



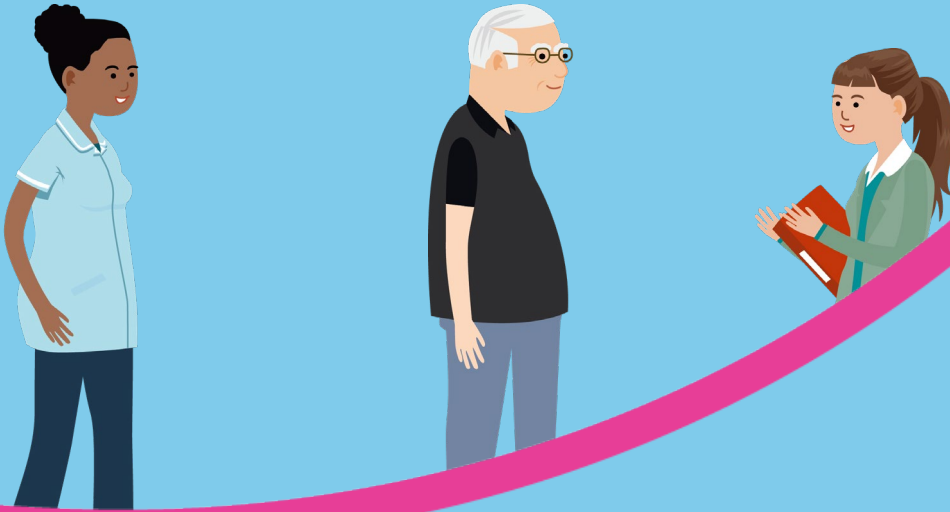
Rapid Community Response

Independent Feedback Report

February 2022

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What is RCRS?

Rapid Community Response

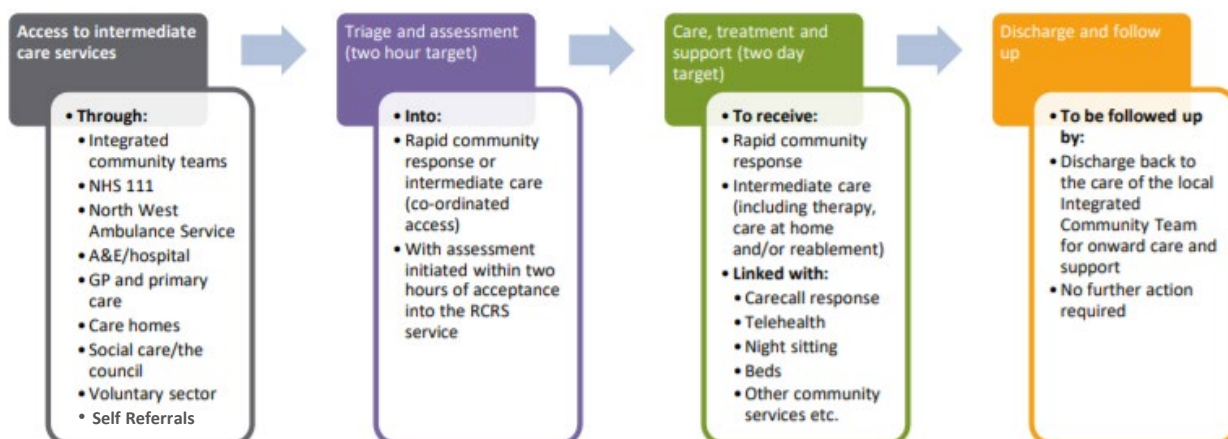
The RCRS (Rapid Community Response Service) provide urgent (within 2 hours) assessment and support (in 2 days) for a short time, to help people recover and retain independence. The team is particularly important in the context of the current Covid-19 crisis because they may help people:

- Remain at home when things start to get very challenging or difficult
- Recover after a fall, accident, acute illness or operation that would otherwise put the person at risk of going into hospital
- Help people avoid going into hospital or residential care unnecessarily
- Help people return home more quickly after a hospital stay

The RCRS team is made up of nurses, social workers, Physiotherapists and occupational therapists, occupational therapists, a range of support staff and care staff who can triage, assess and support people during a crisis. People eligible for the service are:

- Adults over 18
- People living in the borough or have a GP in the borough
- Experiencing a crisis
- At risk of hospital attendance/admission or residential care admission
- Medically safe to be treated/cared for in a community setting
- In need of assessment/intervention within 2 hours (and safe to wait for up to 2 hours)
- People **with these above needs** who can benefit from the service include
 - Older people
 - People who are frail
 - Younger adults
 - People with dementia
 - People with mental health problems
 - People with a sensory impairment
 - People with a physical disability

The team mainly focus on people aged over 65, who have an exacerbation to crisis point of a physical long-term condition(s).





Expert rapid response teams will be on hand within two hours to help support older people to remain well at home and avoid hospital admissions.

Introduction

Healthwatch Warrington (HWW) was approached by the Rapid Community Response team to collect feedback of their experiences of the service from its users.

After meeting and discussing our options for capturing the feedback, it was decided that the most effective method would be to carry out telephone calls with service users or their families wherever possible.

Due to the age, health problems and frailty of most of the people accessing the service, we realised that some may be digitally excluded; therefore, we ruled out online surveys and collected all of the feedback via targeted telephone calls which all of the service users had consented to prior to HWW contacting them.

Details of consenting service users were sent to HWW over the space of **3 months** and there was a cohort of **95** service users. We obtained telephone feedback from **79** service users..

A comprehensive Data Protection Impact Assessment (DPIA) was completed in partnership with the Service Manager and Healthwatch, in line with General Data Protection Regulation (GDPR) guidelines. It was also agreed that any Safeguarding concerns or complaints that we may encounter during the call would be highlighted to the Service Manager.

Disclaimer

This report relates to the findings taken from the Rapid Community Response telephone survey completed by those who had used the service, and agreed to be contacted regarding their experiences.

Methodology

A survey was drawn up by Healthwatch Warrington and the Rapid Community Response Team, to establish the experiences of service users, and how the service could be improved.

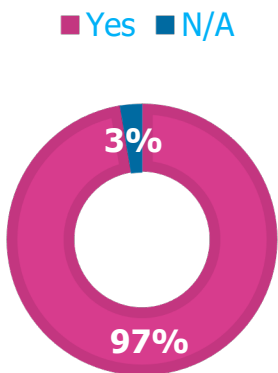
Questions asked were:

1. How responsive was the service?
2. Did the service make an appointment in a timely manner?
3. Did you understand the information given?
4. Could any more information be provided?
5. Were staff professional?
6. Did you feel listened to?
7. What, if any, services were put in place for you?
8. Has your condition improved since using the service?
9. Would you recommend the service?
10. Are you satisfied with the service?

Findings

Did the service respond in a timely way?

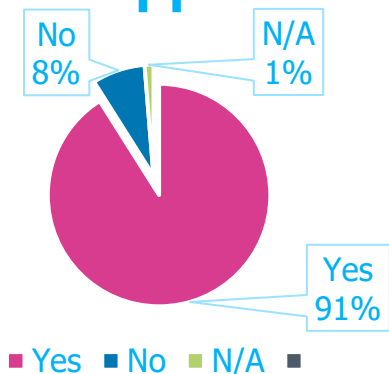
Response Time



“Very responsive” – “Very quick was there within the hour” – “First Class”

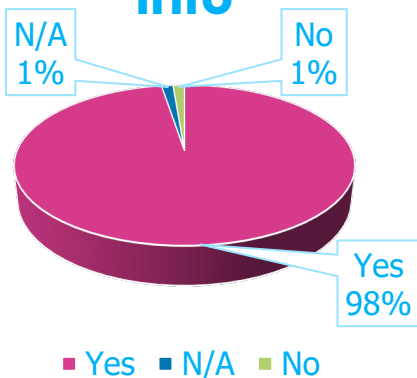
Did the service respond in a timely way?

Service Appointment



Did you fully understand the information provided?

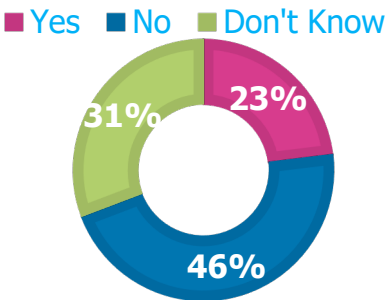
Understanding of info



“Yes, cannot fault them” – “They are Saints” – “I am able to be more independant”

Should the service share anything else?

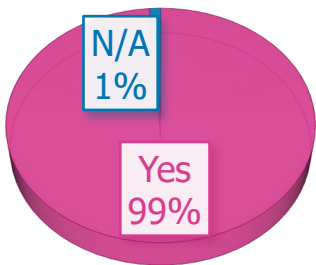
MORE INFO NEEDED



“would be good to know that the service does exist” – “struggled to remember some of the details but that’s just my age”– “if I had known I would have called for him (her husband) myself save the nurse doing it”

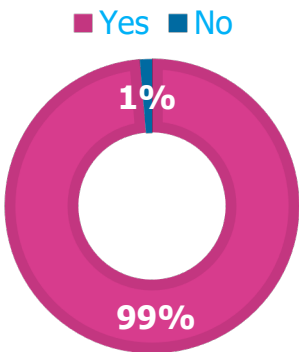
Were the staff professional?

Staff Professional?



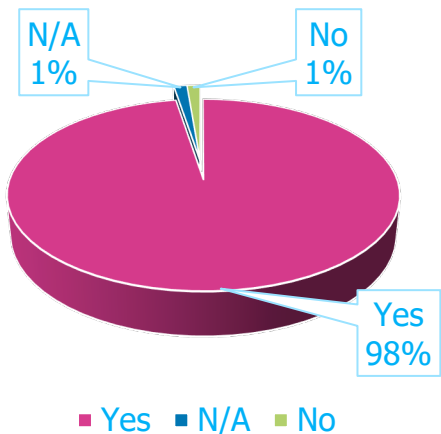
Were the staff compassionate?

COMPASSIONATE?



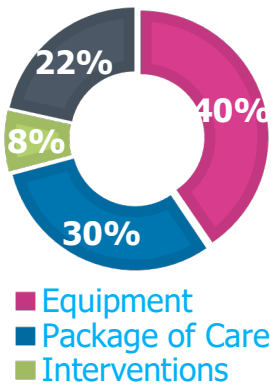
Did you feel listened to by staff?

Listened to?



What service was put in place for you?

SERVICES

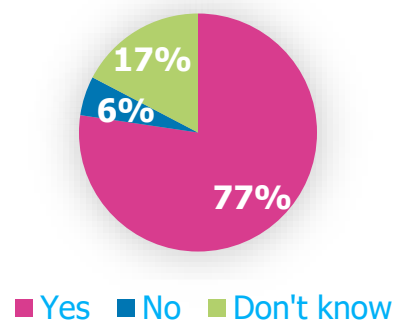


Others included:

- Hospital Admissions x3
- Short term Care home x4
- Respite care x1
- Exercise sheet x1
- Carer to change dressings

Has your condition improved since using Rapid Community Response?

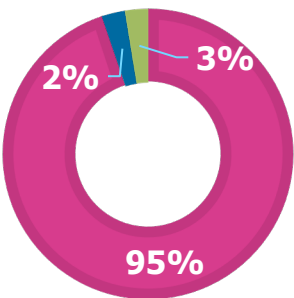
Condition Improved?



Would you recommend Rapid Community Response?

RECOMMEND?

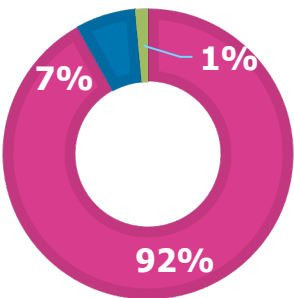
Very Good Good OK




How satisfied were you with the Rapid Community Response Service?

SATISFACTION RATING


Very Good Good OK



Overall **98%** of feedback was positive. From our calls we only received one issue which was to do with the carers that were put into place for one user of the Rapid Community Response Service.




Received carers for a few weeks but the timings were not good. IE Breakfast was 10:30am for the carers to arrive but was already up and washed and had eaten breakfast by 07:30am




The majority of those who responded to us thought that the service was *“excellent”* but felt that it would have been good to know about the service before hand. *“Did not know that it existed, public could be made more aware”*.

One client felt that the care she received was amazing and made her feel supported.



I felt they all cared, one nurse said “I have been thinking about you all night I am so glad you are better,” I cried





The service has given back some independence to users and allowed them to stay at home where possible without having to go out to appointments or being admitted into hospital. *“Great service- good for me with limited mobility” “Easier than A&E and put me at ease” “I feel safer at home with carers and buddy calls”*



The Team are Life savers



 My equipment has made it so much easier for me to be more independent 

Those who received equipment were very happy with the quality and the time it took to receive their equipment and it helped them regain independence at home. *“Spot on Service- Fantastic Team and received really good equipment quickly- commode, zimmer, chairs.”*

Going Forward

As 98% of the feedback is positive, there aren't many improvements needed.

The main issue we found was the lack of knowledge of the service and the understanding that people can self-referral into the Rapid Response Service.

Many people wish they had known about the service and others now have the information if needed in the future.

Many people told us that the information they received was useful and helped them. However due to their age they had forgotten and hadn't relayed the information to family.

It may be useful to give patients a written update that they can refer to or share with their family.

With Thanks

Healthwatch would like to thank all of the team at the Rapid Community Response Team for their help and support, in particular the Service Manager Jackie Johnson.

Comments

- Staff very caring and exceeded expectations.
- They were so kind and got me admitted to hospital where I stayed for 2 weeks.
- I was not aware it was there but now I know how to self-referral if I need to.
- Now I have carers and I feel safer in my home.
- The lady that I spoke with from the first call was so nice and reassuring, I was confused as I am elderly but she was so patient.
- It is easier than having to attend A & E on my own, this was so much better and put me at ease.
- I was referred by the hospital which took out so much of the stress.
- The ease and care from the team.
- They treated my Nan with great respect and said they would help her to remain at home as long as possible.
- It was so much easier for them to come and see me as I struggle with mobility.
- The commode arrived very quickly -fantastic service.
- I got action buddy - phones weekly for one hour.
- I felt they all cared, one nurse said "I have been thinking about you all night I am so glad you are better", I cried.
- I can stay in my own home now I have the extra support in place.
- Nurses were so lovely, made me feel safe.
- I am still having problems but they are being treated and I know the service is there now and I can contact them by myself.
- My equipment has made it so much easier for me to be more independent.
- Very quick to supply equipment.
- They were very quick and they got me brand new equipment.
- I didn't know that I could get carers as I am not really old enough but I have one once a day now.
- Everyone was very helpful.
- It has helped me get around the house so much better.
- I had carers for a few weeks for personal needs but now I am better and I didn't have to go in a home, staff wore full PPE, very professional.
- Everything was fine -they were sweethearts.
- Courteous and friendly, there is nothing I can criticize.
- This meant that I could get the nurse to come to change my bandage and they put it all in place, great service.
- Great staff - great service.
- Very good service.
- I have a new commode to help my hip, it's so much better for me.
- I feel safer now that I have all the contact details for help.
- Very friendly caring staff.
- It was all very good, no complaints.
- Very happy with the service.
- Rapid Response are excellent.
- Very good, highly recommended

Comments

- Extremely fast response- didn't expect them to arrive so quickly- would recommend all services supplied.
- Received carers for a few weeks but the timings were not good. IE Breakfast was 10:30am for the carers to arrive but my wife was already up, washed and had eaten breakfast by 07:30am - *please note this is the care agency and not RCRS.
- Spot on Service- Fantastic Team and received really good equipment quickly - commode, zimmer, chairs.
- Very happy, fast response would, recommend the service.
- All the care provided was excellent. Did not wish to discuss further as she was becoming distressed being Christmas.
- Very nice team of people who were very caring and professional. Received a care plan and nothing else required. Would recommend.
- Very happy with Rapid Response - who assisted in my father moving to a care home where he is now. Happy with food and care at the home but was distressed he won't be allowed to see his wife over Christmas now that he has been moved into a care home.
- Called due to stomach upset/diarrhea felt very ill - an ambulance was arranged by Rapid Response. Hospital advised that he needs iron infusion and again after hospital visit. He was in hospital for 5 days.
- Excellent service received. First called after a fall in the garden - was lying in water for over two hours before being found. Went to hospital over night and is now provided with a panic button. Feel so much safer.
- Happy with service, found them to be very professional - very hard of hearing. advised carer on holidays and unable to discuss much further due to hearing impediment.
- I was very ill with 5 hospital visits and two heart attacks. Wants to report the service received was very good and now has a panic pendant to help her feel more secure.
- Lady said that she was very happy with the service received. An excellent service provided and has no further comments to improve the service.
- The gentleman advised an excellent service was provided to him after he collapsed. Has been provided with Peter his carer, cushions, a chair lift.
- Spoke with her husband as his wife is now in palliative care in a home. He was disappointed to learn from the care plan lady that they would recommend a carer 4 times a day but don't have the staff to do this and recommended a care home for his wife. He wanted to do anything other than to have his wife in home. Otherwise, the service was very good, just a disappointing outcome but understands that this is for the best.
- Lady was very pleased with the service received. Received a panic button, toilet seats and a rail installed up the stairs. She said that she found everyone very pleasant and helpful.
- Gentlemen found service very helpful. He has received all equipment required.
- Gentleman advised he has already completed a questionnaire recently but would like to add that the service received was excellent. His condition has improved and advises that a grab rail, toilet seat and kitchen stool has been provided. His mobility has improved. He feels safer at home now.

Comments

- The lady was moved to hospital and once there the Rapid Response arranged carers. This was such a relief as she was able to stay in her own home afterwards.
- The lady was housebound – Rapid Response called due to kidney problems. Received a 3 wheeler to aid mobility and will have Physio to help her with movement. She is so grateful for the support as daughter only telephones daily – doesn't visit her.
- The lady advises service received was very thorough. Rapid Response called after a fall. Received follow up plan for Physio and further care. She also said that she has family to support her.
- I feel that the Rapid Response and the team are life savers. After a fall breaking her hip and her wrist, she received very good care from carers and nurses.
- Very grateful to Rapid Response. He said the team saved her life as she is diabetic and needs constant care and insulin. Would highly recommend Rapid Response
- Spoke with the lady who is 88 and who remembers the team and their support but cannot remember the details of her care plan. Would recommend Rapid Response.
- The gentleman advises Rapid Response team were efficient and polite. Very prompt service. Received handrails for additional support. Would recommend.
- He said that he was happy with the service received and was sent to hospital for 5 days. Rapid Response were brilliant, received 2 zimmer's to aid mobility. NHS unable to diagnose him so he went privately and has since been diagnosed. He is also receiving Physio via The Spire Cheshire Hospital.
- I am very happy with Rapid Response team and received a care plan after experiencing a bad fall. Would highly recommend the team and support I have received. Thank you.
- The gentleman advised he has received an excellent service from Rapid Response team. He had a fall which left him with four broken ribs. He fell due to a gap in the step at the front door. This has since been repaired and made safe. He received excellent support and a walking stick. Would recommend the service and staff.
- Great service.
- Made me feel more secure.
- I feel better being at home now that I have things and carers in place – Thank you.
- They were so kind and helpful and called after to make sure that I was ok.
- I am so much better now that I have support and help.



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