

Appendix B - Better Care Fund Case Study

Harry Gray

Harry Gray is 75 years old. He was recently widowed and is now living with his daughter. He has several long term conditions including COPD and the initial stages of dementia. Harry has been quite depressed following the death of his wife. Harry has also had a few falls which has reduced his confidence in leaving the house, which in turn is adding to his depression. Within the last year Harry has had 32 visits to A&E at North Middlesex Hospital, which resulted in 10 admissions. Most of the hospital attendances happened between 7pm and 10pm. Harry's daughter had made requests for some support but has been waiting for over three months. She has also requested that Harry be supported within sheltered housing, although this request has not been approved. Due to the number of issues that Harry is facing, a number of agencies could be involved in his support and care. However evidence from his case notes suggest that no one agency is responsible for his care and some of the notes make recommendations that Harry would be better cared for by other agencies due to a specific condition that they highlight. This results in a sense that people are trying to shift responsibility for Harry's care. A number of referral forms from agencies had the wrong information or information missing e.g. stating that Harry was married rather than a widower, that he was not on any medication when he was on several, or that he did not have any risk factors when he had a multiple number.

The impact of the Better Care Fund

The Haringey Better Care Fund is divided into four Schemes. It is expected that each scheme will have an impact on Harry's health and wellbeing as follows:

Admissions Avoidance

Harry will get a named care co-ordinator who will develop a health and social care plan which will include goals that Harry has identified to improve his health and wellbeing. The care co-ordinator will be able to refer to appropriate local services that may be able to support Harry in achieving his goals e.g. local bereavement counselling services.

Effective Hospital Discharge

When Harry is admitted to hospital he will be supported so that he spends as little time in hospital as possible and is safely returned home. Reablement services will help him to regain his confidence following a fall so that he can return to independence which will reduce his isolation and improve his wellbeing.

Promoting Independence

To prevent Harry's health and wellbeing issues worsening, a Neighbourhoods Connect service will identify him and link him into a range of services which can help to reduce his isolation and help support a healthy lifestyle e.g. a local gardening club and/or an expert patient group.

Integration Enablers

Wrong information or any gaps on Harry's referral forms will be reduced and hopefully eliminated as data sharing will be possible between all the relevant professionals involved in Harry's care. This will be covered by robust information governance and with Harry's consent. Services will be available into the evening when Harry is most at risk of going to A&E. There will also be support for Harry's daughter so that she is better able to care for Harry.