

## Gary's Story

*'30 years ago someone in my position wouldn't have survived. Even 10 years ago I would have had to live my life in hospital. The fact I can have treatment at home means everything'*

Gary

Being supported by LloydsPharmacy Clinical Homecare (LPCH) means that Gary can be treated at home by a nurse, rather than in hospital.

## About Gary

In 2004, Gary was leading a successful life as a marketing manager for a bank in London. One evening, whilst preparing for a big presentation due the next day, Gary suffered a perforated bowel. This incident came as a shock and changed the course of Gary's life significantly.

After a ten year period, following several operations (including a jejunostomy), suffering from medical complications and long periods in hospital, Gary lives with approximately 40cm of functioning small bowel. This means he requires over five litres of HPN every day. This was initially delivered in hospital, which proved restrictive and was difficult for Gary to get used to, particularly given his active, career-focused mindset. Once his condition had stabilised, Gary and the hospital agreed that he should trial homecare with LPCH.

With Gary in hospital so much there was also a significant emotional impact on his immediate family, who have been relentlessly supportive of him. Gary remains conscious of the dependency he has on his parents. He sometimes feels he is a burden on them, particularly given the inevitable day-to-day complications of his condition.

### What is Gary's condition?

- Gary had a jejunostomy, following intestinal failure secondary to enterocutaneous fistula, after surgery in 2007
- This means he now has approximately 40cm of functioning small intestine
- This affects his body's ability to digest food and drink properly, as well as meaning he suffers general fatigue and constant dehydration
- He also has several further complications, including chronic kidney disease, cirrhosis of the liver, elevated liver enzymes, multiple fistulised abdominal wound, IgA deficiency, pancytopenia, thrombocytopenia and splenomagaly

### How is Gary treated?

- Home Parental Nutrition (HPN)
- Daily 19 hour, 5.3 litre infusions at home
- Connection and disconnection administered by an LPCH nurse

### How does LPCH support Gary?

- Twice daily nurse visits to administer HPN
- Regular delivery of medication and equipment via cold chain vehicle to his home

### The benefits of clinical homecare for Gary and his family

- The comfort of being in his own surroundings and a sense of routine
- The feeling of being safe in his own neighbourhood and among his family
- A reduction in the stress and upheaval of hospital visits, both for Gary and his family
- The ability to lead a relatively normal life and not be in hospital



# The role of LloydsPharmacy Clinical Homecare

*'Homecare allows me to continue with my life surrounded by my family, allowing my health needs and treatment to be fitted around my life where possible, not the other way around'*

Just before he was discharged from hospital, Gary met with an LPCH manager and nurse. They gave Gary clear and detailed information about how homecare works and how it would fit into his life. Initially homecare was a big worry for Gary; given his medical history and the length of his recovery time, he was concerned that a homecare set-up wouldn't work for someone with his condition.

*'Initially I was worried about the prospect of homecare. Following all my operations at that time I could barely stand up out of my bed. The thought of receiving treatment in my own home rather than in a hospital was unsettling. Fortunately the LPCH manager and nurse put me at ease very quickly, and I knew they were the people to look after me'*

The LPCH manager and nurse explained to Gary about the previous success they had with homecare for patients with similar conditions, and demonstrated their professionalism and passion, particularly in dealing with especially complex cases like Gary's.

LPCH now takes care of the regular deliveries of Gary's HPN and medical equipment, and nurses visit his home daily to connect and disconnect his infusions. LPCH nurses arrive between 9am and 10am to disconnect his HPN from the previous day. Gary then has a few hours to himself unattached from his pump, before an LPCH nurse comes back between 3.30pm and 4pm to reconnect him to his HPN. Each infusion lasts for around 19 hours, and Gary is able to carry everything with him in a backpack. In that time he is largely house bound.

The few hours in the day Gary is able to spend away from his HPN pump is time he truly values as a period of relative normality. LPCH is sensitive to this by adapting their schedule accordingly, for example by arranging visits on Tuesdays later in the day to accommodate Gary's weekly piano lessons. Gary views this time as a crucial part of his recovery.



## The outcome for Gary

Supported by the LPCH team, Gary has been able to enjoy the benefits of having HPN delivered at home. Not only does living at home mean a reduced risk of infection resulting from a stay in hospital, but it also means Gary can enjoy home comforts and maintain a regular routine as much as possible. He also appreciates the one to one attention he receives from an LPCH nurse, who visits him daily and knows his medical history.

Thanks to support from his employer, his family and LPCH, Gary has been able to get back some normality in his life. Although his life has not taken the path he expected, Gary has been able to approach his situation constructively and with a positive mindset. Being at home has meant that Gary has been able to continue managing his websites, which has kept him motivated and his mind active.

Receiving treatment at home has also been hugely beneficial for Gary's family. Being freed up from the time and emotional burden of having to visit Gary on a regular basis in hospital has given them all the flexibility to lead normal lives as much as is possible with such a serious condition. Prior to homecare, Gary noticed the visible impact his condition was having on his mum and dad in particular, so he fully appreciates the benefits homecare has on those around him.

*'It's important to remember that it's not just you, the patient that is affected by the condition, but your family too'*

From seamlessly moving him from hospital to home, to creating a safe and comfortable environment for treatment and a reliable delivery schedule for supplies, LPCH provides Gary with the end-to-end support he needs to live the best life he can, surrounded by his family.

*'Without LPCH and the passionate people who work for them, I would have a very lonely life in hospital. I'm very grateful for all they do.'*

## About LloydsPharmacy Clinical Homecare

We're one of the most experienced providers of clinical homecare in the UK, and we've been supporting patients in this way since 1975.

We provide care to more than 36,000 patients in their own home – ranging from straightforward delivery of medication, to specialist nursing for complex conditions.

We work in partnership with the NHS, pharmaceutical companies, private medical insurers and consultants, supporting a range of simple and complex patient needs.

### Therapies

- Cancer therapies
- Enzyme Replacement Therapy
- Growth Hormone
- Home Parenteral Nutrition
- IV antibiotics
- IVIG
- Oral Immunosuppressants

### Diseases / Conditions

- Crohn's disease
- Cystic Fibrosis
- Dermatological Conditions
- Haemophilia
- Hepatitis
- HIV
- Motor Neurone
- Multiple Sclerosis
- Osteoporosis
- Parkinson's
- Pulmonary Arterial Hypertension
- Renal Anaemia
- Rheumatoid Arthritis
- Thalassemia