

Enhanced Health in Care Homes

North East Essex Region

Care Home Liaison Service 'Is My Resident Well'

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Trusted Assessor

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The principle of a **Trusted Assessor** is one profession or service, trusting the assessment of another profession or service and acting on it.

Red Bag Scheme

- Launched May 2018
- In use in 85 local care homes
- 72 care homes with > 10 beds care for over 65 yrs in NEE
- Red bag in use in 69 of these – 96% coverage
- 361 red bags in circulation in NEE
- Provider engagement

Red Bag Feedback:

- Feedback from our care homes identified issues around the reliability and quality of the information received on discharge.
 - Poor discharge information
 - Missing medications
 - Transport issues
 - Referral to community services
 - Poor communication to relatives and providers
 - The sense of 'hand-off' once the patient has returned to a community setting.
- There is distrust of the information provided from the hospital around a persons care needs accepting discharges from the acute providers without individually assessing the patient first.
- This leads to a poor patient experience and delayed transfers of care.

First Steps

- No appetite amongst providers for Impartial Assessor
- Review of current assessment documents with providers to capture what information a provider requires to determine:

Can I meet the person's care needs, or not?

- Needs assessment designed to improve ease of completion for busy hospital staff, improving quality and reliability of information sharing
- The aspiration is for care homes and domiciliary providers to accept patients based on this paperwork, trusting the assessment of colleagues in our local hospital, coastal beds, CHC team & Hospice .

Discharge to Assess
H2A
D2A
Reablement

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Care Home Enhanced Service

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Background:

As you have heard from the Red Bag Scheme and Trusted Assessor Project presentation, NEE CCG have been gathering ongoing feedback from local care providers around what would help support residents in care homes.

These included, but were not limited to, improved access to primary care.

The Challenge:

There is a National recruitment challenge in primary care which is exacerbated by the complexity and prevalence of an elderly population with co-morbidities within the local area.

The CCG have been working with primary care colleagues to explore ways of developing the existing workforce and attracting new clinicians into primary care.

With approximately 74 care homes in NEE, providing care for up to 3000 over 65 year olds – primary care colleagues need to look at new and innovative ways to meet and improve the quality of care to residents in care homes.

New pilot:

In response NEE Clinical Commissioning Group are scoping a pilot for a **Care Home Enhanced Service**.

We sent out a survey to care home providers who provide care for residents over 65yrs. Thank you to everyone who responded.

The results have contributed to the design of this new service.

The aim:

- The aim of the service is to improve the parity and quality of primary care for residents in residential and nursing homes only for the over 65s
- The service aims to offer a proactive and preventative approach to improve health outcomes for residents
- The service will improve the access for residents to see a primary care clinician
- It is also hoped that the service will improve the existing links between care homes and GP practices.

Service overview: how it might look

- A multi-disciplinary team of nurses and other allied health professionals with input from a lead GP(s) will be aligned to a care home,
- Weekly 'home' rounds will be delivered for proactive management,
- There will be a nurse-led triage of minor illness (to be undertaken during 'home' round time),
- The service will provide onsite advice and guidance to care home staff



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Next Steps

There is still some work to do in terms of refining the service, including gaining more of your views

The Provider of the service will engage with all relevant care homes to ensure a strong relationship is developed and sustained,

This will include a clear description of what the service will offer,

We will continue to seek feedback on its success once implemented,

Questions & Answers