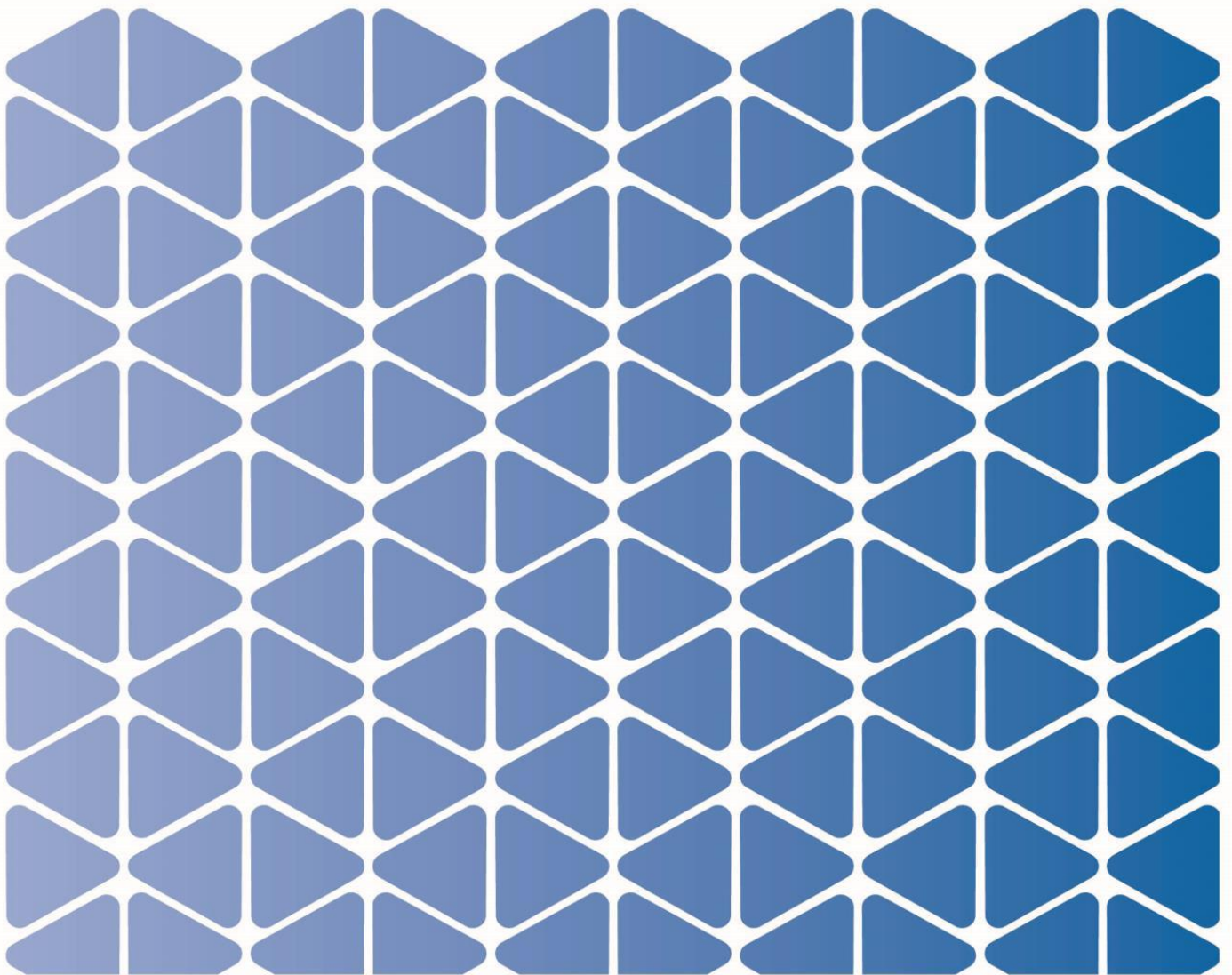




PATIENT INFORMATION

**WELCOME TO THE COUNTYWIDE
FRAILTY ASSESSMENT UNIT (FAU)
AND FRAILTY PATHWAY**



The Frailty Unit is an acute assessment unit designed to improve the patient experience and quality of care, ensuring that every patient receives care designed specifically to meet their needs.

The ethos of the Frailty Assessment Unit is to provide a prompt and comprehensive frailty assessment for patients, in an appropriate environment. Patients will be assessed and a decision made as to whether they can return home, with or without additional support, require transfer to another unit for rehabilitation as they have no acute medical needs or if they require a short admission to hospital for further assessment, prior to returning home.

Who will assess patients on the Frailty Unit?

The Frailty Unit is led by Advanced Clinical Practitioners supported by Geriatricians; patients may also receive care from other members of the multidisciplinary team including:

- Nursing staff
- Physiotherapist
- Occupational therapist
- Dietician
- Speech and language therapist
- Pharmacist
- Social worker
- Discharge Liaison Nurse

What will happen on the Frailty Assessment Unit?

It is an assessment unit, rather than a hospital admission with the purpose of discharging the patient back home. Whilst on the Frailty Assessment Unit, patients will undergo a number of assessments by the multidisciplinary team. Providing the staff assessing the patient with any health history will help determine how best to manage the patient's current situation and assist them to safely return home.

A decision will be made whether or not a patient requires a short hospital admission in a ward area at the Alexandra Hospital. Patients who live south of the county may be transferred to Avon 4 at the Worcestershire Royal Hospital or a local community hospital as soon as it is feasible

We will keep you informed

At all-times the staff will endeavour to ensure that patients know:

- What is the matter with them
- What is going to happen to them
- What is needed to return them home
- When they will be going home

How do family and friends find out more about patients?

It is preferable that a relative or carer remains with the patient. If this is not possible we request that that one person is nominated by a patient to telephone and find out about their current situation. Family, carers and friends can then update that person to find out about the patient; this helps us minimise time spent on the phone having a similar conversation with a number of people and helps us have more time to spend with patients.

Returning Home – What do you need to know?

If a patient does not require admission, following assessment on the FAU or has been discharged, a family member or carer should collect them from hospital, where possible. Hospital transport home is only provided when there is a medical need for the patient to travel in an ambulance.

On the day of your discharge, patients may be required to go to the discharge lounge prior to leaving the hospital where nursing staff will continue to look after them.

If at the end of patients care on one of the frailty wards, patients require on-going hospital care in a community hospital, we will endeavour to transfer patients to a hospital that is close to their home. However, this cannot be guaranteed, and patients could go to any one of the Worcestershire community hospitals; if you are a Worcestershire resident. This is in line with the Worcestershire Acute Hospitals NHS Trust Accommodation Policy.

Worcestershire Community Hospitals

- Princess of Wales Community Hospital Bromsgrove
- Evesham Community Hospital
- Pershore Community Hospital
- Malvern Community Hospital
- Tenbury Community Hospital
- Worcestershire Inpatient Community Unit

What to do if you are unhappy about any aspect of care?

We hope patients care and experience at the Frailty Unit is a good one. However, if patients are not satisfied with any aspect, please request to speak to the nurse in charge or Matron or alternatively contact Patient Advice and Liaison Service (PALS) telephone number: 0300 1231733

We are a newly developed service and therefore Feedback on your experience helps us constantly improve and shape our services. Please let us know what you think, and discuss with the nurse in charge about how to give feedback.

How to find us:

The hospital addresses are as below:

- Alexandra Hospital, Woodrow Drive, Redditch, B98 7UB
- Worcestershire Royal Hospital, Charles Hastings Way, Worcester WR5 1DD

The hospital website has links to maps and how to get to each site and information on parking. This can be found at www.worcsacute.nhs.uk

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.