

Case Study



In this Case Study;

William* Is a man in his early fifties who was diagnosed with a malignant thyroma.

William had spent 12 months in hospital and his family were desperate for the day when he was able to be discharged with a support team. Due to Williams acute care needs this posed a challenge for the PCT as this was to be their first continually ventilated patient.

Advantage Healthcare liaised with the community nursing team and the specialist hospital team, in-order to facilitate a smooth transition from hospital to home. A detailed care assessment of William's physical, emotional and social needs was carried out by our branch RN consultant with William and his family being involved throughout.

William* was diagnosed with a malignant thyroma, which was treated surgically, and following complication's post surgery William suffered respiratory failure requiring ITU admission and formation of a tracheostomy. William had spent 12 months in hospital and his family were desperate for the day when he was able to be discharged with a support team. Due to Williams acute care needs this posed a challenge for the PCT as this was to be their first continually ventilated patient.

Advantage Healthcare were approached by the PCT to assess the feasibility of setting up a 24 hour care package for William with healthcare assistants covering the day shifts and RN's covering the nights. We held an initial meeting with our clinical governance and quality teams to establish safe parameters and identify potential risks.

This included:

- Delegation of Nursing task's to Healthcare assistants (following NMC guidelines)
- Identifying a lead Nurse to carry out ongoing supervision and
- Support for staff
- Staffing requirements and the competence levels necessary
- Specialist training requirements
- Back up equipment in the event of power failure etc...

We liaised with the community nursing team and the specialist hospital team, in-order to facilitate a smooth transition from hospital to home. A detailed care assessment of William's physical, emotional and social needs was carried out by our branch RN Consultant with William and his family being involved throughout. We organised for our care staff to attend a 3 day service user specific training program that covered theoretical and practical elements of Williams care. The hospital team assessed the staff throughout their training and when deemed competent they signed off their training schedule.

We agreed to meet with William and his family on a weekly basis initially to ensure that they were happy with our services and identify any potential issue's before they arose. We recruited a lead Nurse to provide the clinical support and supervision for the care staff and family for a few hours a week.

Advantage Healthcare have been managing William's care package for 12 months now, it has been a huge success with our staff learning new skills and taking on additional responsibilities which they are proud of and more importantly we have been able to support William in his transition from long term hospital placement back to his own home enabling him to live a fulfilling and positive life as possible.

*Service users details and photographs have been changed for data protection reasons