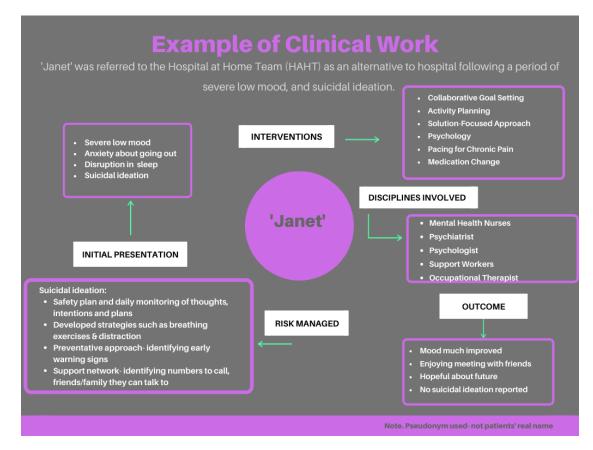
Appendix 2

Hospital at Home Service - clinical pathway, patient and carer feedback



Service User Feedback

'Alice' has a diagnosis of bipolar disorder and was referred to the Hospital at Home Team following a stay on the inpatient mental health ward. The team supported discharge to enable Alice to continue recovery at home. Alice described the team as "very good" and said it was helpful to have more intensive support on discharge, which she said is a "great improvement" compared to her previous ward discharge.

> Alice shared that she found it helpful "having someone to ensure everything was okay with medication" when transitioning back to the community.



Alice shared seeing more of the same staff on the team would have been preferred but she understood why this might not be possible.

> Alice said she felt staying in hospital too long could be a problem as she felt she was starting to get dependent on being looked after, which she recognised can make it harder when adjusting to being back home.

Note. Pseudonym used- not patients' real name

Carer Feedback

'Clare' supports her mum who has a diagnosis of bipolar disorder. Clare's mum was admitted to the inpatient mental health unit for a long period of time and therefore the Hospital at Home team supported transition back home. "Mum had been in hospital for 8.5 months. I hadn't seen her so it was difficult to comment on her readiness to go home. The Hospital at Home team came on the Saturday and initially I was told the support would only be for the weekend. I went into panic mode and I spoke to the team manager. From that point on the team were fantastic."



"I am really pleased she didn't have to go back to hospital."

> "I cannot fault them, the team kept me informed the whole way."

The team have been amazing.'

Note. Pseudonym used- not real name