

Meeting the socio-economic needs of patients and their families in complex rehabilitation - The Life Link clinic

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Background: Feedback from patients and families in complex rehabilitation services in Merseyside highlighted that socio-economic issues increased their stress and anxiety levels. In response, an integrated provision is being piloted within complex rehabilitation inpatient settings under the umbrella of the Cheshire and Merseyside rehabilitation network. This service aims to offer a multi-agency approach to support patients with any socioeconomic issues, to help reduce stress and anxiety, to promote integrated accessible support.

Underpinning Research: Liverpool ranked the 4th most deprived area in the country in terms of health and disability (Liverpool index of multiple deprivation, 2015). Patients with neurological traumas and or long term neurological conditions have the worst outcomes out of all other long term conditions (NHS England, 2018). The impact of these injuries are chronic and multifaceted and the impact on families can be devastating (Cameron, 2014). 80% of carers report that caring for someone living with a long-term condition has had a negative impact on their health. In addition, £1 billion in carers' allowance is unclaimed each year (NHS England, 2016).



What we did:

- Three agencies piloted a monthly drop-in clinic in October 2017 on the phoenix unit at Broadgreen specialist rehabilitation unit
- Developed greater partnerships by working across organisational boundaries
- Nurtured a change in organisational cultural thinking, gained support from CLAHRC NWC
- A patient and family information sheet was created.
- Life Link clinic replicated in 3 different trusts, on 4 inpatient units



Public Involvement:

- Previous patient and family member working as part of the project management team
- Roles include poster/leaflet development
- Delivery of staff training
- Sharing their lived experiences of using the service to help shape and mould the Life Link clinic
- Delivering presentations on the project to wider audiences



Methods:

Prior to the implementation of the Life Link at two new sites, we conducted ten Semi-structured interviews with staff and service users to evaluate the existing three services and improve the implementation of the two new sites.

Using bespoke questionnaires, the DASS 21 and the NHS family and friends test, service users are asked to provide feedback on the service and rate their stress and anxiety before and after accessing the service. Staff and service users' perception of the service is also collected through semi-structured interviews. Using a mixed method analysis, the semi-structured interviews were thematically analysed and paired t-test utilised to compare changes in pre- and post- data of the questionnaire measures.

Feedback:

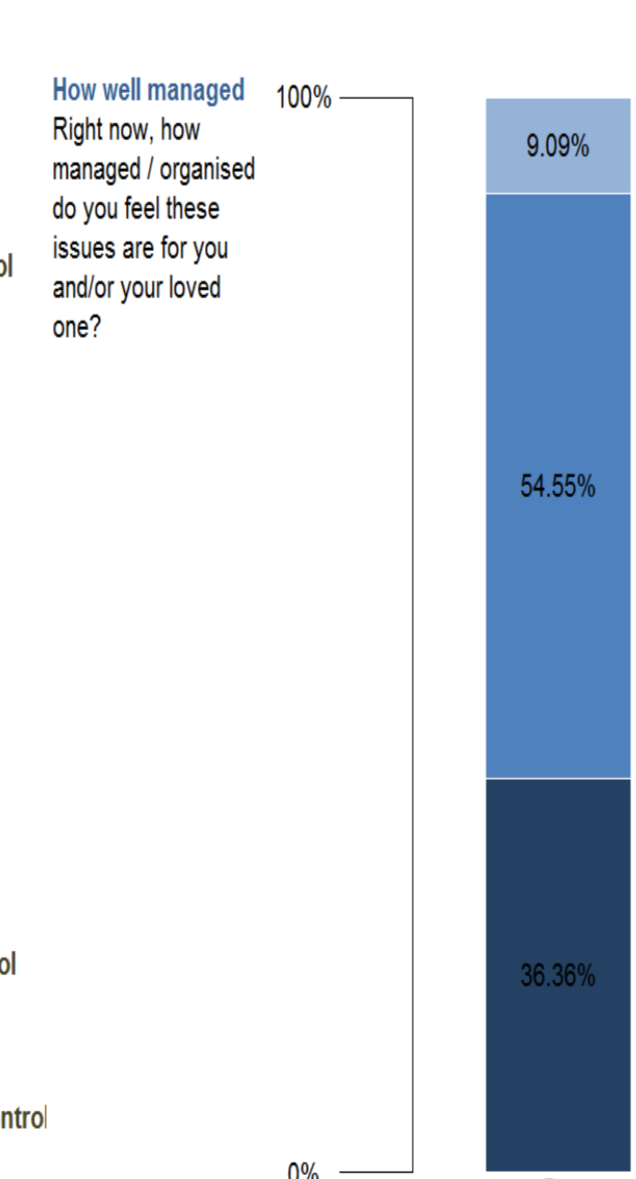
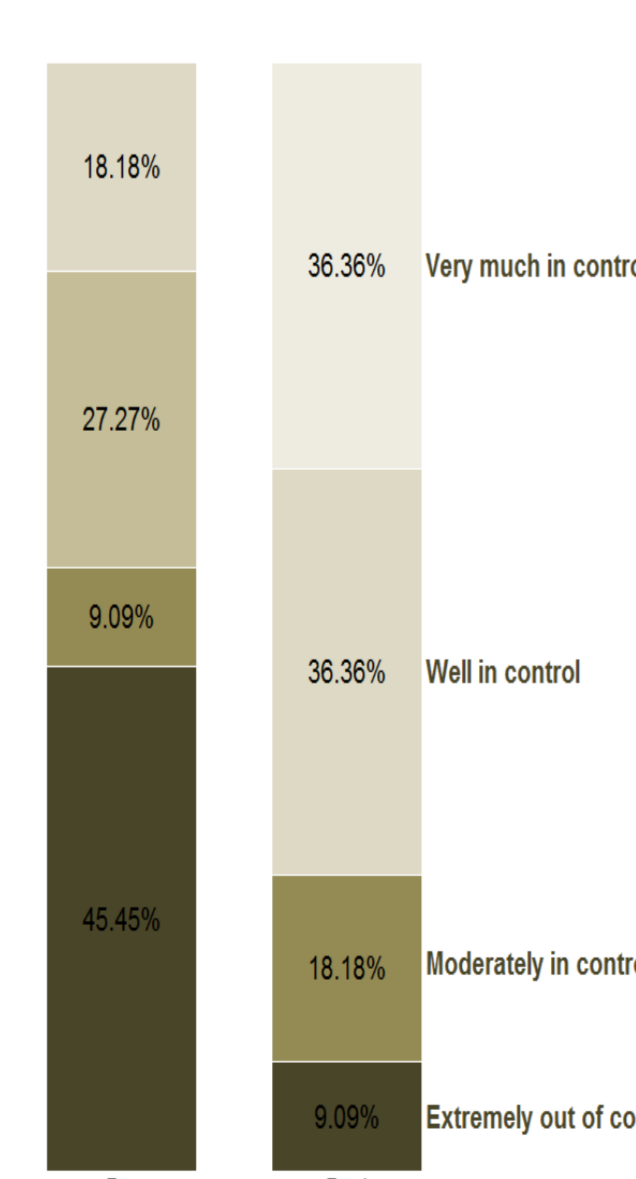
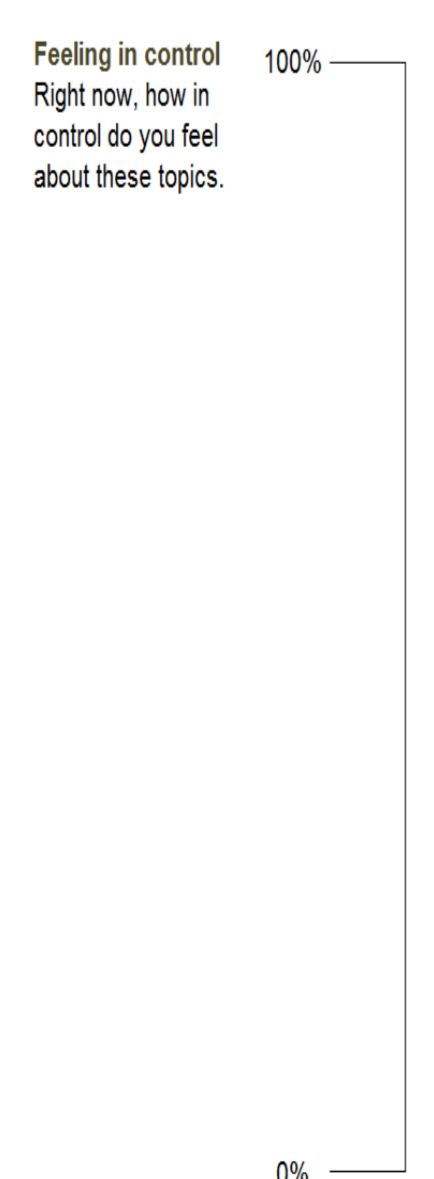
“...For my needs today I found everything was in place and could not of been more helpful and informative, it made me feel very welcome” – Family Member

“...The support and information given is superb, you are all very appreciated. Words cannot describe how grateful I am, thanks for everything” – Patient

“ This clinic provides an excellent service to meet the financial and/or practical needs for patients. Highly recommend.” – Family Member

“...Helpful in directing patients to the correct people in one session, rather than attempting to raise concerns on patients behalf numerous times. Allowing me to keep patient on track in therapy session” – Occupational Therapist

Results:



Word cloud from 10 interviews with former service users and staff.

Pre and post measures of stress/anxiety, feelings of control and how well managed

Feedback on the Life Link Clinic