

CASE STUDY Complex Care

The Service User

William* is a man in his early fifties who was diagnosed with a malignant thymoma, which was treated surgically.

Following a complication 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.

The Requirement

William's acute care needs posed a challenge for the PCT, as this was to be their first continually ventilated patient.

The PCT approached Interserve Healthcare 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.

Interserve Healthcare held an initial meeting with their clinical governance and quality teams to establish safe parameters and identify potential risks. This included:

- Delegation of nursing tasks 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

Interserve 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 an Interserve Healthcare RN consultant with William and his family being involved throughout.

The Outcome

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

**Service Users name has been changed for data protection.*