

LBC Care Home Hub Pilot

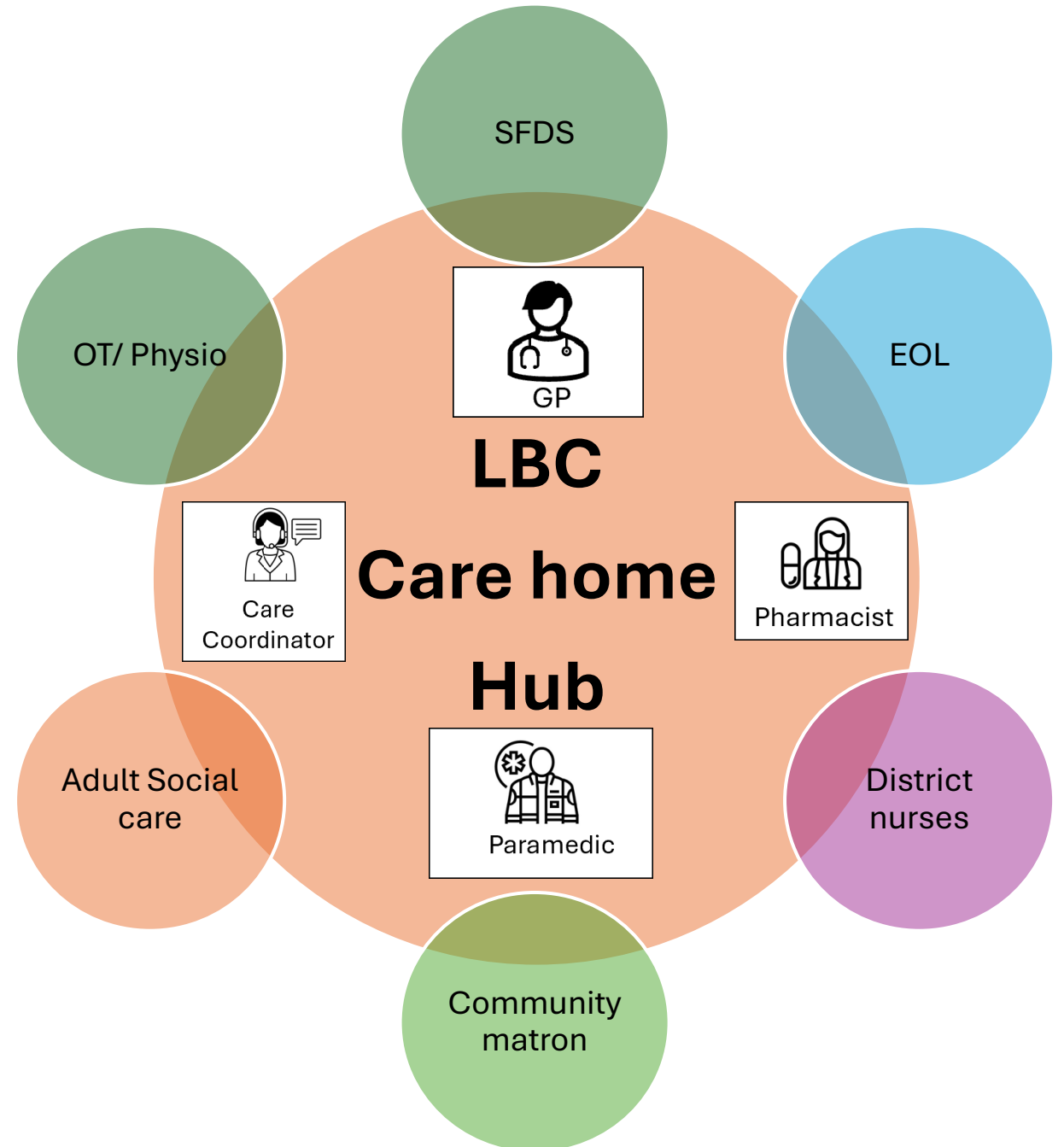
Lakhvinder Larh



6 Care Homes
218 Beds
3 Practices

KEY BENEFITS

- Continuity of care
- Responsiveness
- Proactive care
- Holistic care
- Collaborative working



Headline figures

A&E Attendances		
Pre- Care Home Hub	Care Home Hub	
Baseline data 12 months	8 months data	Predicted data for 12 months
225	76	114

Predicted reduction in A&E Attendances 50%

Finances Impact

50% reduction in
A&E admissions
equates to
savings of **£565k**

Pilot cost for 12
months; **£321k**

Potential savings
= **£244k**

Quality Feedback from Care Homes and Residents



“We’ve seen reduced hospital admissions. Excellent responsiveness and communication, especially from admin team who are lovely, someone is always present and helpful. Concerns are always addressed during the week”.



“When we have requested emergency home visits the hub have responded well and visited the same day”.



“Improved on the day service, always follow up by telephone call, follow ups on discharge from hospital, noticed reduced hospital admission. Prescriptions arrive on time with the right medication, makes it easier for us (at the care home) as we don't have to chase pharmacies all the time. Reduced complaints from patients and their relatives”.



“Having access to care for residents so they receive timely medical advice or medical attention. When we email, the doctors come out the same day - before this wasn't possible. Thank you for adding proxy ordering, does make it a lot easier to order and all in sync. Less medication errors because of this”.



“Paramedic service is brilliant, she comes in straight away and always so polite. prescriptions come on time and helps us save time dealing with med errors”.



“Having face to face appointments seeing the doctor regularly preventing people from getting worse. Patients are very happy”.



“Happy that now there's a face and a name to talk to about issues or concerns. We know that we can contact Nathan, for example, and he will reassure us that someone will deal with a concern. If someone deteriorates, they are quick to physically come and review. very helpful compared to before dealing with prescription clerks who weren't always available or responsive. Patients and carers love the service because there is always someone there”.

Quality Feedback from GP Practices



“Happy with overall service of the care home hub, admin staff are all aware of where to send information and how to easily contact the hub. Has saved time for clinicians as there’s no need to allocate time and resources for a weekly ward round anymore. As a result, the practice have now gained back 16-18 appointments a week, gained a doctor back on site one half-day a week, significantly reducing pressure on the practice clinicians. Care homes appreciate the service, with many wanting to move some patients to LHC from other practices to receive the benefit of the care home hub. No concerns/issues reported back to the practice”.



“Care home hub has been significantly helpful in reducing workload for clinicians at the practice, as well as standardising the care across practices in the PCN. Seeing positive feedback from care homes who are pleased with the service, especially with the increased consistency in the GPs/clinicians they’re seeing and improved responsiveness in care. Big improvement from previous system where an allocated nurse and pharmacist would attend a ward round. On average, the hub has saved the practice at least an hour a day of clinician time. As a result, the practice is now able to offer more appointments. Good feedback from both care homes and patients. Would be more helpful if the hub went beyond the 1-year pilot into a long-term arrangement”.



“Very happy with how the service has saved practice time and resources as well as providing a more proactive approach through more frequent ward rounds. Clinicians are happy about freeing up clinical time from ward rounds and repeat prescriptions etc, has created other opportunities to use practice time e.g. more appointments for the practice. Positive feedback from patients and care homes. Better continuity of care and consistency because the clinicians are familiar with patients. No issues or concerns at present”.

Reflections/ Learning points



Leadership and
Management



Communications



Estates



IT infrastructure



System partners



Resources