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Safe@Home

Case Studies: Experiences and insights

The Safe@Home service is a newly implemented regional, integrated crisis service in Cardiff and Vale. This service aims to prevent avoidable hospital admissions and emergency care utilisation by providing immediate access to home-based assessment, treatment, and care where clinically safe and appropriate.

Feedback from Safe@Home was collected via a questionnaire, and we have summarised some of the comments provided to capture people's experiences and reflections on the impact of the service.

High Satisfaction and Gratitude

The majority of respondents shared overwhelmingly positive experiences, often using words like "amazing," "excellent," and "great" to describe the service. One person wrote, *"Just an amazing service you give – thank you from our family. Dad is getting stronger every day thanks to this service you provided."* Another said simply, *"Great service."*

Praise for Staff

Staff were widely praised for their kindness, professionalism, and communication. *"The whole team were supportive and kept me informed of everything... My mother's needs were always a priority. I can't thank the team enough."* Another wrote, *"Very pleased with both doctors and nurse... really caring and professional."*

Value of Home-Based Care

Many valued the ability to receive care at home, especially for elderly patients. One carer noted, *"It was such a relief that mum didn't have to go into hospital... This is a fantastic service and should be expanded to avoid hospital admissions for the elderly."* Another shared, *"A trip to a doctor's surgery is near impossible for her. Very pleased they could go to my mum's home."*

Positive Impact on Wellbeing and Recovery

Several comments reflected how the service made a tangible difference to recovery and safety at home. One patient noted, *"Your service has made us consider other adaptations for the house, like a stair lift, walk-in shower, new bed."* Another said, *"The service helped me get better at home."*

Suggestions and Unmet Needs

While most feedback was positive, a few respondents raised concerns or needs for further support. One mentioned, *"Can you give advice about financial assistance to achieve any of these?"* in relation to home adaptations. Another commented, *"A one-visit diagnosis is arrogance that it would solve her problems,"* suggesting more follow-up could be beneficial.

Requests for Continuation and Expansion

There was strong support for keeping the service going. *"just keep up the good work as it is."* and *"I truly hope this valuable service continues in the community."* were common sentiments.