

30 DAY challenges

How to contact us

Our team of NHS England (North) Care Sector Leads support the Independent Care Sector and encourage quality improvement initiatives, 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:**

Lancashire & South Cumbria:
Ann Louise Stephens
annlouisestephens@nhs.net

Cheshire, Merseyside, Warrington & Wirral: Suzanne Noon
suzanne.noon@nhs.net

Humber, Coast & Vale, West Yorkshire and South Yorkshire & Bassetlaw: Emma Hidayat
emma.hidayat@nhs.net

North region: Gil Ramsden
gil.ramsden@nhs.net

Greater Manchester Partners: Janine Dyson, janine.dyson@nhs.net

Durham, Darlington, Easington, Sedgefield & Tees, Hambleton, Richmondshire & Whitby, Northumberland, Tyne and Wear and North Cumbria: Ken Haggerty and Kathryn Dimmick
k.haggerty@nhs.net & k.dimmick@nhs.net

#careandshare



Which 'rules' prevent us delivering **great care to residents, clients and people in our care – including colleagues?** Are they really rules, or are they myths?

Do you want to understand rules and myths better?

Contact gil.ramsden@nhs.net

to find out more about **'Breaking the Rules'** meetings!



Nurses and Nursing – emergent unsung heroes

Lynne Bowers

This is my **Matron's Wand**. It was presented to me by my staff in recognition of the expectation I could fix any problem as if by magic.

With two very experienced nurse colleagues, we three Matrons ran a small District General Hospital 24/7. **I am passionate about NHS Nursing. But I'm not a nurse, I was made an Honorary Nurse** at the time, and recently a Chief Officer kindly agreed when I commented that I'm not a nurse, but **I am a Nurse Champion**.

After 30 years with the NHS, I have spent the last three years with the **Local Authorities of England and the Devolved Authorities of the Home Countries**. Social Care Nurses and Nursing have emerged as **unsung heroes**. It is important to articulate their current role – the complexity of multiple comorbidities and polypharmacy usually with the care of advanced dementia; the complexity of maintaining a sustainable relationship with the person, the family, the employing organisation, the commissioning organisation and multiple multidisciplinary, multiagency colleagues; and often as a single handed regulated professional.

The NHS has suffered financial constraints; **Local Authority funding has effectively halved in the last ten years** – imagine the challenges of observing your Duty of Care and Code of Conduct within that context. Despite that, I see amazing nursing, shining lights of the profession, with the very best pre-emptive, anticipatory and advanced care planning.

The Chief Nursing Officer's 30-day challenge includes writing a blog (!), having a coffee with a cross agency colleague and inviting cross agency colleagues to your organisation (including MPs). **There is so much great practice, we need to share it, raise awareness of each other's expertise and engage our citizens**. The Health Select Committee, The All Party Parliamentary Groups, SCIE, Skills for Care, NHS England, Academy of Fab Stuff and many more feature exemplary case studies.

The Prime Minister recently announced an additional, welcome, £20bn for the NHS, our Think Tanks calculate a similar level of investment is needed in Social Care. I have always spoken the truth to those in power, nowadays I'm slightly less strident and conversations are often behind closed doors. I cannot believe the doors I have access to now – a great privilege but a huge responsibility.

I am championing Nursing and particularly Social Care Nursing at every opportunity

what are you going to do?

NHS at 70 Celebrating Nursing in Health and Social Care

Did last month's newsletter get you thinking about blogging? Although July was blogging month we will still share yours!

Share your blog about any aspect of nursing. When you have written it post it and include a statement along the lines of:

"Here is my contribution to [#70nursebloggers](#) and insert the link to your blog. It will then be added to the [@WeNurses](#) or [#70nursebloggers](#) and Twitter lists



**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

[#careandshare](#)



Did you see the information we shared about hydration? Many of you did... here's what you said! But if you missed it visit our Twitter link:

<https://twitter.com/NHSEnglandNorth/status/1023910330924232706>

People in our care have an increased risk of dehydration in the hot weather and there are some easy steps to take to promote hydration. At Sunnyside, one of the homes I have been supporting for Calico Homes, we have made menu changes to switch from vegetables to salad with a higher water content. We have changed traditional dessert options to include more jellies and ice lollies. Residents and visitors have a snack station set up with fruit and a range of juices. This acts as a visual prompt and promotes ease of access. We have bought some sports type water bottles so residents can sip away independently. Staff wellbeing is equally important, so we have made available squash and free fruit for staff to encourage hydration. We have switched to a summer uniform of light t-shirts and promoted breaks - as well as keeping an eye on any staff who might be at particular risk. These steps have ensured the hot weather continues to be enjoyable and risk-free.

Sughra Nazir Care Quality Consultant Care Excellence Partnership

I have told my carers if they go to a client in the evening, fill up a bottle of water and put in the freezer. The morning carer then gets it out, this encourages the client to have sips throughout the day

Mary Love, Registered Manager

Olive Home Care and Support

During this heatwave, we have been giving our residents watermelon, ice lollies, iced juices, strawberries and smoothies.

We have been putting a bowl of ice cubes in front of the fans which makes it cooler. This has helped keep the residents cool and hydrated.

We also have fluid targets of 2000mls a day for each resident to keep their hydration levels up.

Julie Horton, Home Manager. Cumbria House Care Home

We use jelly, ice lollies and all staff go round after each other and give fluids out.

We are lucky as we have nutrition support for 4hrs a day to just go round and round the clients ensuring they drink.

We also have a drinks game where the residents race each other to drink; the winner gets another one! We try to make it as much fun as possible.

Sue Fuller, Registered Manager

Brambling House. Abode Care Homes



**Cardinal
Heenan
Weekly
Hydration
Menu**

Slushi Sunday
Milkshake Monday
Tropical Tuesday
Wobbly Wednesday
Thirsty Thursday
Fruity Friday
Smoothie Saturday



The Care Home Live Bed State Portal has changed its name in anticipation of some new functions coming soon!

Capacity Tracker will do all the same – and more!



Capacity Tracker

Minimising Delayed Transfers of Care

Built in partnership with NHS England, Local Authority representatives and care home providers, the web-based Capacity Tracker enables care homes to instantly share their available beds and allows other users to search for beds across the country, helping to reduce Delayed Transfers Of Care (DTOCs). Powerful reporting also helps with market oversight and gives users the ability to quickly and easily analyse published DTOC data at national, regional, NHS Trust and Local Authority level.

The Capacity Tracker:



Reduces resource intensive phone rounds to care homes



Provides powerful DTOC analytics and benchmarking of national data

What our customers say:

"At a glance we can find beds to fast-track"
NHS Bassetlaw CCG

"A fantastic tool" *JH at NL Care Home*

"Really good system, it's very easy to set up and use"
Manager at HH Nursing Home

"Response and engagement from care homes and front end users has been great"
Berkshire West CCG

Our team would be delighted to support you with any further queries that you may have or to demonstrate the full functionality and benefits of the Capacity Tracker at your convenience.



Contact us

0191 301 1300 carehomes.necsu.nhs.uk necsu.tracker@nhs.net [@CapacityTracker](https://twitter.com/CapacityTracker)





Health and Social Care Community Showcase - Workforce Recovery Event

16th June, Lancaster and Morecambe College

In response to providers asking for support with their workforce challenges, we set out to galvanise our communities to view **the independent care sector as a valuable career option**.

The aim of the event was **to showcase careers within the sector and raise public perception on what the sector provide**, as well as what career opportunities are available. The event showcased services in many different ways, **we used posters, video reels, live demonstrations, service user stories, interactive activities and also had a live radio feed**.

23 providers across health and social care agreed to host a stand promoting their service, together with **educational organisations promoting opportunities for recruitment, apprenticeships, and training**.

235 members of the public attended on the day. In addition there were 20 thousand hits on social media sites attributed to the event. **A local radio station broadcasted live throughout the day**; they invited callers to tweet questions which were answered by those in attendance.

Following the event several services were approached with enquiries for vacancies. Positive feedback was received and shared back through social media. As a consequence of our event **several young people have registered for health and social care courses**.

Going forward **more events will be planned to raise the public perception of the independent care sector**. They will highlight how some of the barriers can be broken down so more people to think about working in **health and social care as a very worthwhile career opportunity**.



Introducing the Innovative Trusted Assessor Role across Redcar and Cleveland



From left to right: Carol Durrant care home manager Seaview, Saltburn, Centre: Jodie Dunn Trusted assessor for Redcar and Cleveland and Anna Walker Care home manager Greta Cottage Saltburn

Hello, my name is **Jodie Dunn** and I am the newly appointed **Trusted Assessor for the Redcar and Cleveland area**. I have been in post for just over a month now and have been **truly amazed** at such a positive response to this innovative pilot from both NHS trust staff and Independent Sector care providers across Redcar and Cleveland. **The trusted assessor role has been implemented to assist the safe and timely discharge of residents** from the Redcar and Cleveland area whilst **promoting integrated working and positive integration** between the NHS and independent sector

My Role as Trusted Assessor is to **complete assessments on behalf of residential care homes**. I work in a peripatetic role between the care home and hospital setting to help speed up the assessment process, whilst remaining focused on **ensuring the resident's smooth transition from hospital to care home**. By doing this I help to prevent delayed discharges and **promote resident choice and inclusivity for both residents and their families**.

The longer a resident stays in a hospital setting the more likely it is they will acquire avoidable ill health, and reduced ability to complete activities of daily living (deconditioning). By adopting the trusted assessor role prevention of the adverse effects and delayed discharges is addressed, and in turn it is hoped that **pressures placed on trust staff and independent care homes are also reduced**.

While developing this role there was a huge amount of work to complete between the Local Authority, Redcar and Cleveland Borough Council, and the independent care homes participating in the pilot. **The holistic assessment of need and transition process has been developed and co designed** through this close working relationship. I carried out **extensive shadowing** with trust and care home staff and **identified different challenges** that are faced between organisations, and have identified **positive practices to overcome them**.

It is felt by both NHS trust staff and Care Home providers that the trusted assessor role is a positive response to systematic change and interagency working, and it **encourages good working practice**. **Carol Durrant, a Care Home Manager from Seaview, Saltburn** said: "We are really excited to be part of the pilot and are fully supportive of a process which is going to be beneficial to managers, with time saving, thorough, person centred assessments. These will ensure a smooth transition for residents from the hospital setting to the care home"

Moving forward I am really excited to continue working within the pilot to **ensure standards are very high for transfer of care from the hospital to care home settings**. I will also continue developing the essential relationships and integration between independent sector organisations and the NHS.

If you want more information about the role of Trusted Assessors contact your Care Sector Lead (their details are on the front page), or use the NICE evidence search on Trusted Assessors by visiting: <https://www.evidence.nhs.uk/Search?q=trusted+assessors>

The **React to Red** pressure ulcer prevention programme has been ongoing for a couple of years. It has proved very popular in its present format as a resource pack containing a DVD which is approximately 40 minutes long. **Many care homes across the North have organised and delivered their training successfully using this, and will continue to do so.** However **React to Red** is expanding its portfolio of resources!

In October there will be an e-learning package launched. This follows the format and design of the existing training resources; it has proven successful in the trials undertaken to date. This is a positive move in pressure ulcer prevention which will help make the **React to Red** information accessible to more people and organisations, which in turn will encourage new people to use the resource.



Pressure ulcer prevention is everybody's job and should be treated as such

Getting ready for winter

Despite the rising temperature outside it isn't too early to be thinking about winter

What plans have you put in place to keep residents out of hospital?

What would it take to make you comfortable to receive patients from hospital after 8pm and at weekends?

How can we help you to put systems in place?

Don't forget - for every **one week in bed the muscles of a person aged over 80 years old will age by ten years.** They will lose 1.5kg of muscle mass and reduce their aerobic capacity by 20%. **Cumulatively this will increase the risk that person will require institutionalised care fivefold**

Since 47% of delayed transfers of care from hospital are associated with deconditioning it means there are fewer beds available in hospital for other people who need them

What can you do differently today to make a difference to those in your care so they don't need to go in to hospital at all?

Contact your Care Sector Lead with any ideas, suggestions or comments, their contact details are on the front page

What's happening in September?

Do you have your title and qualification on your email signature and social media bio?

Beat our **next 30 day challenge** by uploading them. Encourage your team members too!

30 DAY
challenges

SEPTEMBER
Add your title and qualification to your email signature and social media bio
#hello my name is...