

<b>Subject:</b>	<b>Healthwatch Hospital Discharge Wellbeing Project (HOP)</b>		
<b>Date of Meeting:</b>	<b>09 December 2020</b>		
<b>Report of:</b>	<b>Executive Lead, Strategy, Governance &amp; Law</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Giles Rossington</b>	<b>Tel: 01273 295514</b>
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<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE**

**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report contains information on the Healthwatch Hospital Discharge Wellbeing Project.
- 1.2 This issue was referred to HOSC for information by the BHCC Performance & Information Group (PIG).

**2. RECOMMENDATIONS:**

- 2.1 That members note the contents of this report.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 Healthwatch Brighton and Hove volunteers have been providing Wellbeing signposting calls to people discharged from the Royal Sussex County Hospital, in Brighton and Hove, as part of the Healthwatch COVID response.
- 3.2 To date over 2000 local people have been referred to HOPs.
- 3.3 A report on the first 6 months of this experimental project is attached April – September 2020 (see **Appendix 1**).
- 3.4 The project has featured in as an exemplar of good practice in a national report on Hospital Discharge published by Healthwatch England and the Red Cross see:  
[https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20201026%20People%20experiences%20of%20leaving%20hospital%20during%20COVID-19\\_0.pdf](https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20201026%20People%20experiences%20of%20leaving%20hospital%20during%20COVID-19_0.pdf)  
with a recommendation that similar projects be rolled out nationally by the NHS

**3.5 Case Study/Comments from Medical staff**

**3.5(a) Recent case study from a Healthwatch volunteer:**

"I phoned Paul on 18/11. He lives in the XXXXX and I spoke to the person on duty having already tried Paul's mobile. She said he slept all mornings.

Paul has substance misuse problems, underlying Mental Health concerns and recently lost his girlfriend. He has numerous medical conditions and ulcerated legs.

Later that day, I spoke to Paul after we had missed calls to one another.

I got a call from him in a very distressed state. He was threatening to kill himself. Did not see any point in living. He wanted to be with his girlfriend who died of cancer 2-3 weeks ago. I kept him talking about his girlfriend and family, but it got to the point that he said- "I am going to do it now".

I realised I had the staff number in the XXXXX and thankfully someone was there and I had them on one phone and Paul on the other, keeping him talking until they got to his room, when I 'passed over' to them.

I phoned the staff this morning and Paul had called 999 himself in the small hours and has been admitted to hospital. We got thanks from the staff at his accommodation."

**3.5(b) Comment from a Hospital doctor:**

"There are always patients that pray on your mind, when they are discharged they keep you awake at night. HOPs takes some of that away, just knowing they are getting a friendly call a few days after being discharged, it makes all the difference."

**3.5(c) Comment from Senior Nurse:**

"I genuinely believe this is a great and much needed project and you have my full support."

**4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

4.1 Not relevant to this report for information.

**5. COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 This report has been compiled jointly with Healthwatch Brighton & Hove.

**6. CONCLUSION**

6.1 Members are asked to note the findings of the Healthwatch Hospital Discharge Wellbeing Project.

**7. FINANCIAL & OTHER IMPLICATIONS:**

Financial Implications:

7.1 Not relevant to this report for information.

Legal Implications:

7.2 No legal implications identified

*Lawyer Consulted: Elizabeth Culbert Date: 01/12/2020*

Equalities Implications:

7.3 Equalities issues are dealt with in the Healthwatch report (**Appendix 1**)

Sustainability Implications:

7.4 None identified.

Brexit Implications:

7.5 None identified.

Any Other Significant Implications:

7.6 7.6 None identified.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Healthwatch Brighton & Hove Hospital Discharge Wellbeing Project Report

### **Background Documents**

None

