

## **RESPONSE TO HEALTHWATCH WANDSWORTH REPORT:**

### **Enter and View Visit to Ronald Gibson House, Intermediate Care Unit, 21<sup>st</sup> May 2018**

Wandsworth CCG would like to thank Healthwatch Wandsworth for accepting our invitation to provide an independent review of the intermediate care bed based service at Ronald Gibson House. This type of exercise is hugely beneficial to commissioners to keep us aware of the views of our population. A review of recommendations can help to provide assurance that services continue to be of the quality and value expected by patients and public. St George's and Brendon Care have provided a response to each of the recommendations and are better placed to provide those details and the CCG will discuss this further with them at the next quarterly quality meeting.

In our response to the report, we would like to address some of the overarching comments raised concerning the availability of bed based intermediate care in the borough and the availability of nursing and therapy at Ronald Gibson House.

Intermediate care in Wandsworth is provided in care home facilities such as Ronald Gibson House though the preference is to try and get people home when ready to leave hospital. Patients tend to recover better in the longer term if they rehabilitate in their own environment rather than an institution. When people are not well enough or do not feel confident about returning home, Ronald Gibson House can provide extra short term care and support.

As well as the 16 beds at Ronald Gibson House, there are also 42 beds available in Mary Seacole Ward (MSW) in Queen Mary's Hospital, Roehampton. Patients admitted to MSW are usually not as well as those admitted to Ronald Gibson House although the length of stay is still intended to be short term just to make sure the person is ready to be able to return to independent living at home. As mentioned, the preference is always to try and help the patient go home rather than move into another bed based facility. Working with Local Authority colleagues, Wandsworth is becoming a more integrated health and social care system which

is successfully helping more people to remain in their own homes or return home quicker if they do have an acute hospital episode. This success is leading us to review whether there is a need for so many beds for intermediate care and if that funding should be reinvested into more packages of care to be delivered at home.

Patients admitted to Ronald Gibson House do not usually have significant nursing needs and the nursing levels provided by Brendon Care are in line with CQC guidelines. Occasionally, a patient will be admitted with needs that require more intense nursing and the CCG will fund extra staffing when this happens. The amount of therapy a patient receives is also based upon the individual patient need and, although a person may feel they could do more, sometimes this enthusiasm might be detrimental to recovery and increased intensity would not necessarily lead to a shorter length of stay. We do take on board the feedback of the feeling that more staff are needed but this must be considered in the context that patients need to build their confidence whilst in Ronald Gibson House to help themselves as much as possible so that they are better prepared when returning home when 24 hour care is not available to them. This is a safe environment for that to happen.