

Partners in Care Meeting

Wednesday 27 March 2019
York Sports Club, Rawcliffe
Minutes

Present

Sarah Fiori (Senior Quality Lead, NHS Vale of York CCG. Chair)
Helen Degnan (React to Red Project Nurse, NHS Vale of York CCG)
Sam Varo (Quality and Engagement Administrator, NHS Vale of York CCG)
Callie Turner (Medicines Optimisation Technician, NHS Vale of York CCG)
Anita Griffiths (Continuing Healthcare Team Leader, NHS Vale of York CCG)
Alison Redhead (Registered Manager, Minster Grange Care Home)
Alison Green (Registered Manager, Hilltop Manor Care Home)
Dipin Peter (Registered Manager, Somerset House Nursing Home)
Victoria Edwards (Registered Manager, Stamford Bridge Beaumont Care Home)
Lizzie Hancock (Registered Manager, Fulford Nursing Home)
Tim O'Dowd (Urgent Care Practitioner, Yorkshire Ambulance Service)
Jan Tuson (Senior Independent Mental Capacity Advocate, York Advocacy Hub)
Angela Thompson (Locality Manager, Skills for Care)
Caroline Gent (Community Infection, Prevention and Control Nurse. Harrogate and District NHS Foundation Trust)
Claire MacDiarmid (Clinical Lead, Tees, Esk and Wear Valleys NHS Foundation Trust)
Helen Tuckett (Senior Contracts Manager, City of York Council)
Suzanne Smith (Quality Improvement Team, North Yorkshire County Council)
Jo Topping (Lead Nurse, York Integrated Care Team)
Amanda Nottingham (Complex Care Team Nurse, York Integrated Care Team)
Matthew Cooke (Lead Pharmacist for Community Services) , York Teaching Hospitals NHS Foundation Trust)
Jane Venable (Community Team Leader, York Teaching Hospital NHS Foundation Trust)

1	Welcome and Apologies SF welcomed everybody for the meeting, and thanked for taking the time to attend.	SFiori
2.	Care Home Pharmacist Update Callie and Matt introduced the Medicines Optimisation in Care Home's Team, which has been established as part of a national programme based around de-prescribing and holistic approaches to medication. The team work with care homes to	C Turner/M Cooke

	<p>review prescribing, establishing opportunities to prescribe more appropriate (such as those to prevent residents feeling as drowsy) and cost effective drugs. The team is made of 3 pharmacists and have access to GP records for patients.</p> <p>The team aim to work around all the homes in York in the short term but their services cover the full Vale of York area. The first programme of work at Mulberry Court is just finishing (which they are happy to share data on), with the team moving to Connaught Court next. Once the team finish their work at a care home they leave a “goodbye letter” detailing suggestions for changes in medication procedures, and stories that have taken place during their work.</p> <p>Any homes wishing to refer into the team or raise any medication queries are encouraged to get in touch through the email address: voyccg.moch@nhs.net</p>	
3.	<p>Care Home Capacity Tracker, and Hospital Transfer Pathway Standards Update</p> <p>Sarah thanked all the providers present for their hard work engaging with the tracker, and updated that 93% of in scope Vale of York homes were now using the tracker and 100% of in scope homes within the North Yorkshire County Council area.</p> <p>Homes were reminded to ensure that the bed figures remain current, and updating weekly is a minimum standard. In order for the tracker to become embedded across local authority, CHC and discharge teams the figures need to be “live” reflections of the beds homes have available to admit too.</p> <p>York Integrated Care Team emphasised how important it was for homes to update the tracker, as they are now using it as their main source of bed information. The CHAD team at TEWV now also have an account on the tracker.</p> <p>For any queries or to register any new users, please contact sam.varo@nhs.net</p> <p>The group were updated that discussions are still on-going with York Teaching Hospital NHS Foundation Trust with regard to hospital transfer pathway standards, and this is linking in to the requests to discharge residents from flu closed wards during winter.</p>	S Fiori

4.	<p>CHC Update</p> <p>Anita updated that the CHC team are now aiming to triage via the phone, to hopefully prevent requiring a 2 hour FNC meeting if a 2 hour DST then required after that.</p> <p>New cases are now going onto a new computer system, and this will help provide data on case completion times once up and running.</p> <p>The large majority of DST's are now being completed within 28 days of referral, so Anita informed the group that the team were therefore looking to complete FNC's in the same timescale.</p> <p>Two further nurses are now in position, Anita asked that if homes have a preference on the previous system where each nurses was aligned to 2-3 homes to get in touch.</p> <p>The group were updated that a meeting took place on the morning of Partners in Care around discharge planning, and that should a future meeting take place it would be useful to have registered managers present to feed into the discussion.</p> <p>Attached alongside the minutes are a series of FAQ's regarding the referral process for FNC.</p> <p>If any providers have any questions please use the generic email address (Voyccg.continuing-care@nhs.net) or call 0300 3038294.</p>	A Griffiths
5	<p>Discharge Team Update</p> <p>Apologies were received from Gillian Younger.</p> <p>No update was received for this item; if homes would like to feed anything back regarding discharge please contact Sarah.</p>	G Younger
6	<p>York Integrated Care Team Update</p> <p>The group were handed draft versions of the advanced care plan that the team are looking to roll out to homes in the GP practices they cover (they currently have access to patient records at every City of York Council practice except Elvington Medical Practice). Jo updated that work is on-going to make the forms more reflective of RESPECT and hopefully more user friendly for homes with palliative care residents</p>	J Topping

	<p>who don't have capacity.</p> <p>The aim is for these forms to be more clinical in nature so as to avoid duplication with existing home documentation and care plans. There is also ambition for easy read and learning disability tailored versions to be produced.</p> <p>The complex care team upload completed plans to their clinical systems, so it isn't essential for homes to keep a hard copy version if they too have a mechanism of uploading it to their own online systems.</p> <p>In response to questions it was confirmed that the amended document will have a power attorney box, and the signing procedure for the form will be much more precise.</p> <p>Feedback was received the involvement of the team had been appreciated, and they could provide a fresh pair of eyes and well as communicating with individuals who may for their relatives to be admitted to hospital in every instance.</p> <p>It is hoped the document will be completed in the weeks following the meeting, and a finalised version will be circulated once available.</p> <p>To contact the team, please call 01904 721849 or 01904 721351</p>	
7	<p>React to Red Update</p> <p>As the React to Red Pressure Ulcer Prevention Scheme draws close at the end of March, Helen thanked all the homes work the hard of work of their staff in engaging with the programme.</p> <p>Over the duration of React to Red, an incredible 75% reduction in pressure ulcers in Vale of York care homes have been reported. This is thanks to the efforts of 64 participating care providers, 75% of whom completed the programme and majority of others are close to completion. In total 1591 staff have completed React to Red, which is a fantastic 92% of eligible staff at engaged homes. There has also been a big reduction in stage 3, 4 and upgradeable pressure damage and in deteriorating pressure ulcers. As well as care homes, training has also been delivered with domiciliary providers and sheltered accommodation.</p> <p>As well as the positive impact on quality, there has been</p>	H Degnan

	<p>positive feedback received on how the training has helped increased confidence for care home staff in identifying and preventing pressure damage.</p> <p>In order to keep the training going, it was emphasised how important it was for link champions to be given time to cascade the training to new colleagues. The challenges of staff turnover were acknowledged, embedding React to Red in inductions and staff huddles can be ways to keep the programme sustainable and maintain levels of pressure ulcer awareness.</p> <p>Though the programme has officially come to a close, providers requiring help as still encouraged get in touch with Helen who is able to help, and will still be collecting data on pressure damage.</p> <p>A feedback event today place on Friday 22 March. If any homes have any further feedback regarding the scheme, please contact h.degnan1@nhs.net</p> <p>E-Learning for React to Red is now available through this link, which also includes resources. https://www.nwyhelearning.nhs.uk/elearning/yorksandhumber/shared/React2Red/RTR_HTML/index.html</p>	
8	<p>Identification of Deteriorating Residents and Safety Huddles</p> <p>5 Care homes are now trained up with and utilising the Stop and Watch, and SBAR tools. work is already on-going to embed the tools with a domiciliary provider.</p> <p>The tools are available to view in the slides form the meeting, for more information and to participate please contact: Sarah.fiori@nhs.net</p>	S Fiori
9	Interval and Refreshments Break	All
10	<p>NYCC Quality Improvement Team Update and Dementia Friends Training Session</p> <p>The Quality Improvement Team cover all providers that contract with North Yorkshire County Council, and can assist with compliance, medicines handling, best practice and many other areas of social care. Any providers at requires improvement or below can self-refer in.</p>	S Smith

	<p>For more information please contact: socialservices.contractingunit@northyorks.gov.uk</p> <p>Suzy is a Dementia Friends Champion, with a social action group organised by the Alzheimers Society with the aim of raising awareness. Day sessions are available for those who would be interested in becoming a Dementia Friends Champion, more information can be found through www.dementiafriends.org.uk</p> <p>The group took part in an interactive Dementia Friends session to the group, of which the main points were:</p> <ul style="list-style-type: none"> • Dementia is not a natural part of ageing. • Dementia is caused by diseases of the brain • Dementia is not just about losing your memory- it can affect thinking, communicating and doing everyday tasks. • It's possible to live well with dementia. • There's more to a person than the dementia. <p>As part of the session, the group were shown a “bookcase analogy” video produced by the Alzheimer’s Society. That video can be viewed through this link: https://www.youtube.com/watch?v=WQ9uSR22qkl</p> <p>After the session, members of the group were able to sign up and become a Dementia Friend.</p>	
11	<p>CHAD Team Update</p> <p>Claire updated that TEWV were delivering a programme of “Positive Approaches to Care Journey” training for care home staff, and several sessions area already arranged at homes across the area. The training is based around identifying where a resident is on the dementia journey. Details on the training will be circulated in the Partners in Care Bulletin, and Karen Melody will attend the next meeting to update members further.</p> <p>The North Yorkshire and Vale of York operations of TEWV will be combining on 1 April, how this will change the organisation of the teams is yet to be established but Claire will keep the group updated with regards to this.</p> <p>The dementia inpatient units at Cherry Tree House and Meadowfields will be combining on 1 July, in anticipation of moving into the new mental hospital health hospital when</p>	C MacDiarmi d

	<p>completed in 2020. This hospital will be known as Foss Park Hospital.</p> <p>The group were informed that the team had been asked by the CCG to assist in increasing the dementia diagnostic rate in the Vale of York, which is an outlier in terms of knowing how many individuals have dementia. A new role has been recruited to in order to visit homes and assist them in diagnosing, and will be introduced at the next Partners in Care. In response to discussion around the role of GP's in diagnosis, it was advised that the January Protected Learning Time session attended by 350 primary care clinicians from the Vale of York had a workshop around Diadem and diagnosis.</p>	
12	<p>Skills for Care Update</p> <p>Angela updated the group on that a nursing home registered managers network for York, and a domiciliary care network were both up and running. The group were asked that if there is interest in establishing a residential home network to get in touch to discuss the idea further.</p> <p>Skills for Care have been running a national recruitment campaign for social care, the first year of what they are hoping to be the first year of a sustained campaign. The aim was to recruit 10,000 individuals but already over 20,000 applications have been received.</p> <p>Further information about new e-learning modules, hosting a graduate management placement and new resources can be found in the slides from the meeting.</p>	A Thompson
13	<p>Opportunity for discussion, issues to be raised, good practice and learning to share</p> <p>The CCG are investigating rolling out falls prevention training, and are still working alongside NHS Digital to progress the connected care homes programme which would make NHS.net laptops available to homes.</p> <p>Alison Redhead updated that two very productive meetings of the nursing home registered managers network had taken place, which have had an emphasis on peer support.</p> <p>In response to a suggestion for more discussion around equality impacts as part of CQC inspections, Sarah will look to invite a representative from CQC to update the meeting around this. Sarah will also look to find out information from</p>	Group

	<p>the relevant individuals around why step down beds had low demand from York Hospital over winter.</p> <p>The group were advised that an infection, prevention and control update would be on the next meeting to reflect on norovirus and discharge procedure over winter. There would also be updates around flu and the role of advocacy.</p> <p>The group were updated that Linda Donellan- Beevers (manager at Amarna House) is a finalist in the leadership category of the Avery Care awards.</p> <p>If any members have any suggestions for topics for the next meeting or any good news stories to share, please get in touch.</p>	
20	<p>Thank you and close.</p> <p>Next meeting: Thursday 23 May 2019 13:30-16:30, Outhwaite Room. Riccall Regen Centre, Landing Ln, Riccall, York YO19 6PW</p>	