




Vale of York  
Clinical Commissioning Group



## Directory of Community Services for Care Homes



The best health and  
wellbeing for everyone.



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Support service

## Community Matron

### Support available

- To deliver high quality, evidenced based care to people living in a care home environment
- To prevent hospital admissions when appropriate by providing intensive support to individuals with complex needs
- Supporting GP's with assessment of patients
- Advanced care planning
- Long Term Conditions Management
- Supporting staff with clinical procedures and spontaneous education
- Safeguarding including pressure ulcers
- Clinical assessment
- Co-ordination of care
- Liaison

### Referral pathway

- 1 **Direct referral**  
Nursing homes only
- 2 **Referral via GP**

### Contact

- Ann Potter **01904 627635 or 07538794125**



Support service

## Community nursing / Palliative care services

### Support available

- Catheter problems
- Constipation
- Peg problems (Percutaneous Enteral Gastrostomy)
- Wound care management
- Ear problems
- Palliative care: Before you call 999 for end of life care consider ringing the District Nursing Team if:
  - new symptom?
  - not sure which drug to give?
  - is it time for a syringe driver/problems with using it?

### Referral pathway

- 1 Direct referral**  
Residential homes only  
Nursing homes contact Community Matron (See page 3)
- 2 Referral via GP**  
Contact your GP first if the resident is unwell, has breathing problems, worsening confusion, UTI (dipstick first), worsening pain or Diabetic emergencies

### Contact

- Phone **01906 627635** (8am to 6pm)
- Phone **0845 0568060** (out of hours)  
Ring this phone for urgent nursing problems that will not wait until the following day



Support service

## Mental Health Care Home Liaison Team

### Support available

- The team work with residents in care homes within the locality experiencing mental health difficulties; predominately dementia, delirium and depression and occasionally other types of psychosis
- Advice and support on all aspects of mental health care including challenging behaviour

### Referral pathway

- 1 Direct referral**  
Phone advice and support only
- 2 Referral via GP**  
All referrals to the Team have to come via the resident's GP  
Assessment and support of residents experiencing mental health crisis.

### Contact

- Phone **01904 726977**
- The Care Home Liaison Team based in York and provides a service within the previous Selby and York locality.
- The team is nurse led and available between the hours of **8am - 6pm Monday to Friday** and with limited provision 9am - 5pm weekends and bank holidays



Support service

## Tissue viability specialist nursing

### Support available

- Advice and help with all aspects of tissue viability
- Advice about pressure ulcer grading and skin care
- Education of Care Plans
- Education programmes for all nursing and residential home staff

### Referral pathway

#### 1 Direct referral

Advice on all aspects of tissue viability - Nursing Home and Residential Home

Evaluation of Care Plans - Nursing Home and Residential Home

Education programmes - Nursing Home and Residential Home

#### 2 Referral via GP

As above

### Contact

- Joyce Sims **07535 640 494** or **01653 604565**
- Or fax **01654 600 589**



Support service

## Continence specialist nursing service

### Support available

- Phone advice on maximising bladder and bowel health and managing incontinence
- Assessment of people with continence problems that cannot be resolved by nursing staff normally involved (care home staff in nursing homes and district nurses for residential homes)
- Advice about, and authorisation for the use of, non-standard products
- Training for care home staff on complex bladder and bowel problems

### Referral pathway

#### 1 Direct referral

Telephone advice and support - Nursing Home and Residential Home

#### 2 Referral via GP

Second line assessment of residents whose problems cannot be resolved by nursing staff - Nursing Home and Residential Home

### Contact

- Phone advice **01904 724690**
- Address  
Clifton Health Centre  
Water Lane  
York YO30 6PS



Support service

## Diabetes specialist nursing service

### Support available

- Advice about all aspects of management of diabetes
- Assistance with poor control of diabetes
- Training for capillary blood glucose testing

### Referral pathway

#### 1 Direct referral

General (not patient specific) advice about diabetes (phone advice only) - Nursing Home and Residential Home

Training for capillary blood monitoring

#### 2 Referral via GP

Resident-specific help and advice - Nursing Home and Residential Home

### Contact

- Phone York Diabetes Centre **01904 726510** for general advice
- Call your local GP surgery



Support service

## Respiratory specialist nursing service

### Support available

Help for residents with diagnosed respiratory conditions including Asthma, Chronic Obstructive Pulmonary Disease and Pulmonary Fibrosis.

- Symptom management
- Review of residents needing frequent admissions
- Management of exacerbations
- Medication reviews (including advice on inhalers)
- Assessment for supply and monitoring of nebulisers
- Management of oxygen therapy
- Education - individual homes or groups of homes

### Referral pathway

#### 1 Direct referral

All services - Nursing Home and Residential Home

#### 2 Referral via GP

All services (can also be referred by District Nurse) - Residential Home

### Contact

- Phone **01904 724537**
- Address  
Clementhorpe Health Centre  
Cherry St  
York  
YO23 1AP



Support service

## Falls prevention service

### Support available

Falls Risk Assessment including:

- Balance and mobility
- Medications
- Blood pressure
- Diet and exercise
- Feet and footwear
- Fracture risk
- Financial/Social concerns
- Vision and hearing
- Home environment

### Referral pathway

#### 1 Direct referral

All services - Nursing Home and Residential Homes

#### 2 Referral via professional

If you have regular contact with one of the following you can ask them to refer you.

- GP
- Practice/District Nurse
- Voluntary organisations, for example, Age Concern
- Podiatrist
- Warden
- Social Worker or Care Manager

### Contact

- **01904 724469 or 01904 724451**



Support service

## Community infection, prevention and control

### Support available

- Advice about all aspects of preventing the spread of infection
- Management and control of outbreaks, for example Diarrhoea and Vomiting (D&V)
- Provision of C difficile infection cards for people with C difficile
- Help with audits (for example, for CQC compliance)
- Provision of Outbreak Packs
- Hand washing resources (including loan of 'glow and show' box)
- Control and management of tuberculosis
- 'Preventing Infection Workbook and Guidance' helps demonstrate IPC CQC compliance in infection control education
- Bespoke training packages available

### Referral pathway

#### 1 Direct referral

All services - Nursing Home and Residential Home

#### 2 Referral via GP

### Contact

- General advice during office hours **01423 557 340** or email **ipccommunity@hdfnhs.uk**
- For 24/7 urgent out of office hours advice phone the On Call Community Infection Prevention and Control Nurse via your local acute hospital switchboard
- For advice about Tuberculosis **01904 555 734**

### Infection control information

Posters, leaflets and factsheets for residents and staff can be downloaded from [www.infectionpreventioncontrol.co.uk](http://www.infectionpreventioncontrol.co.uk)



Support service

## Medicines Optimisation Pharmacist Social Care

### Support available

- Clinical Medication Review
- Advice about medicines for people with swallowing difficulties
- Audit and advice visits
- Training

### Referral pathway

**1 Direct referral**  
Advice about medicines for people with swallowing difficulties - Nursing Home and Residential Home  
Audit and advice visits and training - Nursing Home and Residential Home

**2 Referral via GP**  
Clinical medication reviews - Nursing Home and Residential Home

### Contact

- Julie Parker      **07908 058 970**  
email julieparker5@nhs.net  
www.nyhcsu.org.uk
- Sandra Sweeney      **07872 415 638**  
email sandrasweeney@nhs.net
- Out of hours support at York District Hospital via the On-Call Pharmacist



Support service

## Heart failure specialist nursing

### Support available

- Advice about heart failure

### Referral pathway

**1 Direct referral**  
All services - Nursing Home and Residential Home

**2 Referral via GP**  
All services (can also be referred by District Nurse, Cardiology or other physicians)

### Contact

- Phone **01904 726159**





## Useful numbers

### Contact

#### Physiotherapy/Occupational Therapy

If a resident would benefit from rehabilitation support, to recover from a period of ill-health, please contact your GP to request this.

#### City of York

If you require social care support for your residents or their carers contact:

- City of York Customer Centre, Initial Contact Team  
**01904 555111**
- or email [adultsocialsupport@york.gov.uk](mailto:adultsocialsupport@york.gov.uk)  
(Normal opening hours are Monday to Friday  
8.30am - 5pm)

For online support with equipment and independent living contact:

- <https://www.connecttosupport.org/s4s/WhereILive/Council?pageId=417>

#### North Yorkshire

#### Social care services (and social care out of hours)

The customer services centre may be contacted for all social care services enquiries from adults, young people and children. The telephone number below will be answered by the emergency duty team outside of our opening hours.

- Phone **0845 034 9410**
- Fax (out of hours only) 01347 824 648
- To contact online, go to <http://www.northyorks.gov.uk/article/25979/Contact-us-online>

## Useful numbers out of hours

If you have a query about medication:

- phone the on call pharmacist on **01904 631313**

For general advice and support on end of life care:

- phone St Leonards' Hospice on **01904708553**



### 111

The easy-to-remember, free-to-call number is being introduced across England to help reduce the pressure on A&E departments and the 999 service.

Available 24 hours a day, 365 days a week, the service is for people who aren't sure if they need to go to A&E, don't have a GP to call or generally need reassurance and advice.

On dialling **111** a team of fully-trained advisers and experienced nurses will assess your condition and direct you to the local service that can help you best, when you need it.

There are now only three numbers you need to know.

- Your GP surgery
- **111** for urgent healthcare advice and
- **999** for life-threatening emergencies.

## Complaints, suggestions or compliments

NHS Vale of York Clinical Commissioning Group (VOYCCG) welcomes feedback from patients, their families and carers.

We want to hear your ideas about local health care and know about any concerns or complaints you may have.

We would like to you tell us when we are doing things well too, so we can use this good practice in other areas. You can contact us in the following ways:

**Email** [valeofyork.contactus@nhs.net](mailto:valeofyork.contactus@nhs.net)

**Phone** **01904 555870**

**Website** <http://www.voyccg.nhs.net>

**Write to** NHS Vale of York Clinical Commissioning Group, West Offices, Station Rise, York YO1 6GA

### If you have a specific complaint about NHS care relating to a patient contact:

**Email** [VOYCCG.PatientRelations@nhs.net](mailto:VOYCCG.PatientRelations@nhs.net)

**Phone** **0800 068 8000**

**Write to** Patient Relations Service, Unit 1, Triune Court, Monks Cross North, YO32 9GZ

**NHS Vale of York Clinical  
Commissioning Group**

West Offices

Station Rise

York YO1 6GA

Phone 01904 555870

 @valeofyorkCCG

If you need this information in another format or language, please phone **01904 555870** or email [valeofyork.contactus@nhs.net](mailto:valeofyork.contactus@nhs.net)