NHS
Vale of York
Clinical Commissioning Group

Partners in Care

Wednesday 20th June 2018

13.30-16.30

Galtres Centre, Easingwold, York

Agenda

Care Home Bed State Tool Update	S Fiori
Discharge Hub	B Proctor
CHC Processes	A Griffiths
Research in Care Homes	S Gordon
Identification of Deteriorating Residents (feedback on conference)	S Fiori
React to Red Progress	S Fiori
Safety Huddles Progress	S Fiori
Diadem and Dementia Diagnosis	S Fletcher
Care Home Engagement and Work on the Horizon	S Fiori
Red Bag Initiative	S Fiori
NHS at 70	V Hirst
Quality in Care Homes	A Redhead
Partners in Care Lessons Learned	S Fiori
Opportunity for discussion; issues to be raised, Good practice/ learning to share.	Group
Thank you and close. Next meeting: 12th September 1:30-4:30. Venue TBC	

NHS
Vale of York
Clinical Commissioning Group

Care Home Bed State Tool Goes LIVE!

Link to the You Tube video for information;

[Care Home Bed State Tool]

- Ability to update your bed availability real time
- Share information regarding your home with colleagues and potential residents/ significant others at the touch of a button
- Support a more streamlined admission process
- Free!

- Have you submitted approver emails for log ins?
- Do you want support?
- Are you updating weekly?
- Over 50% now registered and updating **THANK YOU !**

https://carehomes-demo.necsu.nhs.uk

NHS
Vale of York
Clinical Commissioning Group

Discharge Hub Update

NHS
Vale of York
Clinical Commissioning Group

Continuing Health Care
Anita Griffiths

NHS
Vale of York
Clinical Commissioning Group

Research in Care Homes

Sally Gordon, Research Nurse

CRN Yorkshire and the Humber

NIHR Clinical Research Network (CRN)

NHS
Vale of York
Clinical Commissioning Group

Recognising and Responding to Deterioration in Care Home Residents (RAPID)

- A successful full day workshop aimed at care staff from the region held on Tuesday 1st May 2018

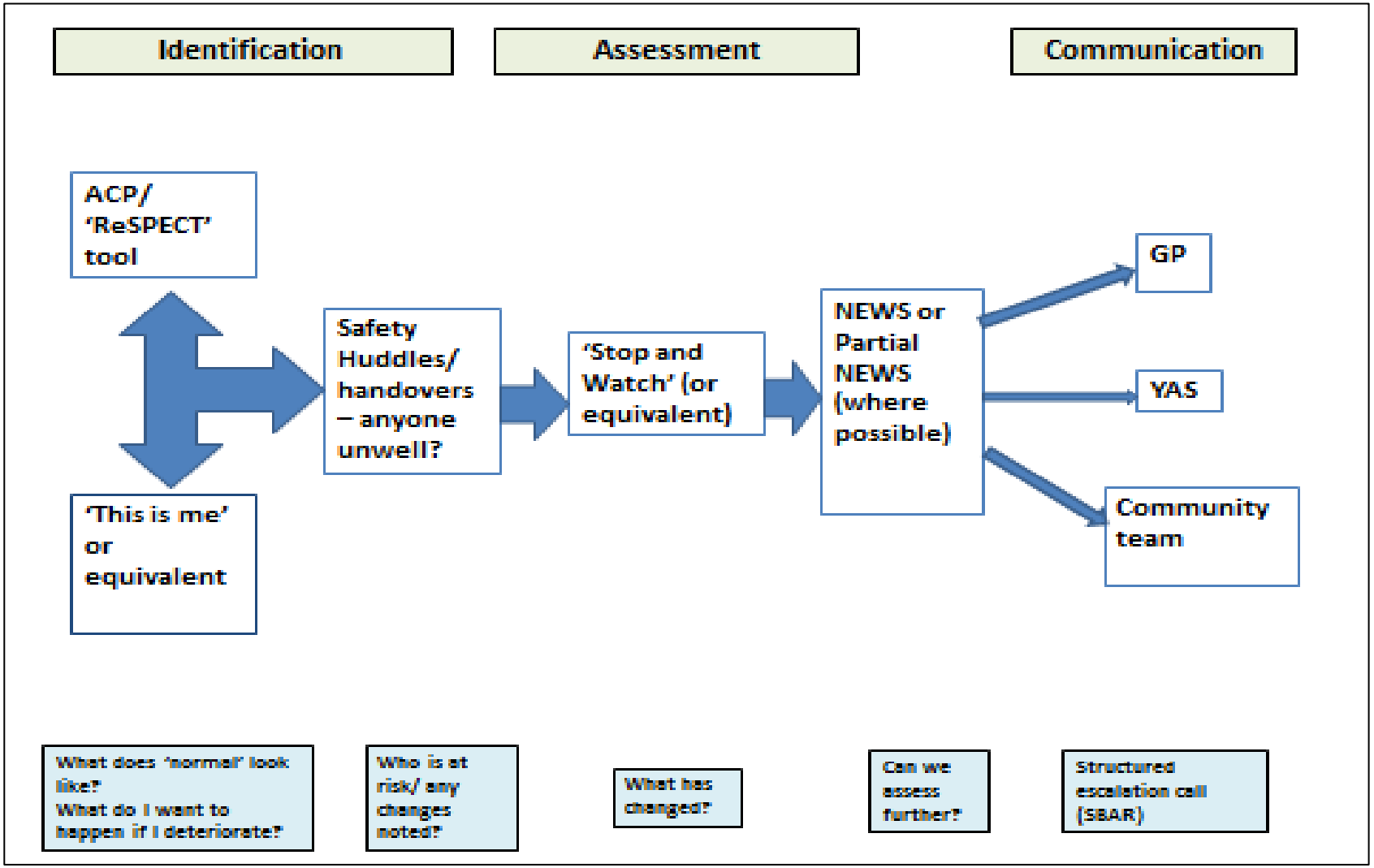
NHS
Vale of York
Clinical Commissioning Group

Recognising and Responding to Deterioration in Care Home Residents

- Pilot to support care home staff in early recognition of the deteriorating resident
- Working across the pathway of care this has potential to improve quality, resident and staff experience, reduce harm and avoidable hospital admissions
- Supporting care home staff, carers and residents to look out for signs of deterioration (softer signs, NEWS where possible) for early action
- To support appropriate response and clear communication in the care home through tools such as safety huddles, focusing on the needs of residents and the staff caring for them.
- To support the use of a communication tool (e.g. SBAR) helping responders assess the situation and take appropriate timely action

NHS
Vale of York
Clinical Commissioning Group

Recognising and Responding to Deterioration in Care Home Residents



Recognising and Responding to Deterioration in Care Home Residents

ROCHE HEALTHCARE LTD

Improvement Academy
Part of the Yorkshire & Humber AHSN

Stop and Watch - Early Warning Tool

INTERACT™

If you have identified a change while caring for or observing a resident, please circle the change and notify the person in charge with a copy of this tool.

Name of resident: …… Date of Birth: ……/……/…… NHS No. ……

S T O P a n d W A T C H

- **S**eems different to usual
- **T**alks or communicates less
- **O**verall needs more help
- **P**ain – new or worsening; Participating less in activities
- **A**te less
- **N**o bowel movement in 3 days; or diarrhoea
- **D**rank less
- **W**eight change
- **A**gitated or more nervous than usual
- **T**ired, weak, confused, drowsy
- **C**hange in skin colour or condition
- **H**elp with walking, transferring or toileting more than usual

Draft

Observations (if known) BP ……/…… Temp…… Pulse …… Resps…… NEWS ……

Your Name ……
Signature: ……
Reported to ……
Date……Time……AM/PM

Person in charge action: ……
……
Date…… Time ……AM/PM
Name……
Signature: ……

NHS
Vale of York
Clinical Commissioning Group

Recognising and Responding to Deterioration in Care Home Residents

Before calling for help

Evaluate the resident: Complete relevant: aspects of the SBAR form below
Check Vital Signs (where possible) :
Review Record: Recent progress notes, medications, other orders
Have Relevant Information Available when Reporting
(i.e. medical record, vital signs, advance directives such as DNACPR and other care limiting orders, allergies, medication list)

SITUATION

I am calling because I am worried about:.....Date of Birth: ...../...../.....

This started on ...../..../..../.....

Since this started it has got Worse.....Better.....Stayed the same.....

BACKGROUND

Medical Condition.....

Other medical hostory (e.g. Medical diagnosis of CHF,DM,COPD)
.....
.....

DNACPR Y/N Advanced care plan Y/N

ASSESSMENT

Identify the change/s from the stop and watch tool)
.....
.....
.....

If available: Vital signs: BP ...../..... Pulse.....Resps..... Temp.....NEWS.....

Blood Sugar (Diabetics) .....

RECOMMENDATION

Responding Service Notified: .....Date...../...../..... Time(am/pm).....

Actions you were advised to take :
.....
.....

NHS
Vale of York
Clinical Commissioning Group

Coffee Time!

NHS
Vale of York
Clinical Commissioning Group

React To Red Coming Your Way!

Pressure ulcer prevention campaign supported by NHS England

SSKIN is a simple yet effective framework which prompts carers to consider key areas important in maintaining skin integrity

- **Surface-** what mattress/ cushion does the individual need
- **Skin Inspection**- regular skin inspection and empower individuals to check and report if possible
- **Incontinence**/ moisture- prevention of moisture damaging the skin
- **Keep Moving**- repositioning and regular movement
- **Nutrition**- optimum nutrition and hydration

If you see red skin or think someone is at risk report it….
'React to Red'

NHS
Vale of York
Clinical Commissioning Group

React To Red Progress

- 9 homes have achieved full sign off (269 staff trained and competent)
- 26 care homes are currently undergoing training for React to Red.
- Amounting to approximately 862 eligible staff, of which 402 (47%) have completed training
- 3 further homes engaged with training dates arranged for this month
- 9 homes recruited for the next cohort, with training commencing throughout July
- Pressure ulcer awareness sessions booked for tenants, relatives, carers and staff at 4 independent living communities in June & July
- Training evaluation and feedback from the programme is positive. Care staff report the training is easy to understand and improves their baseline knowledge of pressure ulcer prevention, recognition and actions to take.
- Many homes involved have made pressure ulcer prevention training mandatory for all new recruits and as an annual refresher
- Poster presented at the Tissue Viability Society Conference in May 2018 which describes the experience of implementing React to Red with Safety Huddles in the pilot homes across the VOY CCG. Accepted for Patient Safety Congress in July 2018.

NHS
Vale of York
Clinical Commissioning Group

Rogues Gallery

William Wilberforce

5 Whitby Road

Fulford Nursing Home

Amarna House

Arden House

Minster Grange

Watch this space….
The Hall, Highfields & **Lake and Orchard** have completed training and awaiting presentation of their certificates

NHS
Vale of York
Clinical Commissioning Group

Safety Huddles

http://www.improvementacademy.org/

safety huddles

For more information please contact
sarah.fiori@nhs.net

NHS
Vale of York
Clinical Commissioning Group

Safety Huddles- Progress

NHS
Vale of York
Clinical Commissioning Group

Dementia Diagnosis

Sheila Fletcher

NHS
Vale of York
Clinical Commissioning Group

Dementia Diagnosis

DeAR-GP

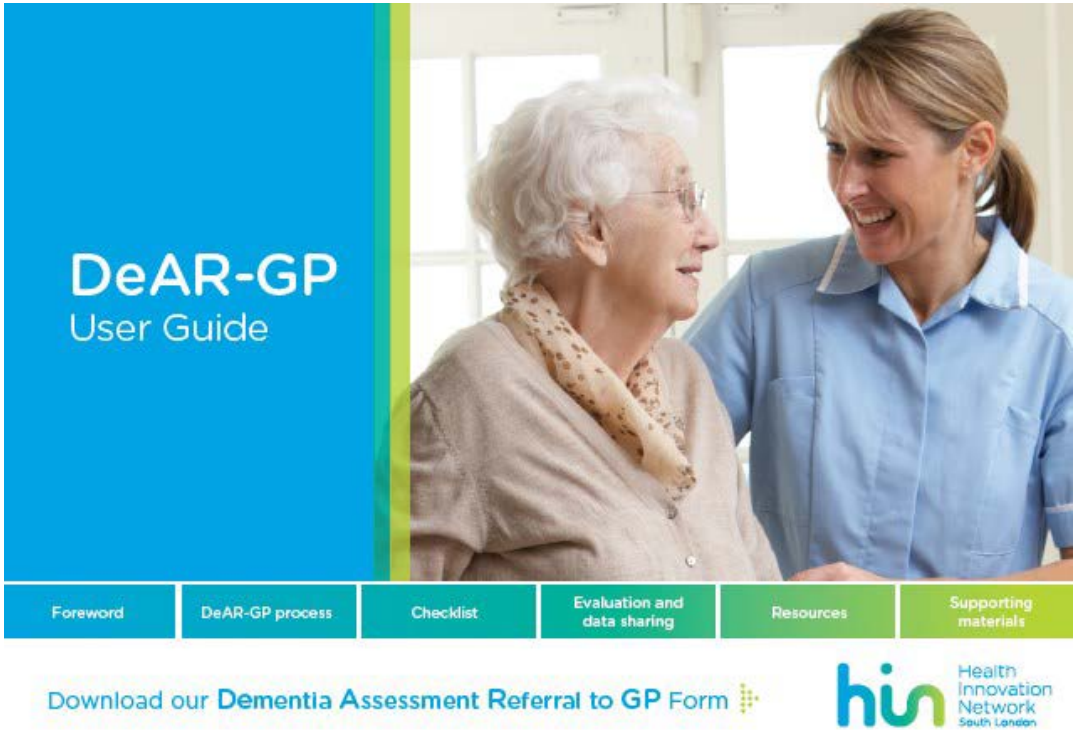
The Dementia Assessment Referral to GP tool supports care workers to identify people who are showing signs of dementia and refer them to their GP or another healthcare professional for review.

- Once completed, DeAR-GP acts as a communication aide between care workers and GPs

DiADeM

Diagnosing Advanced Dementia Mandate

- Aims to support GPs to diagnose dementia for people living with advanced dementia in care homes for whom a trip to memory services is unlikely to be feasible and/or make a difference to on-going management.



NHS
Vale of York
Clinical Commissioning Group

VOY CCG & Care Homes

Coming soon…….

- RAPID with domiciliary carers
- Sepsis awareness
- Safeguarding update
- Red bag initiative
- NHS turns 70

NHS
Vale of York
Clinical Commissioning Group

Safeguarding Policy Update, Summary of Key Changes

- Policy is strengthened and updated including linked agenda e.g. Domestic Abuse and Adult Safeguarding Practice.
- A move away from being process driven, to a simpler, person focused approach following principles of Making Safeguarding Personal (MSP)
- DASM removed and replaced by PIPOT (People in Positions of Trust)
- There is a 4 stage process (currently 7)
- No longer substantiating abuse
- There are new suggested timescales

Timeline CYC- May 2018, NYCC- April 2019.

The Red Bag Pathway

The 'Red Bag' concept is about having relevant patient information and belongings ready to transfer with a resident on their departure to hospital. The bag will stay with them while in hospital.

This results in better communication and flow of patient information as well as practical solutions to prevent people having to stay in hospital for longer than necessary and also reduce delayed discharges from hospital

The reported key to success from everyone that has implemented the pathway to date is **engagement** and **partnership working** and this is what we want to achieve by working together

Slide Kindly adopted from Beverly Gallagher, Senior Clinical Quality Manager, Bradford CCG

NHS
Vale of York
Clinical Commissioning Group

The Red Bag Transfer Pathway

The **Red Bag** pathway has been implemented in many areas across the UK and originated from Sutton (NHS Vanguard site) who implemented it in 30 care homes as part of the Hospital Transfer Pathway

The purpose if the **Red Bag** is that standardised personal information, belongings and important details travel with residents from care homes into hospital and then back to the care home

Through standardisation of paper work and keeping all residents belongings in one place, the **Red Bag** has led to:

- Better person-centred care for the residents through a joined up approach
- Improvement in communication and relationships between hospital, YAS and care homes
- Fewer phone calls and follow ups made by the hospital staff to the care homes looking for health information about the resident
- Smoother admission and discharge processes
- **Average reduction in Length of Stay of 4 days** (previously this was 9 to 11 days)

Slide Kindly adopted from Beverly Gallagher, Senior Clinical Quality Manager, Bradford CCG

NHS
Vale of York
Clinical Commissioning Group

How did Sutton achieve it?

Issues identified

- No standard paperwork
- Lost documents
- Loss of residents' belongings
- Medicines disappeared
- No system in place to track residents through the hospital
- Care homes find it difficult to get information from hospitals
- Care homes receive lots of phone calls about the residents' clinical 'situation'
- Poor communication between hospitals and care homes on discharge
- Residents staying in hospital for longer periods than necessary

Solutions proposed

- Transfer bag
- Standard paperwork to assist ambulance staff , A&E and care home staff
- Baseline information about the resident
- Better communication between care homes and hospitals at all points of the resident's journey
- Senior staff from care homes to visit residents in hospital within 48 hours of admission to discuss discharge

Slide Kindly adopted from Beverly Gallagher, Senior Clinical Quality Manager, Bradford CCG

NHS
Vale of York
Clinical Commissioning Group

As a result of the proposed solutions

https://youtu.be/FH1ui_Z07AY

The process is simple but very effective

Could it work for us ?.....

Slide Kindly adopted from Beverly Gallagher, Senior Clinical Quality Manager, Bradford CCG

NHS
Vale of York
Clinical Commissioning Group

NHS 70 Year Celebrations
Victoria Hirst

70 YEARS OF THE NHS 1948 - 2018

NHS
Vale of York
Clinical Commissioning Group

Improving the lives of patients: the power of the 'what matters to you' conversation

Hosted by NHS Vale of York CCG and delivered by Tommy Whitelaw

Tommy's mother contracted vascular dementia and for more than five years he cared for her. She passed away in 2012 and he has since made it his life's work to achieve more support and respect for people living with dementia.

For Tommy, the person with dementia and their carer has the right to be asked: What matters to you? How do you want your day to look? What information and help do you need to make this happen?

Tommy engages with health and social care professionals, the public and students through his talks to increase knowledge of dementia and to encourage them to make a personal pledge to make a difference in the lives of people with dementia and their carers

For more information about Tommy on tour: [http://tomm 2011.blogspot.co.uk/](http://tomm2011.blogspot.co.uk/)

NHS
Vale of York
Clinical Commissioning Group

Quality in Care Homes

Alison Redhead

NHS
Vale of York
Clinical Commissioning Group

Partners In Care Lessons Learned "PICLL" May 2018

Partners in Care Lessons Learned Final May18.pdf

NHS
Vale of York
Clinical Commissioning Group

Partners in Care… next time!

- Sharing of information and discussion
- Please cascade information to colleagues who you think should be included
- What agenda items would you like including?

Feedback to sarah.fiori@nhs.net

NHS
Vale of York
Clinical Commissioning Group

Anything to talk about?

NHS
Vale of York
Clinical Commissioning Group

Good Practice and Sharing of Learning

Share your news and let's celebrate!!

NHS
Vale of York
Clinical Commissioning Group

Good Practice and Sharing of Learning

Congratulations Ebor Court, Rated **GOOD** by the CQC !

ideal carehomes

NHS
Vale of York
Clinical Commissioning Group

Good Practice and Sharing of Learning

Minster Grange

Staff induction and shadowing developments have been developed to support staff- included in PICLL bulletin

Mattress trial case study to summarise findings from a 32 bed trial involving the Mercury Hybrid will be disseminated in the near future

Lots of babies!

NHS
Vale of York
Clinical Commissioning Group

Good Practice and Sharing of Learning

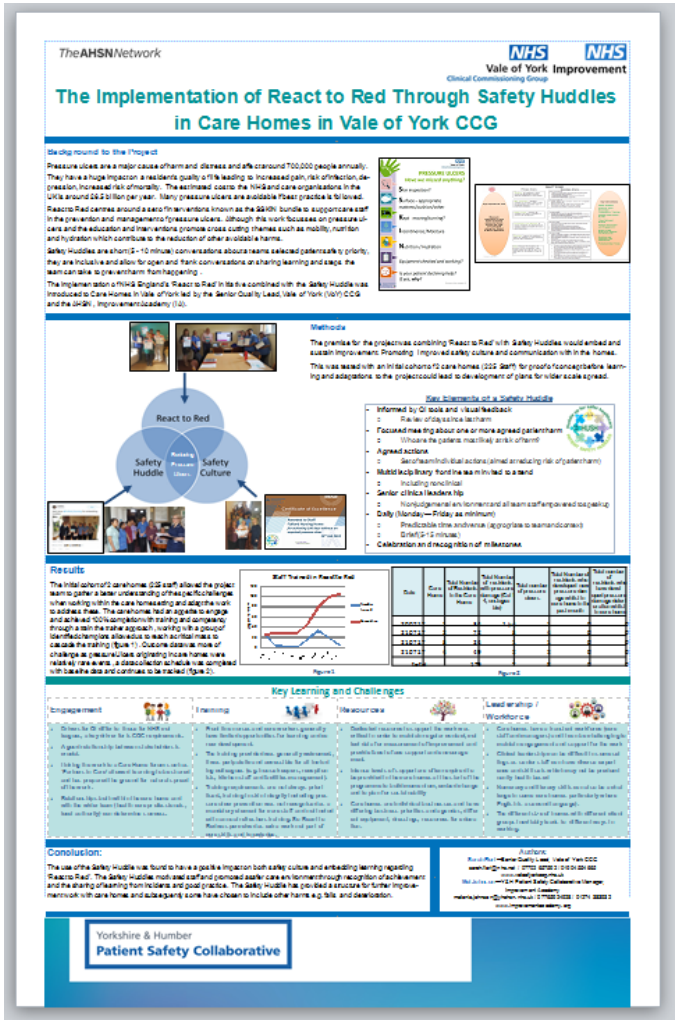
Arden house

- “Book marks” used in MAR charts when someone starts new medication or is on antibiotics (different colours for change of medication and another for antibiotics)
- All staff have completed React To Red training
- Resident Passports to facilitate communication between the Home and Hospital. These have been well received particularly by the paramedics
- NVQ training and other educational developments are on going
- Links with research at Newcastle university

NHS
Vale of York
Clinical Commissioning Group

Good Practice and Sharing of Learning

The implementation of React to Red Through Safety Huddles in Care Homes in the Vale of York CCG



NHS
Vale of York
Clinical Commissioning Group

See you next time!

Next meeting date to be confirmed (July)

St Catherine's for hosting us!

NHS
Vale of York
Clinical Commissioning Group