



Pulse

Nursing at Home

Part of Acacium Group

**Transitioning care
Paediatric**

Your choice, our commitment

Snapshot

- Highly complex package location and CCG requirements
- 12-week turnaround to transition Dylan back home
- Rigorous training provided for support workers so they could carry out the complex care required
- Open and honest communication required to build the trust of a family with an extremely low perception of care providers
- Excellent feedback received from all stakeholders regarding the Pulse Nursing at Home service

“After reviewing our care plan in thorough detail, the CCG saw that the costings reflected the expectational quality of care we could provide”

Dylan's* background

One-year-old Dylan spent the first year of his life as an inpatient at Birmingham Children's Hospital in the intensive care unit. He was born with intrauterine growth restriction and required continuous ventilation via tracheostomy, a nasogastric tube and had multiple episodes of self-extubation and cardiac arrest. Dylan was eventually transferred to Acorns; a hospice providing babies with specialist palliative nursing care and support. A high-quality package of care was required to transition Dylan home.

Costings reflecting exceptional quality

The CCG approached Pulse Nursing at Home as their first choice of care provider; however, they were initially deterred by the cost of the package. They decided to opt for a cheaper provider where the package quickly failed. Naturally, this negatively impacted the CCG financially but most importantly meant precious time was lost. Despite early reservations, the CCG turned back to us and after reviewing our care plan in thorough detail they saw that the costings reflected the expectational quality of care we could provide and were confident that we could deliver the level of care Dylan required. The initial package breakdown meant Dylan's family's perception of care providers was extremely low. Our priority was to gain their trust right from the outset which was successfully achieved at the first assessment review. We explained the background of Pulse Nursing at Home, our experience and gave them a detailed rundown of the package. Through open and honest communication and the reassurance that they would be heavily involved throughout the transition, their minds were put at ease.



Overcoming Challenges

Engaging and building a team of support workers presented its challenges. The package was in a highly rural part of Hereford in Herefordshire and due to the complexity of Dylan's condition, the CCG requested that each support worker was to be fully trained up before he was discharged home. We successfully selected a group of specialist support workers that could carry out night-shifts to allow Dylan's mother to be well-rested to care for him during the day and introduced them to the staff at Acorns as well as Dylan's parents who were happy with the team. Each support worker carried out rigorous training so they could carry out the necessary complex skills required. Dylan's parents were heavily involved throughout and at the forefront of all meetings with the support workers and the regional clinical lead. The transition to bring Dylan home took 12 weeks in total, and within that time, we carried out work outside of our practices such as stock checks, going above and beyond the expectations of the CCG and what had been outlined in the package.

The outcome

We received excellent feedback from the CCG, who commented how well the regional clinical lead managed the package from start to end. They have since agreed to another package of care with us, which is a true testament to the quality of care Pulse Nursing at Home provide. After spending the first year of his life in hospital, Dylan is now back at home with his parents and thriving in his home environment. We are now working closely with the CCG to support a step down in care in the near future due to the stability, quality and consistency of care Dylan has received from the Pulse Nursing at Home team.

***Name has been changed for data protection**



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