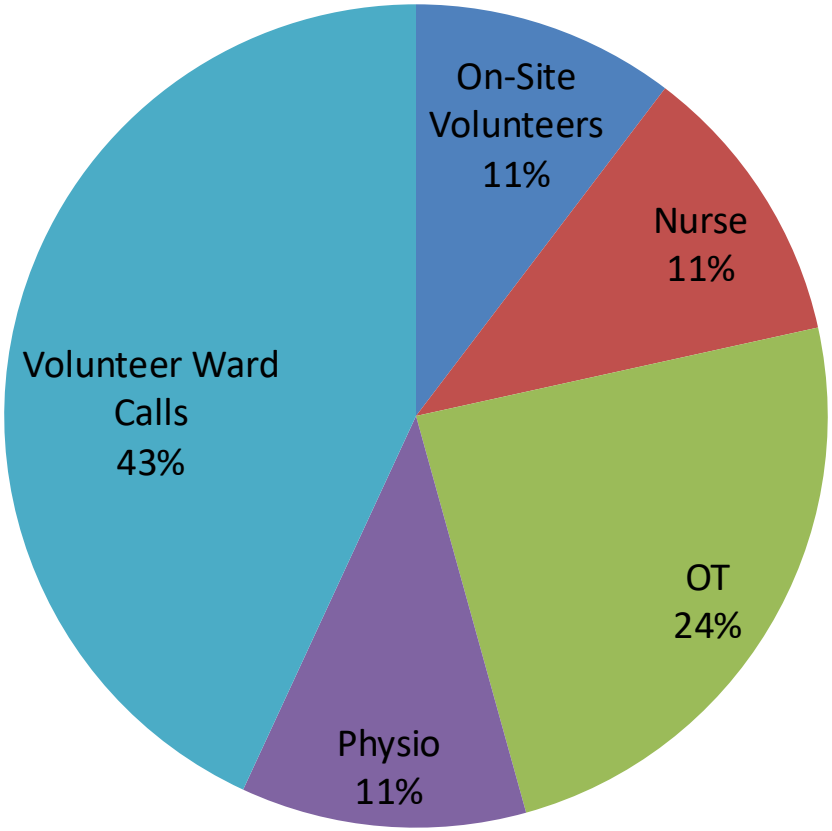
Internal partners

Who is referring:



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Outcomes

How confident are you feeling about your ability to cope at home following your hospital stay?

(50%) of patients that took on the service reported an improvement in confidence with being able to cope at home.

(50%) patients report no change, as they felt they were managing well at home from the start.

Are you in touch with any community and voluntary sector organisations?

53% of patients that completed the 6 week course were referred to a community or voluntary service

Would you recommend the Service?

100% of patients would recommend the service to family and friends

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A patients and volunteers experience

- A short film that the Trust made in December 2021 about the Discharge Support Service and the great work it has achieved.

https://youtu.be/kTPHIBbdUqM

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Future Plans

Establish	Incorporate	Develop	Continue	Increase
Establish relationships with ED, CDU, AAU to generate referrals and talk broadly with patients that are not admitted to inpatients wards.	Incorporate travel home allowance for patients; wheelchair training and manual handling in Induction Training so that volunteers can assist patients to discharge lounge.	Develop focussed weekly topics for volunteers to share with patients within the 6 weeks	Continue to embed service locally by building up Community Voluntary Sector partnerships	Increase service capacity by increasing volunteer numbers to 20 active volunteers

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