Frimley Park Hospital have made improvements to their Frailty Pathway. To understand how these changes have changed the patient’s experience, we interviewed the next of kin of a person living with frailty who described his mother’s experience when recently being treated at Frimley Park Hospital. Aged 94 the patient has been identified as having a hearing impairment with mild dementia, making information processing a challenge.

**Regularity of Admission**

When asked to describe his mother’s experience of admission to Frimley Park hospital, the initial response was “Which admission?”. Despite being a rare occasion for most individuals, the response reiterates the regularity of hospital admissions for many frail older people. In the patient’s most recent admission to the Frimley Park Hospital, a fall in the night had left her unable to get back on her feet and resulted in the attendance of an ambulance. The crew transported the patient to the Accident and Emergency (A&E) department for assessment of a possible hip injury. Although the long wait in A&E was distressing for his mother, staff were described as “extremely good” and “attentive”. They were considerate of the patient’s level of comprehension, and took care to keep the family informed throughout her stay.

**Holistic Service**

The frailty service at Frimley Park Hospital is integrated with routine pathways of care, evidenced by the family’s lack of awareness that the additional service existed at all. Rather than being seen solely for her fall-related injury, the patient was seen holistically by a range of staff including Physiotherapists. The son praised the additional considerations taken regarding his mother’s care, which resulted in input from social services, planned modifications to the home setting, and provision of a walking frame.

**Returning Home**

Early consideration of factors facilitating the patient’s ability to cope at home meant that she was able to return home following a short inpatient stay. Her son believed that all the right questions were asked and steps covered to help his mother return home as soon as possible. He emphasised that it was “absolutely right” to return people home at the earliest
possibility, especially as being away from her home environment had a negative impact on his mother.

Final Thoughts

Throughout his mother’s admission, staff were described as “extremely cheerful and helpful”, specifically, the clinical lead for frailty and older people, who was described as “superb”. Frimley Park was declared to be an excellent hospital, and the son believed his mother always enjoyed her time there. The focus on enabling the patient to return home was an important factor for both Mother and Son, and for this they’re extremely thankful to the frailty team.

“Overall my mother has been extremely complimentary regarding her stay in Frimley Park Hospital”.

The focus on patient centred care for a person living with frailty at the very start of the pathway at Frimley has resulted in a very positive high quality experience for the patient and family. The team should be justifiably proud of the seamless improvements they have made and the impact they have had on patients and the system. To find out more about the acute frailty pathway at Frimley Park Hospital go to www.acutefrailtynetwork.org.uk to read their full case study and return on investment analysis