

## **Partners in Care Meeting**

**Wednesday 12th September 2018**  
**Wendy Shepherd Room, York Sports Club. Clifton, York**  
**Minutes**

### **Present**

**Sarah Fiori** (Senior Quality Lead for Care Homes, NHS Vale of York CCG. Chair)  
**Helen Degnan** (React to Red Project Nurse, NHS Vale of York CCG)  
**Chris Pomfrett** (React to Red Practitioner, NHS Vale of York CCG)  
**Charlotte Sheridan Hunter** (Commissioning and Transformation Manager, NHS Vale of York CCG)  
**Sarah Kocinski** (Commissioning and Transformation Manager, NHS Vale of York CCG)  
**Sam Varo** (Quality and Engagement Administrator, NHS Vale of York CCG)  
**Jess Anderson** (NHS Graduate Management Trainee, NHS Vale of York CCG)  
**Samantha McLaren** (Continuing Healthcare Case Manager, NHS Vale of York CCG)  
**Rachelle Atkinson** (Continuing Healthcare Case Manager, NHS Vale of York CCG)  
**Jan Tuson** (Safeguarding Officer, NHS Vale of York CCG)  
**Heather Robinson** (Speech and Language Therapist. York Teaching Hospitals NHS Foundation Trust)  
**Gillian Younger** (Discharge Liaison Team Manager, York Teaching Hospitals NHS Foundation Trust)  
**Wendy Watson** (Screening and Immunisation Coordinator, NHS England)  
**Margaret Wilson** (Project Manager, Humber, Coast and Vale Excellence Centre)  
**Clive Nicholson** (Senior Research Nurse, NIHR Clinical Research Network)  
**Leanne Kovrlija** (Ward Manager, Tees, Esk and Wear Valleys NHS Foundation Trust)  
**Debbie Thompson** (Care Home Dementia Team, Tees, Esk and Wear Valleys NHS Foundation Trust)  
**Domonique Lindsay** (Community Practitioner, Tees, Esk and Wear Valleys NHS Foundation Trust)  
**Nicky Surgenor** (Community Nurse, Tees, Esk and Wear Valleys NHS Foundation Trust)  
**Natalie Howson** (Frequent Caller Case Officer, Yorkshire Ambulance Service NHS Foundation Trust)  
**Jane Venable** (Community Team Leader, York Teaching Hospitals NHS Foundation Trust)  
**Carey Trenchard** (Community Team Leader (West), York Teaching Hospitals NHS Foundation Trust)  
**Lisa Pickard** (Chief Executive, Independent Care Group)  
**Beverley Proctor** (Operations Director, Independent Care Group)  
**Suzanne Smith** (Quality Improvement Team, North Yorkshire County Council)  
**Helen Tuckett** (Senior Contracts Manager, City of York Council)  
**Sarah Carrick** (Contracts Manager - Early Intervention and Prevention, City of York Council)  
**Angela Thompson** (Locality Manager, Skills for Care)  
**Linda Donnellan Beevers** (Registered Manager, Amarna House Care Home)  
**Alison Redhead** (Registered Manager, Minster Grange Care Home)  
**Marinda Aydinlap** (RMBI Connaught Court Care Home)  
**Diane Moughan** (Registered Manager, Riccall House Care Home)  
**Michelle Douglas** (Riccall House Care Home)  
**Luke Norbury** (Director, Home Instead Senior Care)  
**Sarah Jackson** (Registered Manager, Alne Hall Care Home)  
**Beth Mill** (Registered Manager, Limetree House Care Home)  
**Victoria Wilson** (Registered Manager, Stamford Bridge Beaumont Care Home)  
**Dannie Tsoneva** (Registered Manager, Meadowbeck Care Home)

1	<p>Welcome and Apologies</p> <p>SF welcomed everybody for the meeting, and thanked for taking the time to attend.</p>	SFiori
2	<p>Dysphagia Diet Standardisation Initiative</p> <p>Heather introduced the group to IDDSI (International Dysphagia Diet Standardisation Initiative, which is designed to be an international framework for classifying foods and drinks for those with difficulty swallowing. These changes have been made necessary by the inconsistencies in the present system, with different terminology used even between York and Hull.</p> <p>Patient safety alerts have been circulated to advice of the changes coming into place. 1 October will mark the start of the adoption phase, with different packaging displaying the new classifications (often alongside the previous classification for clarity) being introduced by food manufacturers. The aim is for the changes to have been fully adopted by April 2019.</p> <p>0-4 will be the scale for drinks, 3-7 for foods meaning 3-4 are an overlap between the two.</p> <p>In response to questions, Heather informed that the team would aim to call homes on discharge from hospital to advise on diet and also information will be put on EDN. This would be generally on the day of discharge itself as condition can change markedly.</p> <p>There are a number of useful resources homes can use on <a href="http://www.iddsi.org">www.iddsi.org</a> and an app also exists, but containing advice on how homes can integrate the changes in their practices and on what foods meet each classification.</p>	H Robinson
3.	<p>End of Life Care Strategy Engagement</p> <p>Charlotte informed that NHS Vale of York CCG had been undertaking a survey of clinicians, service users and carers/family members on end of life care in our area. This is with the intention of developing a strategy and a citizen's charter, and has been investigated through six "I" statements on areas such as "each person is seen as an individual" and "care is coordinated".</p>	C Sheridan Hunter

The group were invited to give comment on what they thought of end of life care provision in our area, comments included the below.

There was concern that consultants were not being as sensitive as they could in engaging end of life patients or families, who don't always understand the medical terminology used.

Frustration expressed at the lack of available care for fast-track patients, with people not ending up in their preferred place of care. The fastrack documents themselves contained a lot of "may" phrases which need clarifying for greater understanding. This can cause a lot of undue stress, and in some cases cause death in a hospital environment instead.

The term fast-track insinuates being fast, which may cause confusion from families who expect care packages to fall into place within 24 hours rather than the current timescale. Delays in this were perceived by some as being due to a non 7 day decision making process from continuing healthcare.

There were the struggles with the term "end of life care" itself, and "palliative care" was preferred.

Several of the registered managers found it difficult to get GP's to listen when they ask to identify someone as being at the end of life, and that the family are involved in the conversation. Accounts of some patients being transported to hospital from home despite advanced care plan, only to die 12 hours later.

After these discussions, Charlotte informed the group that the survey would be reopened until 28 September so those present could submit their views; partners are encouraged to share widely with colleagues to get the greatest number of responses possible. This was circulated in the Partners in Care Weekly Bulletin and Independent Care Group also offered to circulate in their newsletter.

If anybody has end of life service users interested in sharing their thoughts, please contact [charlotte.sheridan-hunter@nhs.net](mailto:charlotte.sheridan-hunter@nhs.net)

4	<p>Care Home Capacity Tracker Update</p> <p>The group were advised that the care home bed state tool had now become known as the care home capacity tracker.</p> <p>Further good progress is being made, with roughly 80% of Vale of York homes now registered with and using the tool.</p> <p>Homes were strongly encouraged to update whenever beds available to admit to changes (if a home has 10 beds free but is restricted to only admitting to 2 per week, then 2 is the number available), or to log in and press “save these spare capacities” . This shows numbers have been updated and gives assurance to partners using the tool.</p> <p>For any queries or to register, please contact <a href="mailto:sam.varo@nhs.net">sam.varo@nhs.net</a></p>	SFiori
5	<p>Discharge Hub</p> <p>Gillian Younger introduced herself as the new manager for the discharge liaison team at York Hospital and updated on the new discharge hub. The hub has now introduced electronic journals for patients, logging all conversations held regarding them to provide continuity between shifts.</p> <p>Gillian encouraged any homes having difficulty contacting the wards to call the discharge hub, and anyone wishing to visit the hub is more than welcome to do so.</p> <p>Feedback was received that some homes have been called out to assess patient who they clearly wouldn't be able to meet the needs of.</p> <p>Gillian asked for any volunteers wanting to trail to trusted assessor model to get in touch.</p> <p>The hub's core hours are 8am to 4pm and the contact number is: 01904 725989</p>	G Younger
6	<p>CHC Team Update</p> <p>Sam and Rachelle informed the group of a change in check listing process, with checklists being able to be rejected until a person is medically fit to be discharged.</p>	S Mclaren/R Atkinson

	<p>On CHC not offering a 7 day service, the heard group that as not all care homes or domiciliary providers accept clients on a weekend; this may not be the solution to present delays with fastrack.</p> <p>A request was made for a clarification of comments from the June meeting that FNC forms filled out without consent or incorrectly will be considered incomplete and returned; and that funding will not be backdated. It was confirmed that this was the case.</p> <p>Sam and Rachelle encouraged anyone experiencing difficulties or with queries to have discussions with the case managers.</p>	
7	<p>Summary Care Record</p> <p>The group on a project currently being undertaken between the CCG, NHS Digital and GP Practices to introduce additional information on summary care records. Everybody has a summary care record (unless they choose) to opt out, this contains basic information such as conditions, allergies and medications used. However if a patient fills in a consent form, this gives clinicians access to additional information such as why they are using a certain medication.</p> <p>Paramedics don't yet have access to this, though control rooms do. Care homes wouldn't be able to access unless they have completed the IG toolkit and have NHS.Net. NHS Digital are investigating this further and will get back to the group when they have an update.</p> <p>Practices are being strongly encouraged to share consent forms, however the form will also be circulated alongside these minutes for any homes wishing to distribute them.</p>	S Kocinski
8	<p>Identification of Deteriorating Residents (feedback on conference)</p> <p>Riccall House Care Home are continuing their pilot of the Stop and Watch and SBAR tools for identifying deteriorating residents, the group heard the home had been able to identify sepsis early due to the introduction. It has also become a way of tracking potentially deteriorating residents between different shifts.</p> <p>A bid has been submitted to the Health Academy for further</p>	SFiori

	<p>funding to expand the tool to domiciliary carers, Sarah will present on the tool in Birmingham on the week commencing 24 September.</p> <p>Further information on the tool will be circulated, and anybody interested is strongly encouraged to get in touch.</p> <p>The group heard that 13 September marked world sepsis day, and were shown a video helping to identify symptoms.</p> <p>Due to the increased importance of sepsis, the group were advised it would become an agenda item going forward.</p>	
9	<p>React to Red Progress</p> <p>Helen Degnan updated that 21 of the Vale of York homes have now completed the React to Red Pressure Ulcer prevention training and 75% of Vale of York homes are now engaged in the programme.</p> <p>Work is also beginning to introduce React to Red to independent living communities.</p> <p>Helen encouraged link champions within homes to stay engaged with the scheme, as disengagement of the champions is starting to be a problem.</p> <p>To register for the programme please contact: <a href="mailto:h.degnan1@nhs.net">h.degnan1@nhs.net</a></p>	H Degnan
10	<p>Safety Huddles Progress</p> <p>Further information about safety huddles is included in the slide pack, if any home would like to pilot them further please contact <a href="mailto:Sarah.fiori@nhs.net">Sarah.fiori@nhs.net</a></p>	S Fiori
11	<p>Skills for Care</p> <p>Angela updated on Skills for Care's Well Led Leadership Development Programme, taking place in Leeds in January 2019. This is a costed course aimed at showcasing what a well led care setting looks like, and developing stronger leadership.</p> <p>Feedback has been received that registered managers are feeling professionally isolated, with has led to a registered</p>	A Thompson



	<p>managers peer support network being developed, with Alison Redhead as chair of the nursing home network.</p> <p>New resources available include a registered managers survival guide, an adult safeguarding guide and a dementia training standards framework (developed jointly with Health Education England).</p> <p>Upcoming sessions include road shows; values based recruitment sessions and a care certificate workshop.</p> <p>More information is available in the slide pack</p>	
12	<p>Mental Health Team Update</p> <p>Representatives from Tees, Esk and Wear Valleys NHS Foundation Trust updated on the work of the care home intervention team, which is involved in mental health discharges from hospital. It can also offer training for care home staff on dementia (positive approaches to care).</p> <p>The care home dementia team runs from 9am or 9pm, the crisis team is a 24 hour service offering mainly telephone support.</p> <p>The contact numbers are: 01904 556748 for the care home team and 01904 526582 for the crisis team.</p> <p>Some feedback was received that the service could be less supportive that desired, and that more guidance from the crisis team would be appreciated. It was updated the service is undergoing a redesign.</p>	D Lindsay
13	<p>Flu</p> <p>Wendy informed the group of a change in vaccine for the over 65 which has been the source of some confusion.</p> <p>Health and social care staff are now entitled to have vaccines free of charge from GP practices or pharmacy though will need to bring a form. Wendy advised anyone going to get vaccinated to ensure it is quadravalent which is recommended as it covers 4 strains.</p> <p>Pharmacies are not also available to come out to homes. Amarna House are running a staff clinic this year after running one last year too.</p> <p>Sarah will circulate some Flu FAQ's to the group.</p>	W Watson

14	<p>Partners in Care Lessons Learned</p> <p>The group were given the latest edition of the bulletin and asked to share with colleagues to help spread good practice.</p>	SFiori
15	<p>Opportunity for discussion, issues to be raised, good practice and learning to share</p> <p>Sarah asked that if anybody had feedback on the meeting, and suggested items for the future to please get in touch.</p> <p>The group were updated that Birchlands Care Home raised £800 on a sponsored wheelchair walk from Haxby to Clifton Moor.</p>	Group
16	<p>Thank you and close.</p> <p><b>Next meeting: 22 November 2018, Riccall Regen Centre</b></p>	