

Care Together – Share Together

May 2018 Newsletter

The small bag that could make a big difference



The Hospital Transfer Pathway, known as the 'Red Bag' scheme aims to improve efficiency of admissions and discharges because ambulance and hospital staff have easier access to resident information.

Visiting Professor Melanie Johnson, Executive Director of Nursing and Patient Experience for City Hospitals Sunderland and South Tyneside NHS Foundation Trust, said: "This is about working together so that people get the same care wherever they are. We hope this scheme will mean **more efficient handovers from care homes to ambulance crews; from paramedics to hospital admissions and from hospital admissions to medical treatment**"

Ken Haggerty, Independent Care Sector Lead for NHS England said: "Some residents may not be able to articulate themselves very well. The Red Bag scheme means all their documentation is in one place and available when most needed." The Hospital Transfer Pathway is being implemented in slightly different ways across the country, depending on local ways of working

To find out if there is a 'best way' a research project is being led by Dr Yitka Graham, Senior Lecturer in Health Services and NHS Engagement at the University of Sunderland.

Dr Graham said: "This is a dynamic research collaboration which has real potential to make a difference. **We are looking forward to working together to implement the findings into practice across the North of England to improve care of residents who need admitting to hospital.**"



Care Home Live Bed State

How the portal is helping to reduce delayed transfers of care

John realised he could no longer care for himself at home and it was time to consider residential care. He and his family spoke to the discharge planning team. **The team used the portal to show John all the homes with available beds within their price range and close to where John wanted to live.** A series of visits were set up and John's family found a home they thought would be just right. The Care Home Manager came to visit John in hospital and confirmed he would fit in with the other residents, and her staff had the confidence and competence to care for him. This enabled a faster decision on which home was best suited to John and he was able to move in as soon as his assessment had been completed. When asked how he feels about living there he told everyone it was the best thing he ever did.

For more information please email gil.ramsden@nhs.net or stuart.flanagan1@nhs.net

**Behind every Delayed Transfer of Care there is a person,
in the wrong place at the wrong time**

Better Care Fund and Newton Europe 2018

How to contact us

Our team of NHS England (North) Care Sector Leads support the Independent Care Sector and encourage quality improvement initiatives across the sector, preventing delayed transfers of care and improving the flow of care sector clients through hospital systems. **Contact any of us to share your news highlights:**

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Cumbria: Ken Haggerty and Kathryn Dimmick

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We think it's a fantastic tool and can't wait for it to go live. It's going to really help with occupancy and marketing, communication channels will improve because everyone can view bed vacancies.

Care Home Manager

We need to get our internal act together to understand and normalise a new system. In terms of this tool we anticipate significant time savings and better links with care homes

Trust Colleague

We are very positive about the portal; the fact that as a glance we can find beds to fast-track. We are also realising additional benefits, like infection outbreaks and impact on the wider system

CCG Colleague

Everyone sees benefit of using the portal – all organisations. Our ambition is to scale this programme up to include all providers, including domiciliary care. Our key aim is to have all provider organisations linked in to the portal. We especially want to support DTCO so hope to include care sector support so we can identify providers who have capacity to provide a post-discharge visiting and support service for patients in their own homes as well (e.g. Age UK etc...)

CCG Colleague

The support I have received from NECS has been wonderful

LA Colleague

You can also follow us on Twitter

#careandshare



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The first **Leading Change, Adding Value** (LCAV) e-learning tool has been published. It has been developed and delivered by Health Education England, NHS England and LCAV partners, working alongside HEE e-Learning for Healthcare today. The aim of the tool is to help explain and de-mystify the approach to identifying and addressing unwarranted variation in practice and support staff to deliver the Triple Aim: **better outcomes, better experience and better use of resources**.

LCAV explains how nursing, midwifery and care staff, whatever their role, wherever they work, can lead in identifying and addressing what needs to change or could be changed to improve services, experiences and outcomes for patients, individuals and populations. The e-learning tool can be accessed:

<https://www.e-lfh.org.uk/programmes/leading-change-adding-value/>
or email england.leading-change@nhs.net

Celebrate 70 years of the NHS in July - join in and blog!

Raise the profile of nursing and midwifery and celebrate the amazing achievements you have made over the past 70 years!

Jane Cummings, our Chief Nursing Officer for England is encouraging nurses and midwives to blog as, quite simply, it provides a platform to showcase **the fantastic contribution that our professions has made to healthcare over the years**.

You can set up a blog alone, or with some of your colleagues; it can be a guest blog on someone else's website; and it can take the form of a written blog, a video blog or an audio blog. Blogs about an aspect of nursing, midwifery or care are welcome from existing bloggers and from those new to blogging – **let's care to share**. When you have written your blog please post it and include a statement along the lines of: "Here is my contribution to [#70nursebloggers](#) / [#70midwifebloggers](#)" and insert the link to your blog. Your blog will then be added to the [@WeNurses](#) or [@WeMidwives](#) [#70nursebloggers](#) and [#70midwifebloggers](#) Twitter lists.

Jane Cummings promised to help promote your blog!

Watch her on the LIVE streaming event on Tuesday 3 July from 9.45am; visit <https://www.england.nhs.uk/livestream>

No idea how to blog? Then Join these webinars

#70NURSEBLOGGERS & #70MIDWIFEBLOGGERS
WEBINARS
WE COMMUNITIES & NHS ENGLAND



13TH JUNE 8PM - 9PM WEBINAR 1: WHY NURSES & MIDWIVES SHOULD BLOG

At the live streaming event on Tuesday 3 July from 9.45am Jane will celebrate our achievements over the last seven decades and **look forward to the impact our professions can make in shaping the health and care system of the future**. She will recognise how **nurses, midwives and care staff across the health and care system** work tirelessly, providing fantastic services to people we care for, day in, day out. Add the date to your calendar now!



70
YEARS
OF THE NHS
1948 - 2018

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NHS
England

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In relation to living your life well, what really matters to you?



Quality Matters was written for adult social care by bringing lots of different organisations together who are involved in social care, including organisations led by people who use social care services.

Quality Matters is about **everyone agreeing how they can improve services** like care homes, nursing homes, and care provided for people in their own home. It has been written so that **health and social care staff and managers know what great care looks like and know how they can make it happen.**

The 'Quality matters' report is very important, but it is just the start. The report includes action plans to say who will do what to improve the quality of care for people who use adult social care services.

A working group including representation and views from experts by experience, system partners, providers and commissioners thought it best to **begin with what users of services might need; both for those in social care and those that are likely to choose care.** They talked about what really matters to people who access social care with a particular focus on home care and care homes. The word cloud summarises some of their thoughts.

This work will be used to help us reach agreement across the sector of what information and metrics can be collected and shared in a manner that provides consistency, supports quality outcomes, minimises burden, and promotes best practice and learning across the sector. **Watch this space for updates as the conversation unfolds.**

HACKATHON

Care Together, Share Together

Watch our video here: <https://youtu.be/sqdlxXbtgxU>

Shaping the perception of nurses and midwives

As a team of nurses and colleagues working for the care sector and NHS we strongly value the importance of sharing knowledge and best practice from across the entire health and social care sector – specifically what we do and the people we are doing it for. We are passionate about improving care and we want to improve others' perceptions of what we do.

We know the **solution to delivering good care is in joint working**, and we know a movement is needed to enable joint and collaborative working across health and social care. So **from next month you will see that we will build on Jane Cummings' 30-day challenge** and blend our communication styles across the sectors.

Watch out for a slightly new format for our **Care Together, Share Together** newsletter.

#careandshare

