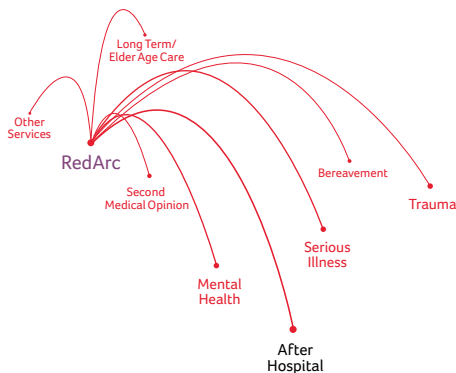


After Hospital “Get Well. Stay Well”



Helping people when discharged from hospital to make as speedy a recovery as possible and ensure good long term management of their condition.

The same Personal Nurse Adviser is available by telephone on an unlimited, ongoing basis and the ways they can help are many and varied, here are a few examples:

- Easily accessible practical guidance on the condition
- Information on mainstream services and ensuring the person gets all that they are entitled to
- Ensure the person is integrated back into NHS services following private treatment
- Support to avoid people feeling “abandoned” when a period of regular treatment ends
- “Get Well, Stay Well” Plan and help to stay on track

Integrated services could include practical help at home, information and advice on home adaptations, specialist equipment or other relevant therapies.

“A stroke happens in an instant but its effects can last a lifetime. Many people go on to make good recoveries but because stroke affects each person differently, it’s important to get the support that’s right for you.”

You’re not alone, Stroke Association 2013

Case Study

Nancy was discharged home on a Monday evening and, although delighted to be out of hospital, she felt alone and worried. She had been treated for an abdominal problem.

She had been in hospital for 2 weeks and was feeling much better and had been keen to resume her independent lifestyle.

She quickly discovered that she was exhausted and did not feel able to do the practical things that she would normally take in her stride.

Her RedArc Personal Nurse Adviser was able to organise a few days of help in the home, this included shopping and collection of her medication, getting the laundry up to date and preparation of meals.

The nurse was also able to give advice about how much exercise to take and how to look after her health whilst waiting for her next hospital appointment. She was also encouraged to go back to the GP to look into exactly what had caused her illness, and to make sure that the GP continued to see her regularly.

Nancy felt reassured by having someone to refer to when she was feeling uncertain and alone.

“Your first contact was very welcome, the initial diagnosis was very upsetting but the nurse I spoke to reassured me, because I could only think about dying. But with your words of comfort and reassurance my last appointment was very pleasing. My nurse was overwhelmed with my blood PSA coming down from over 10,000 now down to 7 so she gave me an appointment for 6 months. So I am looking forward in life and not back.”