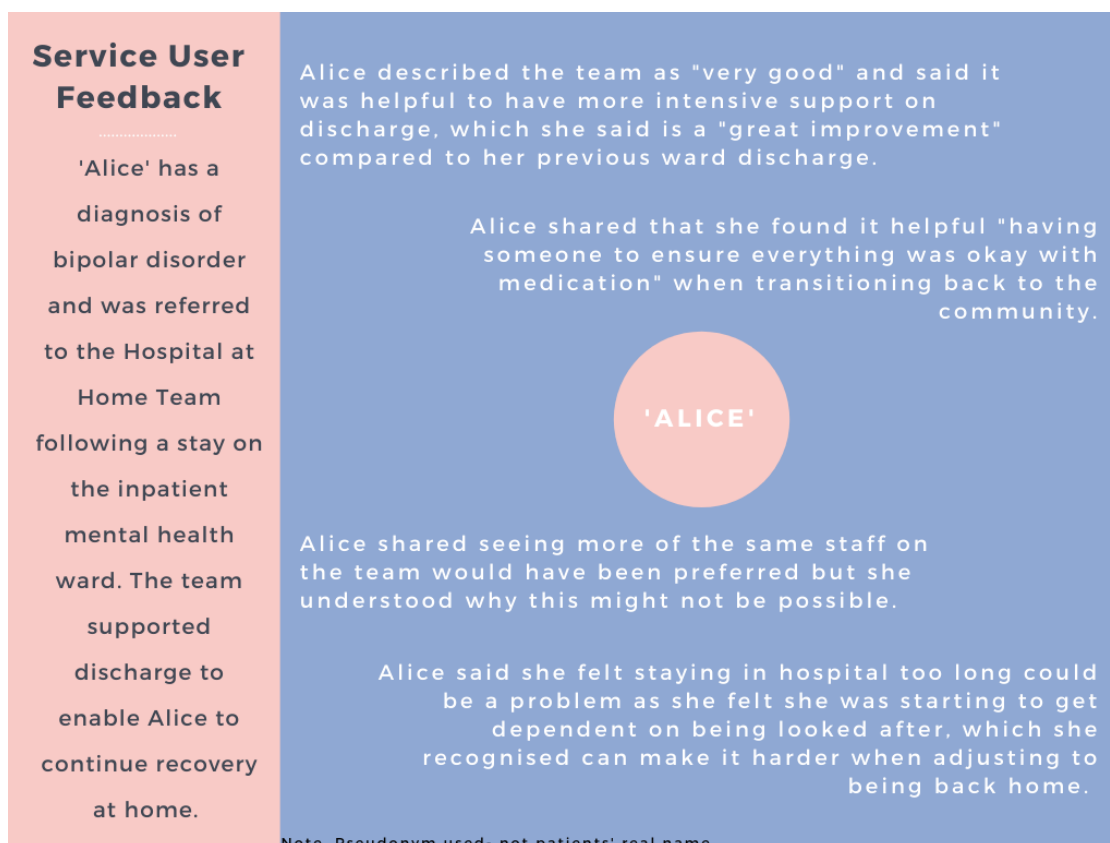
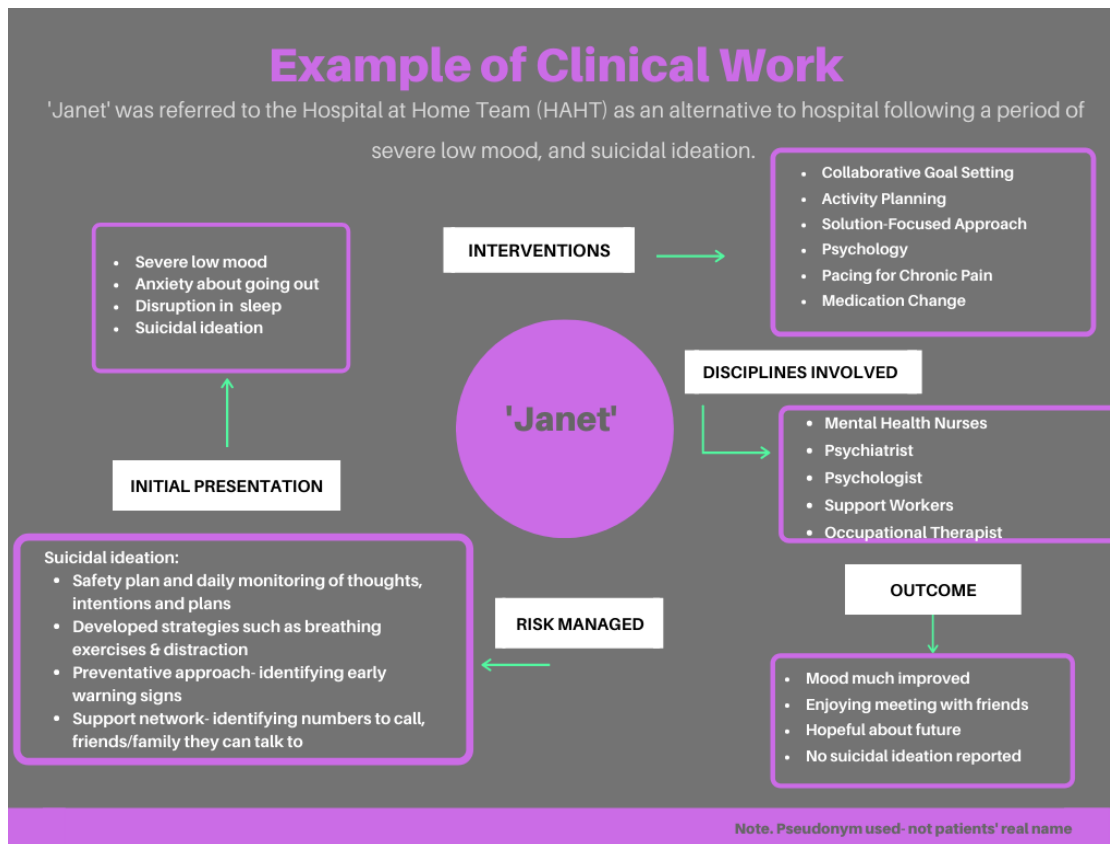


## Appendix 2

### Hospital at Home Service – clinical pathway, patient and carer feedback



## 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."



'CLARE'

"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