

# Inpatient engagement for Horton Rehabilitation Hospital June 2024

## Background

Horton rehabilitation hospital is an NHS hospital based in Epsom which takes inpatients from 5 other London boroughs and has capacity for 46 beds. Care and support is provided for people with severe and enduring mental health problems. There are also patients with dementia and who are neurodiverse. Patients are helped to develop skills to enable them to eventually live independently, some are on a long-term treatment prison order. Some units are open, and people can leave with escorted visits, other units are locked. There are several feedback mechanisms in place, but following a CQC inspection, the hospital wanted to proactively gather more in-depth qualitative patient feedback. They commissioned Luminus to better understand how patients feel about their care and support.

## Methodology

We visited Horton to have an initial scoping session and conduct a risk assessment for the engagement activity. After the initial visit we developed a programme of engagement that would best deliver the patient insight required. Due to the complex nature of the engagement and varied communication needs of the individuals we needed to speak to, we used engagement techniques that could be flexible to the situation and the patients we were speaking to on the day. The activity will take place over a 1-year period with 6 x bi-monthly listening events in the recovery centre. Two members of staff visit for each event and have semi-structured conversations with individuals. Alongside the face-to-face engagement we also designed and promoted a survey for families and friends to share their feedback about Horton with us.

## Output

The findings from each of the bi-monthly events are collated into an insight report and shared with the commissioner. When the 6 events are concluded (in May 2025) we will produce an overall report of findings to include the engagement insight, survey findings and any observations/recommendations based on what we have heard from patients, families and friends.

