

# Hospital to Home Service Kingston Hospital



## CONTEXT

Kingston Hospital NHS Foundation Trust secured funding for a unique pilot where volunteers provide practical support and information to vulnerable patients including older people and those with dementia who are leaving hospital. As part of this service volunteers provide scheduled weekly telephone befriending contact for up to six weeks and also help patient's access services in the community, which could potentially minimise repeat visits to hospital and enhance the continuity of care.

CASE STUDY



## CHALLENGE

The hospital was conscious that delivering a follow up service by phone, using volunteers presented different challenges for communication, collecting outcome data and complying with the NHS's strict data protection regulations. Helplines Partnership specialist team were asked to help them identify what these challenges may be and how to overcome them.

## OUTCOME

Helplines Partnership delivered tailored support in two ways.

**Start-up Support:** This enabled the service to consider and explore the main challenges when setting up a non face-to-face service using volunteers, and discuss ways of resolving issues. It also helped the service to think about what they needed to have in place to deliver a high quality service in terms of training, safeguarding, supervision, monitoring etc.

**Measuring Outcomes and Data Protection:** Monitoring and evaluating the outcomes of the Hospital to Home service was vital to secure continued provision. Helplines Partnership provided expert support in measuring outcomes specific to the service and its requirements. This facilitated the hospital to plan the operation of the service to meet its outcomes and measure them successfully. Within outcomes measurement came the responsibility to ensure clear and consistent guidelines on data protection to adhere to current legislation.