Review of Service
Outcomes – Outputs Report

The South East
The Gardens and Jacob Centre, Hertfordshire

The South West
The Dean, Gloucestershire
The Gardens, Jacob Centre and the Dean are specialist nursing homes for working age adults with severe neurological complex disability offering complex specialist nursing care and slow stream rehabilitation and maintenance therapy to gain maximum functional ability and independence wherever possible.

The centres are able to offer long term care as well as respite and physiotherapy outpatient service.

Each centre is fully equipped to meet the needs of this complex client group.

Each centre benefits from Multi-disciplinary working with a full therapy team and gym in each building.

This report is presented in two sections to show the results and differences between the two areas and the centres.
1. The South East – The Gardens and Jacob Centres, Sawbridgeworth, Hertfordshire

- On average 15 enquiries per month, seven from PCT, two family and six from professionals
- On average six assessments are completed per month by Consultant and Admissions Team
- On average four admissions per month with agreed funding
- On average one discharge per month with full MDT involvement and working with other community agencies
- On average two deaths per month
- A total of 189 residents received care and therapy at Neuro Sawbridgeworth in 2012

We admitted 49 new residents to Neuro Sawbridgeworth

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- On average four admissions per month with agreed funding
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- On average two deaths per month
- A total of 189 residents received care and therapy at Neuro Sawbridgeworth in 2012

Resident change across 112 beds

Admission categorisation

Total population Neuro Sawbridgeworth

- complex disability management
- slow stream rehabilitation
- palliative care
- respite

40% Turnover of residents per year
Outcome Scores

- 39% improvement reduction in dependency scores between admission and discharge giving significant cost of care benefits for the funder and residents
- 100% of Jacob and Gardens residents have a disability
- 57% of residents admitted have a score in the range of 20-49 and are deemed as heavy dependent nursing, requiring complex care
- The average age of residents within the centres is 54 years
- The average age of new admissions to the centres is 52 years
- The 18-29 years age group are more likely to participate in therapy

Northwick Park nursing dependency scores on resident admissions

- Light: 1
- Moderate: 5
- Heavy: 15
- Very Heavy: 28

Northwick Park nursing dependency scores on admission and discharge

- Light: 1
- Moderate: 5
- Heavy: 15
- Very Heavy: 28

Time spent in activity / therapy by age

- 18-29: 11%
- 30-39: 14%
- 40-49: 25%
- 50-59: 18%
- 60+: 32%

Average ages for population

- On admission: 52
- Respite: 62
- Discharge: 51
- Death: 55
- Current: 50

Age distribution snapshot (April)

- 18-29: 14%
- 30-39: 26%
- 40-49: 31%
- 50-59: 8%
- 60+: 21%
- 60+: 31%
All admissions to the centres received a pre-admission assessment completed by the Consultant in Neuro Rehabilitation, Nurse and Therapist.

All 2012 admissions were funded by Health [PCT or continuing care] showing the resident group complexity of the referrals.

- We discharged 18 residents either to residential setting or to their own home.
- 40% of discharges went home to be with their families with community care packages.
- 40% of discharges were admitted to residential care with other providers.

Two residents discharged with complex care packages were re-admitted to the centres.

In 2012 the average length of residency for discharges and death is two years.

Average admission age is 52

65% male : 35% female

Average age of discharge is 51
Survey actions for all three centres

- Knowing who your key-worker is and what their role is
- Receiving the care and support you need including care package reviews with funding bodies where required
- Residents and relatives meetings including format, timing and content
- Activities and outings including a ‘root and branch’ review of the type, timing, volume and delivery of these resources
- Staff giving feedback – getting the balance between too much and too little feedback
- Laundry services – focusing on missing items

### Satisfaction survey February 2012 results and outcomes

- 1. Do staff treat you fairly and with respect? 100%
- 2. How do you rate the cleanliness and tidiness of the centre? 100%
- 3. Do staff listen to you? 91%
- 4. Do staff treat your family and friends fairly and with respect? 91%
- 5. Do staff treat your family and friends fairly and with respect? 91%
- 6. Do staff treat your family and friends fairly and with respect? 91%
- 7. Do you have the privacy you require? 89%
- 8. Do you find the centre a pleasant environment in which to live? 82%
- 9. Do you know how to access additional services when you want them? 82%
- 10. How do you rate activities and outings? 88%
- 11. How do you rate the information available? 75%
- 12. How do you rate resident and relative meetings? 67%
- 13. How do you rate the therapy services you receive? 82%
- 14. How do you rate the information available? 75%
- 15. How do you rate the information available? 82%
- 16. How do you rate the therapy services you receive? 82%
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- 98. How do you rate the therapy services you receive? 82%
- 99. How do you rate the therapy services you receive? 82%
- 100. How do you rate the therapy services you receive? 82%

### 3. The South West – The Dean Centre, Gloucestershire

- On average there are 12 enquiries a month
- On average there are four assessments per month
- On average there are three admissions per month
- On average there is one discharge per month
- On average there is less than one death per month
- A total of 95 residents were provided with complex care and therapy in 2012, 77 new admissions
- The Dean provided 65% of the admissions with respite care
- 27% of residents were admitted for long term care
- 56 received regular respite care with a maximum of 42 nights per year which gave family and carers a well earned break
- 12 residents received complex disability management
- Eight residents received slow stream rehabilitation
- 13 residents were discharged with an average length of stay of 2.3 weeks
- Average length of stay is two years for complex disability management

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On average there are four assessments per month
On average there are three admissions per month
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56 received regular respite care with a maximum of 42 nights per year which gave family and carers a well earned break
12 residents received complex disability management
Eight residents received slow stream rehabilitation
13 residents were discharged with an average length of stay of 2.3 weeks
Average length of stay is two years for complex disability management
Resident change across 60 beds

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>56%</td>
</tr>
<tr>
<td>Discharges</td>
<td>21%</td>
</tr>
<tr>
<td>Deaths</td>
<td>13%</td>
</tr>
<tr>
<td>Respite</td>
<td>5%</td>
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</tbody>
</table>

Admission categorisation

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complex disability management</td>
<td>38%</td>
</tr>
<tr>
<td>Slow stream rehabilitation</td>
<td>52%</td>
</tr>
<tr>
<td>Palliative care</td>
<td>5%</td>
</tr>
<tr>
<td>Respite</td>
<td>18%</td>
</tr>
</tbody>
</table>

Total population

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Dean, Gloucester</td>
<td>57%</td>
</tr>
</tbody>
</table>

Admission diagnosis

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBI</td>
<td>30%</td>
</tr>
<tr>
<td>CVA</td>
<td>18%</td>
</tr>
<tr>
<td>Hypoxia</td>
<td>52%</td>
</tr>
<tr>
<td>Progressive</td>
<td>5%</td>
</tr>
<tr>
<td>Tumour</td>
<td>5%</td>
</tr>
<tr>
<td>Spinal</td>
<td>19%</td>
</tr>
<tr>
<td>SAH</td>
<td>24%</td>
</tr>
<tr>
<td>Infection</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
</tr>
</tbody>
</table>

Total permanent care management

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complex care and therapy</td>
<td>38%</td>
</tr>
<tr>
<td>Active behavioural management</td>
<td>9%</td>
</tr>
<tr>
<td>1:1 care</td>
<td>57%</td>
</tr>
<tr>
<td>Ventilators</td>
<td>10%</td>
</tr>
<tr>
<td>Tracheostomy</td>
<td>10%</td>
</tr>
<tr>
<td>Low awareness states</td>
<td>9%</td>
</tr>
</tbody>
</table>

Care type distribution

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complex care</td>
<td>10%</td>
</tr>
<tr>
<td>1:1 care</td>
<td>16%</td>
</tr>
<tr>
<td>Ventilators</td>
<td>6%</td>
</tr>
<tr>
<td>Tracheostomy</td>
<td>5%</td>
</tr>
<tr>
<td>Low awareness states</td>
<td>2%</td>
</tr>
</tbody>
</table>

All respite admissions were complex care.
• Average age of the resident 2012 population is 46 years
• Average age of discharge to either home or residential care is 58 years
• 66% of residents admitted are male
• 24% of residents admitted are female

Average ages for population

- On admission: 56
- Discharge: 58
- Death: 58
- Current: 46

Funding source

- Average admission age is 56
- Admission ratio male : female 66% : 34%
- Health
- Social services
- Private
- Case management

Admission source

- GRH
- Cheltenham
- Winfield
- Home
- Residential
- BRU
- Dilke
- Frenchay

There was a mixture of funding sources from

- Continuing Care funding
- Social care
- Private funding

All respites admitted from home
The residents discharged home with significant care packages spent on average 6 months at The Dean receiving slow stream rehabilitation.

**Average occupancy (days)**

<table>
<thead>
<tr>
<th>Discharges</th>
<th>159</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deaths</td>
<td>285</td>
</tr>
<tr>
<td>Current</td>
<td>627</td>
</tr>
</tbody>
</table>

**Discharge destination**

- Home care: 15%
- Hospital: 62%
- Residential: 23%

**Average length of stay for residents is 2 years**

**Discharge destination**

**Some compliments received**

- **Gratitude from MA – Senior Specialist Continuing Healthcare Manager & Acquired Brain Injury Case Manager**, thanking Dean staff so much for all they have done for her resident and his family, the care he received was remarkable.

- **A resident's family member** said: she is really pleased her nephew has settled in, that the staff was so friendly and she noticed how staff interacted with all residents, even those that could not easily communicate. She said there was nothing that she could fault with The Dean. She felt that this was a very sociable environment, and that it was really good to see progress.

- **Mother of a resident** – “I am going to tell the Funders that my daughter has come on leaps and bounds since she has been at The Dean. Her keyworker has built a close relationship with her and has really managed to get through to her. She has encouraged Gemma to do things that she has never been able or agreed to do before.”

- **Huntington's Disease Association** – “She was really well cared for and I'm pleased she ended up at The Dean where she got really good care. The team also looked after the family as well, they will struggle not coming in daily as they have done for quite a long time.”

**Senior CHC Practitioner, Worcestershire PCT** – thanked us for the excellent care that the residents receive. She specifically wanted to pass on her and the rest of the teams thanks for the high quality care that was received throughout the residency to us and said we were able to maximise the quality of life he had within the limitations of his condition, and said that they could all tell we had a passion for the work we do here at The Dean.
Father of a resident wanted to thank us all for our hard work and dedication with James since he has been at the Dean. He expressed that we have done a fantastic job and to keep up the good work.

Family of a resident said: Thanks to all the teams for their hard work.

A funder said: Thanking all the teams for their hard work with TB.

Family sent an email in of appreciation of our work and alleviating their fears.

Thanks from the sister of a resident for arranging transport for her brother to open bank account.

Thanks from Police, copying and in order provision of medical records.

Thanks from Mother for care taken with Erik, what a great team we have here and how specialised we are.

A funder for Erik Peterson for all our support and help.

From Police officer for the support and prompt help with paperwork to the Coroner.

Thanks from a mother for assistance to obtain sickness certificate from GP.
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