Information for patients and visitors

Frail and Elderly Assessment Support Team (FEAST)

Medicine Group
Scunthorpe General Hospital

This leaflet has been designed to give you important information about why you have been referred to this unit, and to try and answer common queries you may have.
Introduction
The Frail and Elderly Assessment Support Team (FEAST) is a new service that is delivered by a team of specialist practitioners who are experts in providing care for people who are frail and elderly. The team can investigate and offer treatment to patients who do not always need to be admitted to hospital, as well as care for those patients who may require a short stay admission.

We have an assessment area of 4 chairs which is used for people who can probably be discharged within the day, but we also have access to short stay beds usually up to 72 hours under our consultant.

The specialist team is made up of a medical team led by a consultant in elderly care, an advanced nurse practitioners and a mental health nurse consultant with supporting nursing teams, a therapy team and social care practitioners.

The FEAST team is located within Ward 17.

Benefits
The FEAST unit has been developed to try and avoid unnecessary admission to hospital, and for those patients who require admission we aim to make sure you leave hospital in appropriate time scale.

Referrals into the service are made from Accident and Emergency, the Clinical Decision Unit, GP’s and community practitioners.

FEAST Unit and Assessment
You will be assessed initially by the nurse practitioners in either Accident and Emergency or the Clinical Decision Unit (CDU). Following the medical assessment you will be reviewed by a consultant or a junior doctor, after which it may be necessary to perform further investigations such as blood tests and scans including: ECG (heart tracing) X-ray, CT and MRI.

Following your assessment and investigations it may be necessary for you to be either transferred to the chair based unit (where we will aim to discharge home if possible the same day) or be admitted to a ward for short stay assessment.

For people who are frail and elderly it is often appropriate for other professionals to be involved such as therapist, social workers or mental health nurses. For this reason, we will ask for your consent to be seen by any member of the team so we are able to provide a whole service for you.

Medications
All patients are encouraged to bring in their own medications, and any alterations made by the consultant will be explained upon admission and on discharge home. Your own GP will also be informed of any changes made by the hospital.

Visiting Times
The FEAST unit has open visiting, but if a patient is admitted to a ward the visiting times will be displayed at the entrance to the ward.

Communication
It is important that you understand the care and support being offered to you, and we are happy to answer any questions or concerns you may have at this time either in private or openly with relatives or colleagues. We appreciate knowing what you think and welcome feedback on how we can improve the service being offered to you.
Frequently Asked Questions

Why have I been referred to the FEAST team?

The FEAST unit has been developed due to national strategies to help improve health and social care provision for the elderly. This new service provides a specialist multidisciplinary focus to each individual, which ensures your package of care is tailored to your individual needs whether in hospital or at home.

When I have been to hospital previously with a similar problem I have been admitted. So why have I not been admitted this time?

The FEAST team is a new service that has been based on national research. The aim is to deliver quick effective care and hopefully avoid unnecessary admission or reduce length of stay in hospital where possible. We aim to deliver care that is personal to you. We will deliver quality care in the right place and at the right time from the moment of admission or referral.

What can I expect from the team?

You may undergo several investigations and tests such as blood pressure recordings and blood tests. With your consent, we may also refer you to one of the therapy teams, social services, mental health or dietitian for further specialist opinions.

Why are we often waiting for long periods of time?

There may be times when we are waiting for test results or specific times for tests to be performed, but occasionally there are unpreventable delays, however we do endeavour to chase these up and keep you informed of the progress.

What happens when I am being discharged home?

The nurses will explain the outcome of the assessments, and provide a letter which will summarise the investigations undertaken, and will explain any changes to medications or any further investigations that need to be organized by either the GP or hospital as an outpatient. This letter will also be sent electronically to your GP so they will be aware of your admission or attendance to hospital. We will also be in contact with any other services which are needed to support you once you leave hospital.

Contact Details for Further Information

The Frail and Elderly Assessment Team is available 7 days a week between the hours of 8am until 10pm and can be contacted on 01724 282282 ext 3775.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net
Information for patients and visitors

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

For more information about our Trust and the services we provide please visit our website: www.nlg.nhs.uk
Information for patients and visitors

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