

Experiences of ambulatory care for frail, older people and their carers during acute illness

Glogowska, Margaret; Cramer, Helen; Pendlebury, Sarah; Purdy, Sarah; Lasserson, Daniel

DOI:

[10.1016/j.jamda.2019.03.022](https://doi.org/10.1016/j.jamda.2019.03.022)

License:

Creative Commons: Attribution-NonCommercial-NoDerivs (CC BY-NC-ND)

Document Version

Peer reviewed version

Citation for published version (Harvard):

Glogowska, M, Cramer, H, Pendlebury, S, Purdy, S & Lasserson, D 2019, 'Experiences of ambulatory care for frail, older people and their carers during acute illness: a qualitative, ethnographic study', *JAMDA*, vol. 20, no. 10, pp. 1344–1347. <https://doi.org/10.1016/j.jamda.2019.03.022>

[Link to publication on Research at Birmingham portal](#)

General rights

Unless a licence is specified above, all rights (including copyright and moral rights) in this document are retained by the authors and/or the copyright holders. The express permission of the copyright holder must be obtained for any use of this material other than for purposes permitted by law.

- Users may freely distribute the URL that is used to identify this publication.
- Users may download and/or print one copy of the publication from the University of Birmingham research portal for the purpose of private study or non-commercial research.
- User may use extracts from the document in line with the concept of 'fair dealing' under the Copyright, Designs and Patents Act 1988 (?)
- Users may not further distribute the material nor use it for the purposes of commercial gain.

Where a licence is displayed above, please note the terms and conditions of the licence govern your use of this document.

When citing, please reference the published version.

Take down policy

While the University of Birmingham exercises care and attention in making items available there are rare occasions when an item has been uploaded in error or has been deemed to be commercially or otherwise sensitive.

If you believe that this is the case for this document, please contact UBIRA@lists.bham.ac.uk providing details and we will remove access to the work immediately and investigate.

1 Experiences of ambulatory care for frail, older people and their carers during 2 acute illness: a qualitative, ethnographic study

3

4 Glogowska M, Cramer H, Pendlebury S, Purdy S, Lasserson D.

5

6 Increased age is associated with increased Emergency Department attendance and
7 emergency hospital admissions¹ but there is evidence that the acute hospital environment is
8 unsuited to older, frail people.^{2,3,4,5} There are policy imperatives to increase the acute care
9 delivered outside traditional hospital settings.⁶ For some patients, acute care can be
10 delivered on an ambulatory basis,⁷ but the impact on them is uncertain.

11

12 Ambulatory care aims to provide equivalent medical care outside traditional hospital
13 settings. The acute care pathway at ambulatory care units in Oxfordshire, UK is targeted at
14 frail, older people. Patients are referred by primary care physicians (from the patient's
15 practice or out of hours service) or paramedics responding to emergency calls. The units
16 provide rapid assessment and interventions unavailable in primary care, closer to patients'
17 homes.

18

19 Methods

20 We investigated frail, older people's experiences and perceptions of two ambulatory care
21 units, adopting a qualitative, ethnographic approach,^{8,9} recruiting patients and carers in the
22 units and observing their care. This method is particularly suitable for exploring care
23 journeys, as it captures events and thoughts about those events as they occur. We
24 produced "*thick description*"¹⁰ of patients' care journeys and conducted informal interviews

25 with recruited patients/carers while in the units, resulting in very detailed accounts around
26 each patient. We carried out follow-up semi-structured interviews with patients post-
27 discharge from ambulatory care. Field notes and interview transcripts were thematically
28 analysed. There was ongoing discussion within the team about emerging themes and their
29 interpretation.

30

31 Results

32 We recruited 23 patients (13 males and 10 females) and 8 carers. Age range was 68 - 91
33 years (17 of the patients were 80+). Of our sample 11 lived alone, 11 with spouse/family and
34 one in a care home. Markers of frailty in our participants included falls, difficulties with
35 mobility or everyday tasks, receiving a package of care at home and memory difficulties. The
36 most common reasons for referral were exacerbations of Heart Failure or Chronic
37 Obstructive Pulmonary Disease, suspected infections, reduction in mobility, falls and pain.
38 Altogether, we undertook 217 hours of observation. Full details of patient visits are included
39 in Table 1.

40

41 At the units, patients and carers perceived their care as personal and friendly:

42 *The carer found...care was "personal", staff were "not aloof and didn't disappear" [Carer of*
43 *patient 10]*

44 The relaxed atmosphere was appreciated when older people were unwell:

45 *The patient said..."it makes you feel at home, like coming to visit friends, like a family circle"*
46 *[Patient 11]*

47 Patients were pleased with the assessment and treatment they received:

48 *I think this place serves a very useful function. Everything's being sorted out. [Patient 18]*

49 and appreciated quick access to further specialist care:

50 *The unit had been able to sort out things today that the patient had been waiting for, for*
51 *months – the respiratory nurses and the nebuliser. [Carer of patient 6]*

52

53 Patients liked attending a local unit which could provide the treatment they needed:

54 *“This is much more convenient. They seem to have all the skills I need” [Patient 2]*

55 They saw ambulatory care as a way of saving a hospital admission:

56 *“It was ideal...it would have been ridiculous to have put me in a bed” [Patient 14]*

57 and would be happy to attend again:

58 *“If I had to come back in...I’m a very lucky man to go back” [Patient 12]*

59

60 However, patient visits could often be long:

61 *“we were literally in for four hours...it’s quite a long time but then they keep on doing things”*
62 *[Patient 13]*

63 Patients sometimes needed to return for follow-up visits. Some were positive about this:

64 *“Just as well for me to be at home and come in when necessary...a more relaxed way of*
65 *doing things” [Patient 21]*

66 For others, this was challenging:

67 *I found it quite tiring yes...I used to come home and go to sleep [Patient 18]*

68 Overall patients were very pleased with their care and felt that it fitted their needs and
69 priorities well:

70 *The carer thought that ambulatory care was “a good way to go for older people” [Carer of*
71 *patient 23, field notes]*

72

73 Conclusions

74 Acute care in ambulatory settings was regarded as an acceptable alternative to hospital
75 admission. However, long visits and the need for return visits impose an additional burden
76 overlooked by policy makers. This study shows ethnography as a feasible research approach
77 with frail, older people, and can transform awareness of what constitutes appropriate care.
78 The ethnographic approach powerfully highlights the perceptions and concerns of older
79 people, which could equip health services to respond better to their needs during acute
80 medical treatment outside hospital settings.

81

82 Conflicts of interest

83 The authors declare that they have no conflicts of interest.

84

85 References

- 86 1. Huntley A, Lasserson D, Wye L, et al. Which features of primary care affect unscheduled
87 secondary care use? A systematic review. *BMJ Open* 2014;4:e004746.
- 88 2. Themessl-Huber M, Hubbard G, Munro P. Frail older people's experiences and use of health and
89 social care services. *Journal of Nursing Management* 2017;15:222–229.
- 90 3. Shankar KN, Bhatia BK, Schuur JD. Toward Patient-Centered Care: A Systematic Review of Older
91 Adults' Views of Quality Emergency Care. *Annals of Emergency Medicine* 2014;63:529-550.
- 92 4. Calnan M, Tadd W, Calnan S, et al. 'I often worry about the older person being in that system':
93 exploring the key influences on the provision of dignified care for older people in acute hospitals.
94 *Ageing and Society* 2013;33(3):465-485.

- 95 5. Tadd W, Hillman A, Calnan S, et al. Dignity in practice: an exploration of the care of older adults
96 in acute NHS Trusts. NIHR Service Delivery and Organisation Programme. 2011.
97 www.sdo.nihr.ac.uk/projdetails.php?ref=08-1819-218. Accessed on 23 Jun 2014.
- 98 6. Future Hospital Commission. Future hospital: caring for medical patients. A report from the
99 Future Hospital Commission to the Royal College of Physicians. 2013. London: Royal College of
100 Physicians. https://www.rcplondon.ac.uk/file/382/download?token=rsdOb_j6 Accessed 05 Feb
101 2018.
- 102 7. Shepperd S, Iliffe S, Doll HA, et al. Admission avoidance hospital at home. The Cochrane
103 database of systematic reviews 2016. 9:Cd007491. doi:
104 10.1002/14651858.CD007491.pub2. Accessed 05 Feb 2018.
- 105 8. Knoblauch H. Focused Ethnography. Forum: Qualitative Sozialforschung/Forum:
106 Qualitative Social Research 2005;6:Art. 44.
- 107 9. Higginbottom GMA, Pillay JJ, Boadu NY. Guidance on performing focused ethnographies
108 with an emphasis on healthcare research. The Qualitative Report 2013;18(17) 1-16.
- 109 10. Geertz C. The Interpretation of Cultures. London: Fontana Press; 1993.

110

111 **Funding sources**

112 This work was supported by the Dunhill Medical Trust (grant number R434/0715 D to DL)
113 and the National Institute for Health Research (NIHR) Collaboration for Leadership in
114 Applied Health Research and Care Oxford at Oxford Health NHS Foundation Trust. The views
115 expressed are those of the author(s) and not necessarily those of the NHS, the NIHR or the
116 Department of Health.

117