

Frailty Practitioner Service

What is Frailty?

It is now recognised that 'frailty' is a change in a person's state of health related to the ageing process. While many older people are living well, the older person living with frailty may lack the reserves to cope with minor changes in their physical health, mental health or wellbeing. A person's level of frailty can fluctuate and people often do not identify themselves as frail; some may just notice a 'slowing down' or greater tiredness. Small events such as a change of environment or minor illness may pose a significant challenge to the older person living with frailty which they may struggle to cope with or from which they may not recover to their previous level of ability.

What does the Frailty Practitioner Service do?

The Frailty Practitioner service takes referrals from GP's, other community services and local hospitals. We aim to improve the lives of people who are 75 years and over and who have either been admitted to hospital three times or more in the past year or have recently been discharged from hospital.

We can arrange to visit people in their own home and undertake a comprehensive health assessment including a medication review, a discussion about wishes and preferences for future care, and cognitive & well-being assessments. This assessment can then be discussed with a specialist hospital consultant and specialist pharmacist when needed, and if necessary the information can be shared with your GP and other relevant professionals including the ambulance service, with your consent. The aim is to review your healthcare overall and see if any changes could be made to better support you.

We visit each of our clients by agreement between 1 to 3 times covering a period of up to 4 weeks depending on your wishes and your health needs. As part of any agreed plan we can refer you to other professionals who may be involved over a longer period.

Who are the Frailty Practitioners?

The Frailty Practitioner service consists of qualified nurses and physiotherapists specialising in the care of the older person living with frailty. The Frailty Practitioners are supported by specially trained Healthcare Assistants and an administrator.

What are the benefits of the service?

The aim of the service is to look at a range of ways to maintain your health at home and prevent

unnecessary or prolonged stays in hospital. Older people living with frailty may be put at increased risk of ill health by being in hospital rather than being in their own home. We can help plan for you to receive care in the place of your choice.

The practitioner team will enable you to discuss any concerns around your health or social situation where needed. A friend or family member can be present if you wish. If a friend or family member supports your care we can also offer them a carer's assessment, advice & support.

Our expectations

In accordance with the policies of East Sussex Healthcare Trust:

- We do not tolerate any form of verbal or physical aggression.
- We ask that you refrain from smoking during or immediately before our staff visit.
- Please ensure that any pets are not in the same room. This does not apply to assistance dogs or caged animals.

Our Values:

Working Together

We work as a cohesive and focused team, who are individually valued for our contribution in the provision of safe patient care.

Improvement and Development

We aim to make sure that our service continues to develop and transform and that we are able to make the best use of the resources we have for the benefit of our clients.

Respect and Compassion

Our aim is to be compassionate and kind. We treat people with dignity and respect so that our patients have a good experience and our team feel valued.

Engagement and Involvement

We wish to involve our patients, staff and the public in making decisions about our services so that we can achieve our vision of excellence in Frailty care.

Data Protection

All information we collect about you will be stored securely and will not be shared outside the organisation without your prior consent.

Tell us: we're listening

We expect the highest standards of conduct and behaviour from our staff at all times and we welcome any comments you may have about the service you received.

If you have any concerns you can call the Patient Advice Liaison Service (PALS) on 0300 131 5309 if you live in Bexhill, Hastings and Rother areas or 0300 131 4784 if you live in Eastbourne area.

Translation Service

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Please let us know if you require an interpreter.

If you require any of the Trust leaflets in alternative formats such as large print, or an alternative language please contact the Accessible Information Team on 0300 131 4500.

Our Office Contact Details:

Direct Line: 0300 131 4437

Via switchboard: 0300 131 4500 -

Ext: 734437 or Ext: 770101

Email: esht.frailtypractitionerservice@nhs.net

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Frailty Practitioner



Service



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