



# #ActNowForWinter – Supporting Care Homes

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During the winter months health and social care services in London face a wide range of problems that place great strains across the system. It is essential to work collectively to understand what support is really needed to help services get through these challenging periods effectively and with resilience; whilst still delivering high standards of care.

Care homes receive a wide range of information and resources to support them over winter, however it is often fragmented, coming from various sources and can have slightly conflicting messages.

Through the **Enhanced Health in Care Homes Programme** we want to build on the successes of our work so far, such as the national adoption of free influenza vaccinations to social care workers, and to develop more consistent communications and resources for care homes to access during arduous periods throughout year.

## How we're supporting care home teams



We're helping care home teams get the right support to...

- **keep their residents well**
- **get appropriate access to senior clinical advice**
- **ensure their residents receive acute care in the appropriate setting, and return home as swiftly as possible**
- **train their staff in recognising early signs of deterioration in their residents, and what action to take**
- **respond to seasonal and operational pressures as partners across health and social care**

Our key focus is to raise awareness to care home networks across London, keeping them informed about services and support available such as NHS 111 \* lines (fast track to a clinician 24/7), CarePulse (London's care home bed capacity system) and NHSmail.

We have put together a list of resources for STPs, CCGs and Local Authorities to share with care homes to help them during winter and busy periods where additional support may be needed.

The key aims of the resources are to support providers and commissioners to deliver high quality, efficient and consistent services to residents in care homes or supportive living in a coordinated way

## Winter readiness support\*

We have worked in partnership with NHS England, Public Health England (Health Protection Team), South West London STP, Sutton CCG and a care home to outline the roles and responsibilities of services when responding to a flu outbreak in care homes. This Flu Standard Operating Procedure (SOP) provides guidance for care home managers about what they need to do and who they need to contact for Public Health England advice/response if they experience an outbreak.

To support care homes and spread the message about resources available during winter, we posted Winter Readiness Packs to all care homes across London which included information about services available (flu vaccinations, NHS 111, CarePulse), guidance materials and flu awareness posters.

Resources were also developed for use by CCG, Local Authority and Care Home Support teams to allow them to raise awareness via local events.

Free flu vaccinations were available for all care home staff; offered by local pharmacies and organised pop-up clinics within their place of work, bookable via [www.londonflu.co.uk](http://www.londonflu.co.uk).

\*In addition to supporting care homes in winter; help and advice will be provided throughout the summer, especially during heat waves.



## Resources available

- Flu Outbreak Standard Operating Procedure (Flu SOP)
- Winter Readiness Pack for Care Homes and Commissioners
- CarePulse care homes bed capacity tracker
- NHS 111 \*6 user guide
- Health London Partnership website

#ActNow4Winter



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