



Enhanced Health in Care Homes Programme

Winter Readiness 18/19

December 2018

What is the Enhanced Health in Care Homes Framework?

The enhanced health in care homes framework is based on successful initiatives which can be delivered within and around a **care home** in a coordinated way.

It helps to deliver a high quality, efficient and consistent service to residents in **care homes** or supportive living.

The next few slides show some of the things we could all do to improve the health of our residents this winter.

[#ActNow4Winter](#)

1. Influenza

Influenza 2018/19

#ActNow4Winter

✓ **Have all your residents been offered their vaccinations this year?**

This year, your care home residents will again be offered the flu vaccine. They should also receive a pneumococcal vaccine to protect against invasive pneumococcal disease and pneumonia. For some patients, this is a one off vaccine they received when aged 65 or older, others need to be vaccinated annually. We also recommend shingles vaccine for those aged 70. Speak to your GP about these vaccines.

✓ **Have your staff been vaccinated?**

All health care workers can get a free flu vaccine under the national flu vaccination scheme. This includes:

- Health and social care staff, employed by a registered residential care/nursing home, registered domiciliary care provider or a voluntary managed hospice provider, who are directly involved in the care of vulnerable clients.
- Care staff can visit their local pharmacy or care homes can arrange a pop up clinic at their care home where a pharmacist will come along and run up to three clinics to vaccinate at least 10 staff. It's easy to arrange via www.londonflu.co.uk

✓ **Concerned about the vaccine?**

For more information about the flu vaccination click here [Facts about flu and the flu vaccine](#)

Influenza 2018/19

#ActNow4Winter

✓ What is a flu outbreak?

An outbreak is where two or more people in a home have similar symptoms, suggesting they may have the same infection **Or** a higher than normal number of people in a home that have the same infection.

✓ What to do if you have a flu outbreak in your Care Home

- London Integrated Urgent Care programme and London Health Protection Team have agreed a Standard Operating Procedure (SOP) on what Care Homes need to do if they are concerned that they have a Flu Outbreak. To access the SOP and for more information on how to respond to a suspected outbreak of influenza-like illness in your Care Home please visit our website: [Enhanced Health in Care Homes - Winter Readiness](#)
- ✓ **Never underestimate the flu...**
 - A short film showing the impact of a flu outbreak in a Care Home in Sutton, London, 2017 <https://www.youtube.com/watch?v=cyrYR1z-oRI&t=1s>

2. NHS 111 *6

NHS 111 *6

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- ✓ **Are all your care homes aware of the NHS 111 *6 service**
 - Specialist service designed to help particular callers to use their telephone key pad to connect quickly with a senior clinician in the NHS 111 contact centre: [See posters for full details of how to connect.](#)
 - The NHS 111 service adviser takes the residents details and transfers the call to a Senior Clinician, or if the clinicians are already on a call there is a guaranteed call back within 20 minutes.
- ✓ **Are you using a patient handover tool to support communication through these calls**
 - Both **SBAR*** and **CARES**** are used in many areas and can be localised to support your teams in how they currently escalate issues.

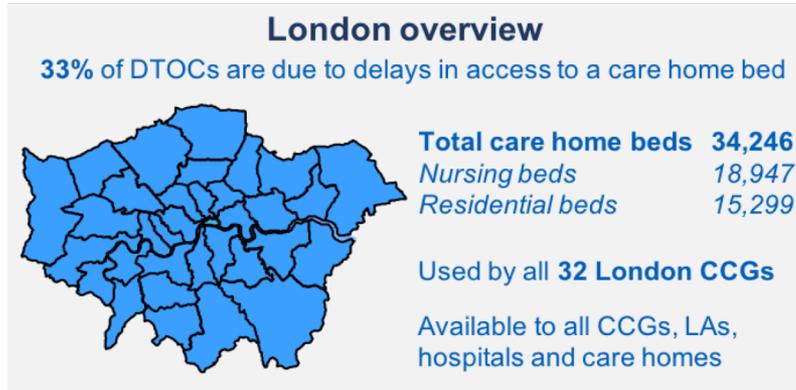
* SBAR document created by NHS Improvement ** CARES document created by Sutton CCG

NHS 111*6 is designed to avoid 999 calls and unnecessary hospital admissions - supporting care homes to keep your residents in their home safely, for longer.

3. CarePulse

London care home bed capacity tool: CarePulse

Sharing real-time care home bed vacancy information across health and social care services



Benefits to care homes



Can update their bed vacancies in less than 10 seconds and share it across London



Reduces the volume of phone calls enquiring about bed vacancies



Access resources and information shared by local commissioners and hospital teams to keep residents well

Who can access CarePulse?

- Care Homes
- CCGs
- Local Authorities
- Hospitals
- NHSE / NHSI
- CSUs
- Home Care Agencies

Benefits to CCGs, LAs and hospitals



Supports patient flow from acute setting and reduces DTOCs by providing live vacancy information



Supports patient choice in discharge destinations



Promotes partnership working by providing a platform to share resources and information to keep residents well

*e.g. flu vaccinations, NHS 111*6 and public health messages*

- ✓ **Have you activated your care home's CarePulse account?**
 - This is tool being used across London to share care home bed vacancy information with other health and social care staff, like hospitals, local authorities and commissioners. The CQC provide the information so that every care home is on the system.
- ✓ **Register your account today**
 - Visit www.carepulse.co.uk to register your account and benefit from fewer calls asking about bed vacancies and easier communications with colleagues across services. You can update your bed vacancies in less than 10 seconds and share with over 600 NHS and local authority commissioners and hospital discharge coordinators.
- ✓ **If you already have an account make sure you are updating it daily**
 - You can access shared resources from local hospital teams and commissioners alongside up-to-date information about your local health and care systems. You can also download the NHS111*6 and Flu posters.

4. Death in a community setting (care homes)

The challenges:

- Recent case studies identify there are system failures that can result in expected deaths being considered as suspicious/unexpected leading to the involvement of the ambulance service, police, coroners, delays in transfer to funeral directors, distress to family and staff.
- It is so important to ensure discussions take place with residents and their relatives, that they share their wishes such as preferred place of death, ceiling of treatment and whether they would want to be resuscitated. Having these details documented makes all the difference if someone dies.



End of Life Care

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Examples of care plans or documentation that could be used:

- ✓ **Do all of your residents have Treatment Escalation Plans?**
 - This allows the residents wishes for further treatment to be documented allowing your teams to confidently act on these when further clinical support is needed at the end of life.
- ✓ **PEACE document**
 - Developed at King's College Hospital and now in use across many areas of London. Created on discharge from hospital for care home residents. Details potential scenarios that may develop for a care home resident and guides staff into what to do in each scenario from intensive (return to hospital) to comfort (symptom control in care homes).
- ✓ **Coordinate My Care**
 - An electronic care planning system which can be seen by London Ambulance staff, NHS 111 staff and GP Out of Hours services.

5. Hydration

Hydration

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- ✓ **Increase awareness of the importance of keeping residents hydrated**
 - Care home residents are five times more likely to be admitted to hospital at risk of dehydration with impact on increased falls, UTIs and general deterioration.
- ✓ **Improve recognition and early treatment of dehydration, working alongside NHS services to support access to alternative care pathways reducing admissions to hospital**
- ✓ **Find out about training opportunities to help your residents with hydration and nutrition contact your Local Authority or CCGs to find out what support is available and visit the Skills for Care website for helpful information.**

Enhanced Health in Care Homes Programme Healthy London Partnership

Please do not hesitate to get in touch for any further information or if you would like someone to attend a local forum or team meeting

hlp.ehchprogramme@nhs.net

You can also find resources on our website at www.healthy london.org search for Enhanced Health in Care Homes

Links in presentation

#ActNow4Winter

If you have problems with accessing any of the hyperlinks in this presentation please use full links below:

Slide 2

<https://www.england.nhs.uk/publication/the-framework-for-enhanced-health-in-care-homes/>

Slide 4

<http://www.londonflu.co.uk/>

<https://www.nhs.uk/live-well/healthy-body/facts-about-flu-and-the-flu-vaccine/>

Slide 5

<https://www.healthylondon.org/resource/accelerated-improvement-resources/enhanced-health-in-care-homes/winter-readiness/>

<https://www.youtube.com/watch?v=cyrYR1z-oRI&t=1s>

Slide 7

<https://improvement.nhs.uk/documents/2162/sbar-communication-tool.pdf>

<http://www.suttonccg.nhs.uk/Documents/Red%20Bag%20CARES%20Handover%20Process.pdf>

Slide 10

<http://www.carepulse.co.uk/>

Slide 15

<https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/Standard-8.pdf>