

Partners in Care Meeting

Wednesday 29 January 2020 1:30-4:30

Wendy Shepherd Room. York Sports Club. Shipton Rd, York YO30 5RE
Minutes

Present

Sarah Fiori (Senior Quality Lead, NHS Vale of York CCG. Chair)
Helen Degnan (Project Nurse, NHS Vale of York CCG)
Kay Ford (Project Nurse, NHS Vale of York CCG)
Ciaran Ferris (Clinical Leadership Fellow, NHS Vale of York CCG)
Sam Varo (Quality and Nursing Administrator, NHS Vale of York CCG)
Anita Griffiths (CHC Clinical Team Leader, NHS Vale of York CCG)
Alistair Morgan-Mason (CHC Finance Team Leader, NHS Vale of York CCG)
Joan Haley-Spencer (CHC Finance Administrator, NHS Vale of York CCG)
Dipin Peter (Registered Manager, Somerset House Care Home)
Steve Edgar (Registered Manager, Mulberry Court Care Home)
Fiona Christie (Deputy Manager, Mulberry Court Care Home)
Kim Debinact (Supervisor, Bluebird Care York)
Lisa Walbridge (Registered Manager, Ivy Lodge Care Home)
Sue Walsh (Registered Manager, New Concept Care Nursing Selby)
Andrew Luckett (Human Resource Director, New Concept Care Nursing)
Bethany Smith (Care Co-ordinator, Helping Hands Homecare York)
Nick Dickinson (Care Co-ordinator, Helping Hands Homecare York)
Jayne Rudge (Registered Manager, The Wilf Ward Family Trust Domiciliary Care Ryedale and Whitby)
Lucy Lawton (Registered Manager, Care Preference)
Anne-Marie Roberts (Head of Quality and Compliance, The Oaks Care Home)
Sarah Luckhurst (Learning and Development Lead, Joseph Rowntree Housing Trust)
Lizzie Hancock (Registered Manager, Fulford Nursing Home)
Donna Cockford (General Manager, Fulford Nursing Home)
Pauline Hodgson (Registered Manager, Ouse View Care Home)
Sarah Jackson (Trainer, Barchester Healthcare)
Melanie Liley (Deputy Chief Operating Officer, York Teaching Hospital NHS Foundation Trust)
Emma George (Head of Nursing, Care Group 1. York Teaching Hospital NHS Foundation Trust)
Gillian Younger (Senior Operations Manager, Discharge Liaison Team York Teaching Hospital NHS Foundation Trust)
Jenni Lee (Matron, York Teaching Hospital NHS Foundation Trust)
Tracy Means (Deputy Head of Nursing - Care Group 1 Acute. York Teaching Hospital NHS Foundation Trust)
Claire MacDiarmid (Clinical Lead, Tees, Esk and Wear Valleys NHS Foundation Trust)
Rachel Foster (Tees, Esk and Wear Valleys NHS Foundation Trust)
Leanne Kovrlija (Advanced Nurse Practitioner, Tees, Esk and Wear Valleys NHS Foundation Trust)
Rachel Instone (Assistant Psychologist, Tees, Esk and Wear Valleys NHS Foundation Trust)
Jan Tuson (Project Co-ordinator, York Advocacy Hub)
Angie Austin (Quality Improvement Team Manager, North Yorkshire County Council)
Sarah l'Anson (Commissioning Manager, City of York Council)
Chris Charters (Project Manager, Project ECHO. St Leonards Hospice)

Lailah Aijaila (Project Co-ordinator, Project ECHO. St Leonards Hospice)
Dr Kate Baxter (Senior Research Fellow, Social Policy Research Unit. University of York)
Rowan Jasper (Research Associate, Social Policy Research Unit. University of York)
Ann-Marie Kelly (PTS Specialist Patient Engagement Officer, Yorkshire Ambulance Service)
Jo Topping (Lead Nurse, York Integrated Care Team)
Amos Tegetmeir (Nurse, York Integrated Care Team)
Gillian Baigrie (Nurse, York Integrated Care Team)
Liz Howarth (DSPT Project Manager, NHS England and Improvement)
Karen Lepper (Medicines Optimisation Pharmacist for Social Care, NHS Harrogate and Rural District CCG)
Clive Nicholson (Senior Research Nurse, National Institute for Health Research)
Mandy Webb (Frailty Nurse Practitioner, Posterngate Surgery)

1	<p>Welcome and Apologies</p> <p>The group were welcomed to the meeting and thanked for taking the time to attend.</p>	S Fiori
2.	<p>Yorkshire Ambulance Service- Renal Transport Survey</p> <p>Ann-Marie updated that a survey around renal transport was in final draft stage, and would be circulated to the group through the PIC Bulletin very shortly. This is based around plans to expand the provision of renal transport service to oncology and end of life.</p>	AM Kelly
3.	<p>Continuing Healthcare Update</p> <p>Anita advised that pending changes in IT provision would change how people are able to refer into CHC. The intention is referral will be able through an app, where all the forms would be available to access. The Vale of York will be the first area in the country to adopt this system.</p> <p>The group were updated that 2 nurse assessor roles were being recruited into to help clear a backlog of FNC applications. They are hoped to be in post shortly. Currently targets are being hit for completion of DST's within 28 days.</p> <p>For any queries please contact voyccg.continuing-care@nhs.net</p>	A Griffiths
4.	<p>Data Security Protection Toolkit Update</p> <p>Liz introduced her teams role in assisting care providers in completing the DSPT. The DSPT is a digital self-assessment</p>	L Howarth

	<p>that all organisations that process health and social care data are required to complete to demonstrate compliance with GDPR legislation. Completion of the DSPT allows organisations to have access to an NHS Mail account.</p> <p>The group were advised that all NHS organisations would be unable to use fax machines following the 31 March 2020, and were encouraged to complete the smaller entry level DSPT (comprising 14 questions) prior to this date. Entry level will not be available following this date and organisations would instead need to complete the standards met DSPT (of 56 questions).</p> <p>Once completed, an email will arrive with a link on how to register for NHS mail. This is a secure system that can be added to an existing email account, so you can access both accounts simultaneously. Up to 10 individuals can access a shared NHS mail inbox, with further individuals able to added on request. This can be used to securely communicate with NHS and local authority email addresses.</p> <p>Liz and her team are hosting a series of webinars and roadshows to assist care homes and domiciliary providers in completion of the toolkit. These dates have been circulated to providers. To book on or to ask any questions please contact: england.dsptnorth@nhs.net</p> <p>Some big chain care providers may have had their DSPT completed for them at head office level, so are encouraged to check.</p> <p>More information on the DSPT as well as links to useful resources can be found in the meeting slides.</p> <p>Following a couple of questions, Liz will check on what the process is for voluntary providers completing the DSPT and possible changes to the format of email addresses. This will be fed back through the bulletin.</p>	
5.	<p>Discharge Trusted Transfer Pathway Update</p> <p>The group had a wide reaching discussion on improving communication and discharge between the hospital and care providers.</p> <p>The group were updated the Alison Redhead from Minster Grange Care Home and Linda Donnellan-Beevers from Amarna House Care Home had spoken at the December</p>	E George/G YoungerS Fiori

	<p>Complex Discharge Steering Group, and shared powerful stories of their experiences of discharge (both positive and negative)</p> <p>Hospital colleagues updated that they were working to make the checklists they produce to ensure safety on discharge with providers. This checklist will be shared in the PIC bulletin to allow providers to comment on anything is missing.</p> <p>A meeting will take place on 5th February at 2:30 between any interested providers and hospital colleagues to review existing documentation and checklists.</p> <p>Jenni Lee updated that she was working on a review of 1:1's and challenging conversations, and how that links in with discharge. It was emphasised how important it was to frame this correctly.</p> <p>There discussion around the trusted transfer pathway documents that care providers (homes?) can use to accompany residents as a minimum set of discharge standards. Some senior sisters in the hospital weren't familiar with what to do with these.</p> <p>It was asked if anything could be learnt from the referral process from acute into mental health, which is already well established.</p> <p>It was agreed that a further update would take place at March Partners in Care to build on these discussions, and those at the 5 February workshop.</p>	
6.	Interval and Refreshments Break	
7.	<p>York Advocacy Hub Update</p> <p>Jan introduced the role the advocacy hub as providing free, independent and quality assured advocacy. The hub is part of York Mind, but is an independent organisation and based at 30 Clarence Street. Currently they have 11 advocates working across 7 streams, with 2 further advocates coming into post shortly. These streams are:</p> <p>Statutory</p> <ul style="list-style-type: none"> • Care Act – Care Act (2014) • IMCA – Mental Capacity Act (2005) 	J Tuson

	<ul style="list-style-type: none"> • RPR – Deprivation of Liberty Safeguards & Mental Capacity Act • IMHA – Mental Health Act (1983) <p>Non Statutory</p> <ul style="list-style-type: none"> • NHS Complaints • Continuing Health Care Advocacy • General – including Self-advocacy (e.g. LD Self-advocacy Forum) <p>Further information on all these streams can be accessed through the slides. To work with a client, the hub will need a referral to be made through their email address. If you are unsure if an individual would benefit from an advocate, please do not hesitate to get in touch.</p> <p>It was asked if the wait for an IMCA could result in delays in transfer of care. Jan replied that the wait was now down to 2 days for a IMCA, and was much less of a problem that had been the case.</p> <p>Hospital colleagues agreed that it was very important at identifying the need for an advocate and referring into the team earlier.</p> <p>To contact the hub please email: office@yorkadvocacy.org.uk or call 01904 414357.</p>	
8.	<p>Care Home and Dementia Team Update</p> <p>Partners were reminded of the Positive Approaches to Care (PACT) training sessions that Karen Melody is offering in April, June and July. These are appropriate for both care staff and ward staff. Dates and how to book will be circulated in the Partners in Care Bulletin.</p> <p>The group were updated that the CHAD team would be expanding from working with just residents with functional mental health to organic mental health as well. A survey has been designed based around these services changes, with one for carers/relatives and one for residents. These will be circulated through the Partners in Care Bulletin and handed out to homes on visits.</p> <p>Rachel attended the group to remind them of the work she is doing on behalf of the CCG to identify undiagnosed dementia in care home residents. This is because the diagnosis rate in York is below the national target. York Integrated Care Team</p>	C MacDiarmi d/L Kovrlija/R Instone

	are providing this service for central York homes, to check which team is supporting your home please view the meeting slides.	
9.	<p>York Integrated Care Team Update</p> <p>Jo updated that the Complex Care Team now had 5 nurses, with consultant support from Liz Iveson on a part time basis. The team work with 14 homes within York and work with all GP practices (with the exception of Elvington) to lessen the burden on primary care, and conduct ward rounds within care homes. The team are looking to expand to homes it doesn't currently cover, if you would be interested in working with the team please get in touch.</p> <p>There was a discussion around the teams role in supporting completion of Advance Care Plans. It was agreed that was more education for staff in ED needed to understand how to process them, and general assistance to have these conversations when appropriate. It was informed the ACP would be heavily featured in the new GP contract which will be launched in April.</p>	J Topping
10.	<p>React to Falls Prevention</p> <p>Helen updated that work continued with care homes to conduct falls prevention training. Any interested providers please contact h.degnan1@nhs.net</p>	H Degnan
11.	<p>AOB</p> <p>Chris Charters and Lailah Aijaila from St Leonards Hospice attended to introduce Project ECHO. This an extension of community healthcare outcomes based on a US model, that is being rolled out in the UK by Hospice UK. The project will allow care providers to dial in for specialist palliative care advice and guidance, based on the philosophy "everyone a learner, everyone a teacher". The intention is to have the project up and running for summer, and would like to hear from providers what training opportunities they would value. There are opportunities around topics such as nutrition, falls prevention and swallowing that could extend beyond palliative care.</p> <p>Tracy Means updated on the transformation of district nursing services. The teams have been merged into larger teams, each of which will have a nurse in charge role.</p>	All

	<p>The group were updated that 2020 marks the year of the nurse, and was challenged to think about ways the contribution made by nurses within care homes and domiciliary providers. Details of events taking place during the year would be circulated during the bulletin.</p>	
12.	<p>Opportunity for discussion, issues to be raised, good practice and learning to share</p> <p>One provider raised an example of an independently mobile, off feet resident. They called the outreach team who said they don't come out to assess, or provide necessary equipment. NHS representative within the room agreed this didn't sound correct, and would investigate this further and circulate a response through the Partners in Care Bulletin.</p>	All
13.	<p>Good News</p> <p>The meeting closed with the group being updated on good news stories from across the care home and domiciliary sector. These included:</p> <ul style="list-style-type: none"> • There was a round of applause for Connaught Court, who have been rated outstanding by CQC, and were commended for their forward thinking leadership and inclusive services. • Blossom Home Care have received an award for outstanding contribution to social care, as was as winning the North East Award for Palliative Care • Helen Ainsworth, senior carer at Ebor Court has been crowned care worker of the year in the Yorkshire leg of the Great British Care Awards • Meadow Lodge Home Services have been providing winter carer kits to support their staff reach clients during the winter months. • Osborne House have collected a full trolley of toys for disadvantaged children as part of the Minster FM Christmas appeal. • Ivy Lodge have raised £900 through a Christmas fayre to be divided between Alzheimers Society and the residents fund. <p>All providers who have been recognised good in recent months, or working hard to achieve an action plan were congratulated on their hard work.</p>	All

14.	Thank you and close. Next meeting: Thursday 26 March 2020 13:30-16:30. Riccall Regen Centre, Landing Ln, Riccall, York YO19 6PW	
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