



*Wakefield
Care Homes Vanguard*

*Zoe Thurman – Project Manager
Sue Robson – Registered Mental Health Nurse*



The Wakefield Vision



For citizens to live longer, healthier lives, supported by well-co-ordinated care delivered as close to home as possible.





Enhancing Health and Care in Care Homes

- What is a Care Homes Vanguard?
- The Wakefield Model:

working with 15 care homes and two extra care settings

testing a range of key elements to create a service that wraps around the home

We do not give additional funding to the homes, but fund enablers for a new model of care





Our Partners

Partnership
working



Wakefield Clinical Commissioning Group

The Mid Yorkshire Hospitals NHS Trust

South West Yorkshire Partnership NHS Foundation Trust

Yorkshire Ambulance Service NHS Trust





Model

Enhanced service within primary care

- Named primary care professional to work with Care Home Manager

Multi Disciplinary Team

- Regular weekly visits to the care homes
- Providing pro-active support
- Delivering agreed support plans

Provision of an Holistic Health and Social Care Assessment

- LEAF tool
- Portrait of a life
- Pull up a chair

IT Support

- SystemOne implementation in care homes
- Access via E-consultation to Secondary Care

Pathways

- Develop and embed best practice care pathways

Training

- Develop and deliver training and education to support the workforce in care homes and assisted living

Community Anchors

- Facilitating a better interface with local communities and their local care homes / assisted living homes

Evaluation

- National outcomes metrics
- Quantitative and qualitative research



Enhanced Services Contract

- Offered to GP practices that have residents in our extended phase one care settings
- 25 practices have signed up
- KPIs and a Service Specification to ensure that care homes are supported in the most appropriate way, by the GP practice



Care Homes Support Team



Karan Massey
Team Leader (Registered General Nurse)



Claire Dolby
Speech and Language Therapist



Jane Bridges
Occupational Therapist



Karen South
Physiotherapist



Kay Baskerville
Healthcare Support Worker



Sue Robson
Registered Mental Health Nurse



Dr Zuzanna Sawicka
Consultant Geriatrician





Care Homes Support Team – scoping and screening

- Scoping, screening and visits to proactively support residents and staff in the homes to ensure needs are met and enhance health and care (294 visits to individuals to date)
- Work with individual residents has made a huge difference to mental and physical health, quality of life and wellbeing for residents, family and carers
- Person Centred Care Plan and Advanced Care Planning
- Feedback from Care Home Managers and Staff has been extremely positive, staff feel supported and know that they have someone to speak to, this has had an impact on morale and knowledge
- **6CIT** do we need to add some info about the screening tool? And the 6CIT – in relation to NICE**
- **Rockwood frailty tool*** ?**
- **Falls Prevention? ****





Homes Support Team - training

- directed to existing training
- sessions provided by team members
- ad hoc advice and guidance have been invaluable



How we're working with volunteers

Provision of holistic health and social care assessment to engage with residents

Listening exercises are used to identify need

Response from the voluntary and community sector





Holistic Assessments

Pull up a Chair

Video interviews of residents at set intervals, we see how our new models of delivery makes a difference to our older residents. We give space for people to tell their stories, make the time to listen to them and allow them to change the way we all live.



Portrait of a Life

Focused on dementia and acts as a training tool to improve knowledge and understanding for staff of the illness.

Developed by South West Yorkshire Partnership Foundation Trust (SWYPFT) it allows care home staff to 'see the person first', building the confidence to communicate and support individuals living with dementia.

LEAF

A method of baselining and measuring a person's quality of life and any changes to that quality of life which occur over time. This holistic assessment developed by Age UK Wakefield District is being adapted specifically for our work in care homes.

**Our
listening
tools**



Community Anchors

Examples of some of the activities that have been arranged:

- Recruitment of volunteers and induction briefings
- Boccia bowling
- St George's Community Choir
- Befriending
- Attendance at groups at the community centre
- Mobile library (a volunteer from the library working with a volunteer from the care home)
- Gardening in the community
- Walking group

- Add the August activity*****





Evaluation

- Are we making a difference?
- Headline measures such as
 - Emergency Admissions
 - A&E attendances
 - Ambulance call outs
 - Bed days
- Quality of care e.g.
 - Care plans reviewed and altered
 - Medicine reviews
 - Place of death
 - Resuscitation status
 - Immunisations





Performance vs Control Group

Comparison to the “do nothing” position.

District trend of decreasing activity vs Baseline

For the period January 2016 to July 2016, for our extended phase one homes:

- Emergency Admissions have reduced by 28% (this is a reduction of 4% more than the control)
- A&E attendances have reduced by 21% (this is a reduction of 5% more than the control group)
- Ambulance call outs have reduced by 14%, (this is net improvement of 22% - in the control group ambulance call outs actually increased by 8%)
- Bed days have reduced by 34% (this is a reduction of 8% more than the control group)





Feedback

Feedback from Care Home Managers and staff:

- Has been very positive
- Care home managers have appreciated the support on offer from the Care Homes Support Team (MDT)
- Have felt able to contact the MDT for advice and guidance
- Training has been very well received (including Dementia Friends / Nutrition Champions / ad hoc training provided by MDT)
- Following implementation of the holistic assessments element in one home, CQC noted the person centred care provided and wider impacts within the home





Feedback

Feedback from Care Home Managers and staff:

- Staff have reported that they have much more confidence in the care that they provide and have more confidence to communicate with residents following training (including Portrait of a Life)
- Care home managers and representatives are now more connected to each other and have a support network in the area
- Improved relationships with GPs have impacted positively on staff and residents
- We have tried to ensure that staff in the homes do not feel overwhelmed by the range of interventions or by the number of visits from professionals in relation to different elements of the model. Lessons have been learned from staff feedback.





Feedback

Feedback from residents, tenants and families, carers and friends:

- Residents have got involved with the vanguard in a very positive way
- Holistic assessments work has been very well received and has been enjoyed by residents and tenants
- Boundaries between care homes and their communities have been blurred
- Volunteers have enjoyed the project and their visits have had a huge impact on tenants, wellbeing and quality of life has been greatly improved. This has also impacted positively on their families, friends and carers.
- Feedback from relatives and their carers have been very positive. One wife recently during one of the Ageing Explained sessions said to our geriatrician: "It is so refreshing to have people be honest about my husband's health. I now know what to expect and feel reassured if my husband has to go into hospital that the acute physicians will also care about getting him home as soon as possible".



Thank you

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