



ENHANCED HEALTH IN CARE HOMES

WORKING TOGETHER TO IMPROVE QUALITY

Welcome to our latest E-Bulletin, bringing you the news items of interest about the regulated care sector transformation programme from across Pennine Lancashire, including issues discussed at the monthly Care Home Quality Forums.

We have had some great and lively forums with lots of useful discussions and networking with professionals from across the region sharing knowledge and best practice with each other.

There's a huge amount of good work going on across the care home sector which sometimes doesn't get the recognition it deserves. We would love to hear about any innovations or examples of great practice where you have made a difference to people's lives so we can help to promote the fantastic work you do day in – day out.

Contact elccg.ehchvanguardeastlancs@nhs.net with your news.



ADELE THORNBURN

Nursing and Quality Manager and
P-L Regulated Care Transformation
Programme Manager
East Lancashire CCG

Partnerships

It is fantastic to see such engagement and collaborative working from our partner organisations across Pennine Lancashire who regularly attend the CHQF to listen to the voice of care home managers and to work together to improve the experience of care home residents. These include East Lancashire Hospital Trust, Blackburn with Darwen CCG, Blackburn with Darwen Borough Council, Lancashire Care Foundation Trust, East Lancashire CCG, Lancashire County Council, East Lancashire Hospice, Pendleside Hospice and North West Ambulance Service amongst others.



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Our values:

**CLINICAL
ENGAGEMENT**

**PATIENT
INVOLVEMENT**

**LOCAL
OWNERSHIP**

**NATIONAL
SUPPORT**



Emergency Department - Care Home Discharge Letter

A number of issues have been raised previously by Care Home Managers at the forum about the need for better information when residents return home after treatment in the Emergency Department. Unlike when residents are discharged from a hospital inpatient ward, a hospital discharge letter is not automatically generated from the Emergency Department and often carers in the home are not clear about what care plans should be in place when the resident arrives back to the home. It is great news that the Matron for Emergency Department and Urgent Care at ELHT has developed a discharge letter for care home residents, which will provide useful written information for care home staff. Matron is working with the teams in the Emergency Department and Urgent Care Centres to make this standard practice so that all care home residents return home with the new discharge letter.

Music Therapy Celebration Event

The Dementia Music Therapy Celebration was well attended, with care home representatives sharing their stories and best practice. Care Home representatives also received their training attendance certificates with Abiden Care Home of Burnley, Willow Bank Hall Care Home of Burnley and Holme Manor of Rossendale all receiving their award for their outstanding work in 'Music therapy' at the event.

Please see <http://togetharahealthierfuture.org.uk/music-therapy-event-highlights-east-lancashire-care-homes-success/> for more information.



Manor House Celebrates Platinum Award

The Manor House Nursing & Residential Home in Chatburn, Clitheroe has celebrated their Platinum level National Gold Standards Framework (GSF) accreditation. This is the third GSF accreditation for The Manor House, who has achieved 'platinum' status after upholding the stringent GSF standards continually since 2011. They are the only care home to hold the standard in the local area, and only one of five in the Northwest region to be awarded.

North West Ambulance Service

Staff at nursing and residential homes can now be trained by NWS to use the 'Nursing and Residential Home Triage Tool'. Hope House Nursing Home staff told the Care Home Quality Forum about how they have been trained to train other staff in the home, and are finding this scheme really helpful.

For more information please see this <http://www.nwas.nhs.uk/transformingpatientcare#Wi5ksdJI-M8>



JACKIE HANSON
Chief Nurse and
Deputy Chief Officer
East Lancashire CCG



Improving Resident's Lives

Safeguarding update and discussion



PETER CHAPMAN, Head of Safeguarding Adults and MCA Lead, informed the October care Home Quality forum that there is a safeguarding Champions Forum, with the aim to improve relations between Safeguarding and professionals. Peter was really keen to understand how the care home sector viewed the safeguarding process, and to explore ways of improving partnership working between all agencies. Peter recognised there were still challenges in how care homes and local authority safeguarding engage together, and asked that care homes contact him or the

team directly to support where they feel this would be of benefit. Peter has agreed to attend the quality forum every month and has asked for anonymised safeguarding scenarios to be put forward that could be explored at the forums.



His contact details are:
peter.chapman10@nhs.net



Image created by Topntp26 - Freepik.com

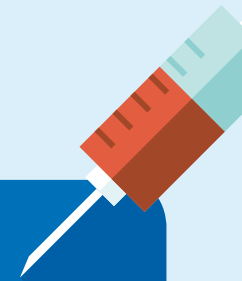
Covert medicines

Covert medication was discussed as an area of change. Recent guidance from court of protection has reinforced the need for regular review and monitoring of all covert medication. Local guidance was refreshed in December 2017, with a clearer focus on review. The approach will require care homes to ensure

Influenza

At the Care Home Quality Forum Vanessa Morris, Specialist Infection Prevention and Control Nurse, provided a very informative and entertaining talk about recognising and managing 'flu outbreaks. Also the importance of 'flu vaccinations for both staff and residents was discussed and strongly encouraged. £10m has been earmarked by the government in support vaccinations for care staff.

Information on how to access vaccinations was issued at the forum meeting, and details are found here: <http://www.nhsemployers.org/news/2017/11/how-care-staff-can-get-free-flu-vaccine>

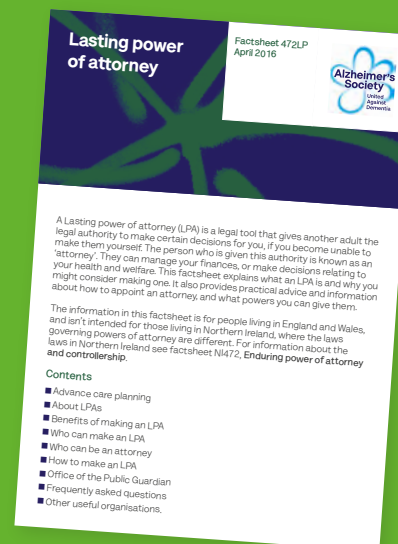


Care home residents are those who have contributed much to our local economies and lives and we are so much richer for that. NHS East Lancashire CCG recognises the important role that care homes play and the value of our care home residents. When an individual becomes a care home resident it is a significant change for them, and their wider families. There is always a risk of losing independence and poor health as a result of this change and we are working with care homes in the area to do everything we can to support their residents.

Lasting Powers of Attorney (LPA)

LPA allows nominated people to make decisions on the resident's behalf. A resident can only give LPA when they have capacity. LPA is a really positive tool to empower residents to select who they feel most appropriate to make decisions who knows them well. It's requested that care homes ask resident's relatives if a LPA is in place and if so, to see the evidence. It's also noted that it's worth checking your own internal systems and that they are robust around identifying who has an LPA in your care.

https://www.alzheimers.org.uk/downloads/file/2428/factsheet_lasting_power_of_attorney





Good Practice Guidance for Care Homes: Medication Ordering

ANNE BENTLEY, provided advice and information and key messages around the National Guideline for Managing Medicines in Care Homes produced by NICE, which states: "Care homes should retain responsibility for ordering medicines from the GP practice and should not delegate this to the pharmacy".

For more information visit: <http://www.elmmb.nhs.uk/elmmb-information/prescribing-hot-topics-newsletters/?assetdetbe43a277-ea56-41ce-8c7e-b25b055d5319=18127>



Red Bag Relay

The red bag scheme was first introduced in Sutton Homes of Care Vanguard site, and because of its success has become a national initiative. Care Homes across Pennine-Lancs are being encouraged to sign-up to the red bag scheme, which is designed to improve care pathways for residents who need to attend hospital, and improve communication between the ward and care home staff.

Over 80 care homes across Pennine Lancashire are signed up and using the Red bag Scheme and the care homes are reporting that the scheme is working well for them. There have been a couple of red bags go missing in the hospital and work is underway to agree a protocol for returning bags.

In the meantime, missing red bags should be returned to the Pennine-Lancs Transformation Programme Office, Walshaw House, Regent Street, Nelson.

Other key discussion points regarding the red bag scheme:-

The Consent form (to share information with care home staff) which is on the last page of the

"Resident's Assessment Form" should be completed even where the care home is sending their own care plan / assessment documentation in the red bag. This can be included as a single page and will support good communication between the ward and care home staff.

A training session on the Red Bag Scheme is available through the Telemedicine Virtual Training programme. This covers the Red Bag Relay, how to use the Red Bag and documentation for the Red Bag.

For more information about the Red Bag Scheme, visit:
http://togetherahealthierfuture.org.uk/case_studies/red-bag-scheme/

A member of the programme team will visit care homes to provide additional support where required.

If you would like to be part of the **Red Bag Scheme** or ask any questions please contact:
elccg.ehchvanguardeastlancs@nhs.net



Improving Hospital Interface



Parkinson's Disease Medication

The importance of PD medication being given on time was discussed and a video, "Getting it in time" was played. Stickers, posters and information were distributed and will continue to be promoted along with the red bag scheme to remind staff of the importance of sending PD medications to the hospital. As a result, the hospital transfer medication checklist has been changed to include Parkinson's disease medications (even if it is in a blister pack).

Transfer Home following treatment in A&E

Recently some care homes have been refusing to take residents back to the home when they have been in the Emergency, Urgent or the Ambulatory Care Departments when it is late at night. Transfer home from A&E, Urgent care or Ambulatory care Departments should not be confused with inpatient ward discharges which are entirely different. Please can all staff be reminded that it is very important to support transfers back to the home as soon as possible, regardless of time of day or night, so that they receive the right care in the right place.

think!
right treatment
right place

Out-of-hours Hospital Discharge

It is recognised that staffing levels and infrastructure for some care homes means they are not set up to take transfers late at night or during weekends. We are currently working to support care homes following discharge of residents with complex needs and enabling organisations need to work together to be as flexible as possible to ensure people get the right care at the right time. We hope to refine this process, so that care homes will feel confident to take residents out of hours. In addition, we are undertaking a pilot to enable care homes to conduct a discharge assessment without having to go to the hospital ward, using a dedicated APP linked to telemedicine. **More updates to follow.**



Catheter Passports

The recent care home quality forum were told of the response to concerns from Care Homes about residents being discharged from hospital to care homes without a catheter passport. This concern has been raised with Matrons, senior nurses and wards throughout ELHT to bring this to the attention of staff so that improvements are made. Care Homes are encouraged to raise these issues with the discharging ward at the time of the incident and via "Connect" – some homes reported that Connect are very good and are quick to reply. Will invite them to attend a future CHQF forum to discuss how the system works so look out for further updates.

Incontinence Products on Discharge

Issues regarding the provision of continence products on discharge is being looked at by ELHT. **Watch this space.**

Remote assessment discharge APP update

After several months of working through issues relating to connectivity and protocols, we are now looking to start the pilot in April 2018 to enable the hospital ward in ELHT to connect remotely to those care homes with telemedicine. This will enable the care home to see and speak with the resident, and should improve overall communication and safe transfer. This is not for all transfers, and telephone assessments are encouraged for the majority of transfers back to the care home. **Look out for more information on this soon.**

Telemedicine Update

RACHEL BINKS, Nurse Consultant, Digital & Acute Care, has been attending the Care Home Quality Forums to listen to your feedback about the Telemedicine service and discuss how we can help you to use it. Support requirements were high over the winter period and we are aware that some care homes have experienced long waiting times. The service has worked hard to minimise delays and has been recruiting to the team to provide a speedier response.

Rachel spoke about lots of training and education being delivered through telemedicine and the education resource pack is now available to care homes. In addition virtual training rooms are now set up to support a wide range of training including Red Bag sessions.



Bespoke Training Folders Launched for East Lancashire Care Homes

Enhanced Health in Care Homes (EHCH) launched their innovative Training Programme Folders during the January Care Home Quality Forum. Representatives from Ashland's, Manor house, Chapel Lodge and St Andrew's house were amongst dozens of care home representatives who attended the forum and were thrilled to receive their folder.

Featuring key educational information and reusable resources compiled by health and care specialists, the 300 page folders are an invaluable resource for all care home staff. They have been designed to be used both independently and alongside dedicated EHCH virtual training sessions as part of the ongoing telemedicine initiative. Every care home in the Pennine Lancashire region has had at least one folder produced for them, with over 150 care homes lined up to receive them.

To receive your copy please attend the next Care Home Quality Forum.



Education and Training

"Little Annies": Resuscitation Training Manikins

SUSAN SHARPE, Assistant Practitioner in the Vanguard Programme, has been raising awareness of the free education and training programme including Basic Life Support training.

Six "Little Annie" resuscitation manikins have been purchased (one for each locality across Pennine-Lancs). Staff need to go on the Train the Trainer education session (accessed through elccg.ehchvanguardeastlancs@nhs.net) and then they can borrow the manikins to train staff in the care homes.

The following volunteer homes have agreed to host the little Annies:

Ribblesdale Locality:
The Clitheroe Care Home

Pendle Locality:
Andrew Smith House

Burnley Locality:
Acorn Heights Care Home

Hyndburn Locality:
Belvedere Care Home

Blackburn with Darwen Locality:
Birch Hall Care Centre

Rossendale Locality:
Holme Manor Care Home.

The care home will keep the manikin and loan it out to other care homes in the locality.



Educational and training calendar of events

The Regulated Care Sector Education and Training calendar of events can be accessed through the East Lancashire Medicines Management Board website: <http://www.elmmb.nhs.uk/resource-centre/care-home-resources/upcoming-training-for-care-homes/>

This also includes falls prevention, national early warning score (news), continence matters, nutrition and hydration, pressure ulcer prevention and much more.



End of Life (EOL) & Advance Care Planning (ACP)

CAROLINE EDWARDS, Lead Nurse of Transformation of EOL Care, discussed issues around advance care planning and asked for feedback.

Caroline asked if care home staff are aware of:

- What residents want in their last year of life?
- How they wish to be cared for?

Some Care Homes reported ACP is completed on admission and at least 6 weekly for fast track/CHC residents. Caroline talked about recognising and picking up on cues when advance care planning could be considered. It was good to hear that Peter Richards (NWS) reported that it appears that overall the standard of EOL documentation across care homes has improved over the last 12 months.

It was recognised that this is a very challenging area of care to deal with – dealing with family who may have conflicting views etc. However, ultimately there needs to be recognition that decisions need to be supported earlier in the disease process when residents are able to make and communicate their wishes, and ensure these are documented clearly.

Care Home Managers are encouraged to send comments by email to: elccg.ehchvanguardeastlancs@nhs.net regarding any areas/aspects of end of life care where they feel this could be strengthened.

Discharge to Assess Spot Purchase Scheme

Care homes across Pennine-Lancashire were invited to take part in a workshop to discuss and shape a new scheme for the winter. The scheme provides a "recovery placement" for up to 28 days in the care home setting for people waiting in hospital for CHC assessment. The scheme promotes a patient-centred individualised approach to assessing care needs and provides excellent opportunity to maximise independence in a non-hospital environment. To date almost 30 care homes are taking part in the scheme, which has been very successful.

For further information to get involved please contact jennifer.whittle1@nhs.net



COMING UP SOON AT THE CARE HOME QUALITY FORUM:

in Improving End of Life Care workshop with partner organisations, General Data Protection Act (GDPR) what it means and your responsibilities and Accessing Footcare.

TOGETHER A HEALTHIER FUTURE Care Home Quality

Why not come along to a
Pennine Lancashire Care Homes Quality Forum
For Owners and Managers

Where you can:
Meet other Owners and Managers

Together with key staff from:
Hospital, Community and Primary Care services and NWS
and Commissioning

Discuss shared issues, best practice, concerns and help to develop practical solutions

Have access for you and your staff to free education and training

The Forum meets locally in either Blackburn or East Lancashire
Meetings are held monthly from 1.00pm -3.00pm
the dates of forthcoming meetings in 2018 are:

March 27 at Blackburn Enterprise Centre

April 24 at Walshaw House, Nelson

May 22 at Blackburn Enterprise Centre

June 26 at Walshaw House



For further details please contact
Enhanced Health in Care Homes Vanguard Programme Office
on 01282 644723

Discussing and planning medicines support – a quick guide from NICE

We've co-produced these guides with The Social Care Institute for Excellence. The idea is to create something that gives you key information for social care topics in a simple format. Other quick guides topics include:

- Helping to prevent infection
- Recognising and prevention delirium
- Improving oral health for adults in care homes
- Building independence through planning for transition

