



*Wakefield
Care Homes Vanguard*



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

In our homes: 80% of older people have dementia



Our Partners

Our sponsor:

NICE National Institute for Health and Care Excellence



Wakefield Clinical Commissioning Group

The Mid Yorkshire Hospitals NHS Trust

South West Yorkshire Partnership NHS Foundation Trust

Yorkshire Ambulance Service NHS Trust

Partnership
working



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

- SystmOne 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 (300 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
- Referrals to other services, as necessary, are made by the home eg therapy services or Sensory Impairment Team
- 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



Care Homes Support Team - training

Directed to existing training

- Alzheimer's Society
- Oral Health
- DoLs and MCA

Sessions provided by the team

- Dementia Friends
- React To Red (Prevention of Pressure Ulcers)
- Swallowing Awareness
- Staying Steady in the Care Home (falls prevention)

Ad hoc advice and guidance

- Has been invaluable
- Physiotherapy
- OT provided support to activities coordinators
- General support and a listening ear



Building relationships

Care Homes Support Team

Relationships with staff in the care homes are key – we are a supportive team

Networking with other managers

Registered Managers' Network
(with support from Skills for Care)

Care Homes

Wider System

Integrating the homes into the health and social care system

Newsletter



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

Our listening tools

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.



Community Anchors

Recruitment of
volunteers and
DBS checks

Induction
briefings

Ongoing
support for
volunteers

Befriending

Dementia Cafe

Visits from
volunteers and
dogs

Boccia Bowling

St George's
Community
Choir

Inter-
generational
project



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)
- CQC commented on the impact of Portrait of a Life training and LEAF on person centred care



Feedback

Feedback from Care Home Managers and staff:

- Staff have reported that they have much more confidence in the care that they provide
- Positive impact on wellbeing and morale
- Increased 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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