

Care Together – Share Together

December 2018, number 10

NHS
England

70
YEARS
OF THE NHS
1948 - 2018



The care sector leads wish all residents, clients and colleagues a happy and healthy holiday

30 DAY
challenges

December

Mentor a junior colleague or student,
or reverse mentor a
senior nurse or midwife



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:**

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70
YEARS
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Care Together – Share Together

The health and social care sector have had a great year and we want to celebrate with you!

With thanks to everyone's contributions we have kept the people we care for as healthy and happy as possible this year

Here's some of our proudest moments...



"I thought there was a brilliant balance of innovation and areas of good practice and inspiration"

The north region was very well represented in the **Market 3rd Care Sector Awards**

Congratulations to all the finalists and winners:

Irene Jarvis and Honor Simpson from Making Space,
Susan Chrisp and Alan Vinters from Creative Arts, North East,
Each Step Blackburn from Community Integrated Care
Val Hewison, Chief Executive from Carers Leeds

19 February 2018

Care Together - Share Together
Annual Conference

Welcome



Start raising questions now at www.slido.com #1778

The Principal York
Station Road, York YO24 1AA

Use this Twitter feed to keep up to date with our event planning #careandshare



Mrs Betty Smithson (SRN)

Our North Region Independent Care Sector Representative, who is a retired registered nurse and trained in 1948

won the Kate Granger Compassionate Care Award



150 delegates attended the Care Together – Share Together 2018 conference and said:

"Fantastic day and positive networking"

"Excellent day lovely atmosphere"

Care Together – Share Together 2019
Is on 21 March 2019

...and yours...

Care Together – Share Together

Residents said goodbye to a record number of care home staff who landed places at university this autumn. Ten employees from **Broomsgrove Care Home, Sheffield** went on to further education within healthcare; two to medical school, **seven to undertake nursing degrees** and one to do a physiotherapy degree. Care home staff organised a presentation ceremony, allowing residents to say 'farewell' to the individuals.



Donna Pierepoint, manager at Broomsgrove Care Home, said: **"We're always keen for members of staff to better themselves but this year has been record – even for us! It really is a win win situation. The students gain valuable experience and we gain a highly educated and enthusiastic member of staff. Residents love to watch them grow into the amazing people they become by the time they leave us."**

Many of the students won't be leaving altogether – some will continue to work at Broomsgrove Nursing Home in between their studies

Welcome to Sheffield

**GREAT
work!**

Adult Care Sector-Based Work Academy at Sheffield College

Sheffield College is working with the care sector. The college has developed a 6-week programme **introducing learners to the sector and provide qualifications and skills necessary for effective job searching within that sector.** The programme starts with an initial 4-week classroom element, followed by a 2-week placement at a suitable organisation in the sector. Sheffield College funds DBS applications for learners on the programme.

There is time for prospective employers to visit the group to deliver information sessions and **there is time at the end of the course for employers to interview learners for any open vacancies.**

Trainee Nursing Associate (TNA) programme Sheffield

3 Sheffield care home providers (9 care homes) have formally signed to provide placements for the TNA programme and 2 providers are supporting a number of existing Senior Carers through the TNA programme as part of the carer career development. The programme starts January 2019



Welcome to York



React 2 Red

On Thursday 15 November
Helen Degnan,

Chris Pomfrett, Assistant Practitioner and
Sam Varo, Quality and Engagement Administrator spoke to over 200 people at Askham Bar Tesco to raise awareness of pressure ulcers in the community. It was part of national #stopthepressure day. They even dressed up as pressure ulcer superheroes!
Shoppers could chat to members of staff, pick up leaflets and advice, or get a five minute training session on how to help lower the chance of developing a pressure ulcer. Pressure ulcers can be life threatening, but by recognising the signs early they can be prevented.

What a brilliant engagement event!

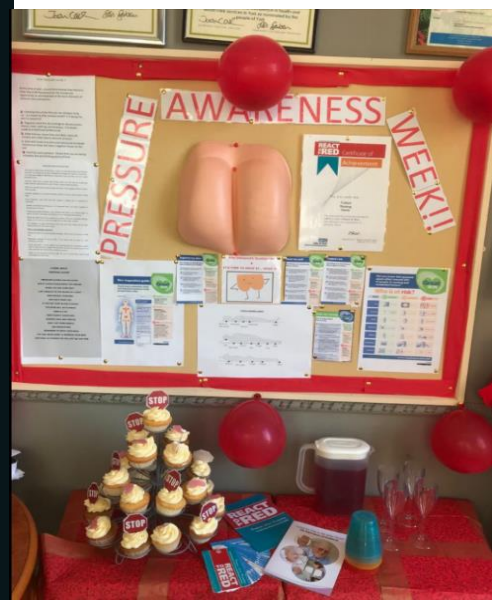
Partners in Care, sharing health and social care incidents in our area to learn from each other and share good practice - PiCLL

Fulford Nursing home, York joined in the fun too; see how they shared the **React 2 Red** message!



A monthly bulletin is shared across the Vale of York aiming to highlight incidents that have happened in care homes so all can learn from the findings and share good practice.

Incidents are shared voluntarily and reported anonymously in the bulletin. It might be that there was a 'good catch' that colleagues want to share... something that had the potential to be an incident but harm was prevented because staff identified issues



What a team in the Vale of York!



Middlesbrough Football Club coach Jonathan Woodgate recently paid a visit to a Teesside care home to meet residents. The former Boro player called into Fountains Court Care Home in Coulby Newham to show his support for the **Hospital Transfer Pathway**, also known as the **'Red Bag Scheme'**, which improves communications between hospitals and care homes. The scheme aims to shorten hospital stays by ensuring doctors, nurses and carers are all on the same page.

Residential home staff prepare a dedicated **'red bag'** containing standardised information about a resident should they need hospital care. This information includes the resident's general health, any existing medical conditions they have, medication they are taking, as well as highlighting the current health concern. This means that ambulance and hospital staff are properly prepared and can determine the treatment a resident needs more effectively.

The Red Bag Scheme *scored* in Teesside!



Jonathan Woodgate said: "It was my pleasure to be able to come out and meet some of our long-term supporters and the dedicated staff at Fountains Court. It's a time of year for family so it's good to see the red bag scheme helping residents like those here today avoid staying in hospital longer than they need to."

Care home owner Angela Dixon said: "It was great to have Jonathan visit the home. Some of our residents have been Boro fans for more than 70 years and still go to matches now! The red bag scheme has improved relationships between hospital and care home because key documents haven't gone missing. It has created a cycle of seamless care."

Gordon Bentley, Senior Adult Safeguarding Officer at NHS South Tees Clinical Commissioning Group said: "The red bag scheme is something we are fully supportive of, as it improves communication between care homes and hospitals for individual patients, primarily resulting in improved patient outcomes but also saving time, resources and duplication. There are some patients who will not be able to fully keep track of all the medication they are taking, this scheme will significantly reduce any problems surrounding this. The scheme will help to avoid unnecessary re-admission or reduce the length of stay in hospital, which is especially important at this time of year."

Kathryn Dimmick, Care Sector Lead in the North East says

**"This is a perfect example of
System-wide thinking and
working"**

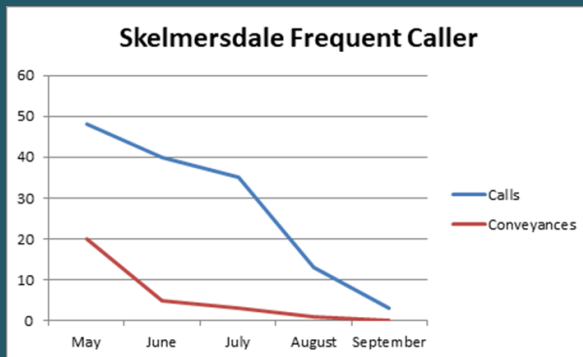
For more information on the scheme visit
<https://www.england.nhs.uk/urgent-emergency-care/hospital-to-home/red-bag/>

Multi-disciplinary team work in action

Ambulance Service helped improve the life of an elderly lady

The ambulance service was called to an elderly lady who lived alone. Her past medical history included anxiety and depression, hyperventilation syndrome and a previous right sided hip fracture. Over a three month period she had been admitted to hospital 46 times, averaging 35 calls per month to 999 and 111 services. Our community specialist paramedic (CSP) colleagues had a good look at the situation and came up with some solutions.

NWAS has a process to manage frequent callers. A CSP visited her, and a multi-disciplinary team meeting was arranged. The MDT meeting uncovered loneliness and isolation issues which led to a referral to a social worker, development of a community care pathway and visits by a community matron.



Any further calls were directed immediately to a clinician for advice and support as the community care pathway had been shared across agencies.

Over a 3 month period the number of calls to 999 and 111 dropped from 35 to 20, with the number of admissions dropping to 1. Whilst the person is still dialling 999 and 111 it would appear that the support provided to this caller has assisted with meeting her needs more appropriately, with a reduction in calls to 999.

Telephone triage and further assessment have ensured that the correct response is provided where necessary, and the community care pathway has provided the platform for crews to safely discharge this person – also providing them with the relevant information of the persons' base-line.



The care sector realises the
value of looking out for those in
need

**Look what's
happening in Preston!**

Larchwood Care

Belmont Care Home supports local community through food bank collection point

Belmont Care Home pledged to support the Preston community by acting as collection point for the Ribble Valley Foodbank, based at St Paul's Church.

The care home, based on Inglewhite Road, decided to keep a donations box in its reception for the foreseeable future.

The foodbank at St Paul's is staffed by volunteers from all the churches in Longridge. The volunteers visit Belmont Care Home once a month to collect the items and take them back to the church, where they can be distributed to those in need



SAVE THE DATE

Care Together – Share Together 2019 conference is on its way

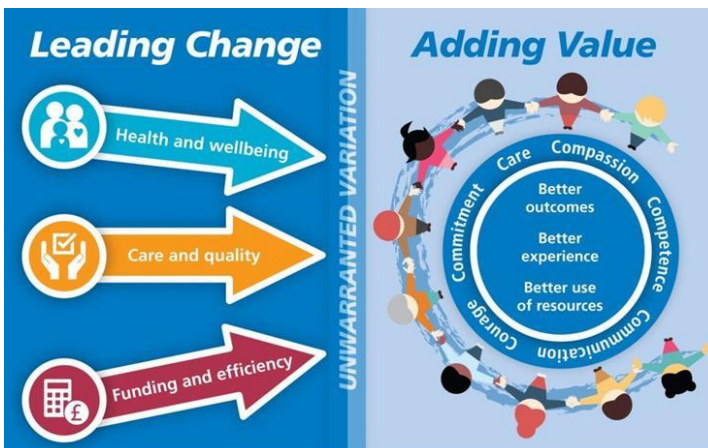
Booking details will be circulated soon

21 March 2019

A 'NEWS' system for residential care settings

The [Leading Change, Adding Value \(LCAV\) 'Atlas of Shared Learning'](#) is a collection of case studies that clearly illustrate and quantify how nursing, midwifery and care staff across the health and social care sectors have identified unwarranted variation in practice, led the changes needed to address that variation and contributed to transformational change at national, regional and local levels for patients, individuals and populations.

Nursing leaders from Sunderland Clinical Commissioning Group (CCG) led a collaborative, multidisciplinary project team in designing and implementing a digital system to identify care home residents with deteriorating health. **The multidisciplinary team (MDT) developed and applied an electronic system to support the monitoring of residents' health.** The electronic system, based on an adaptation of the National Early Warning Score (NEWS) tool, has **improved resident outcomes and experience** and led to better use of resources across healthcare services within the CCG.



NEWS is a tool widely used across NHS services as it is an evidence-based approach to treat clinical deterioration and support clinical decision making. The programme team rolled out the bespoke NEWS tool embedded in a digital tablet, across 40 Care Homes in the CCG area. A comprehensive training and education package was developed to support the utilisation of the tool, along with technical support. A standard operating procedure was developed in collaboration with the MDT and Care Homes.

Addressing unwarranted variation in the in the social care sector blog

A blog recognising the vitally important contribution of nursing and care staff working in the social care sector has been published by Sharon Blackburn, Policy and Communications Director at National Care Forum and Graham Woodham, Programme Head for Regulated Professional Workforce at Skills for Care.

The blog can be viewed [here](#)

Supporting transformational change across the system event – 19 March 2019

An event is scheduled for the 19 March 2019 at The Oval, London, and it will showcase examples from the national Atlas of Shared Learning and the national I Research Portfolio of nursing, midwifery and care staff leadership utilising the core principles of the framework. The event will demonstrate the contribution that nursing, midwifery and care staff have made and will continue to make to transformation of health and care and their key contribution going forwards to delivering the NHS Long Term Plan. The event will be free to attend and registration will open in the near future – updates can be seen via [@6CsLive](#)

You can [read](#) the full LCAV case study on the Atlas of Shared Learning.

We would like to hear from you if you are leading change in your work – a case study template can be downloaded from <https://www.england.nhs.uk/leadingchange/contactus/case-studies> or contact the team at england.leading-change@nhs.net for further information.

Your case study could contribute to the Atlas of Shared Learning, sharing good practice across England

Keeping the people we care for safe and well through winter

Health and social care staff delivering hands on care to residents and clients are eligible for a free flu vaccine

Have you had your free Flu jab yet?

Anyone can get flu (even healthy people), and serious problems related to flu can happen at any age

All frontline health and social care workers should have the flu vaccine to protect people they care for, who may not make a good immune response to their own flu vaccine

You need the jab every year to gain protection for yourself and to stop you spreading it to others. It can't give you flu and the vaccine is safe

Remember – 8,000 people die from flu every year

We will give bronze, silver or gold certificates to care homes and home care organisations who tell us their staff have been vaccinated

Display your certificate in your reception area so everyone knows you are protecting those in your care

More information is on its way explaining how to claim your certificate



Fulford Nursing Home · 28/11/2018

A fantastic 86% take up for the staff flu jab today. Fantastic staff dedicated to their residents, doing the right thing.



What you need to do

Take identification that includes your name and the name of your employing organisation. This could be an ID badge, a letter from your employer or a recent pay slip

Where to go for your free flu jab

You can get it from any pharmacy that is offering the NHS flu vaccination service. This is most but not all community pharmacies. Last year it was about 90% of pharmacies. Alternatively you can ask your registered GP if they are signed up to the scheme. Last year, most practices were

Check with your practice or the pharmacy before attending



Can you help us?

Use of digital solutions is becoming increasingly topical and we would very much like to support the care sector to understand what this means, identify which steps need to be taken to gain benefits, and consider any problems or obstacles that can be expected along the way.

We know several organisations are already exemplars in this area so we would like to hear how you overcame any problems and the lessons you learned in the process, so others can benefit from your experience. Our aim is to hold some events across the region early in the new year and we would like your insight as we develop the agenda.



Here's the survey link – fill it in now so we deliver YOUR agenda!

<https://forms.office.com/Pages/ResponsePage.aspx?id=kp4VA8ZyI0umSq9Q55Ctv2SeFvlphz5Aj6pHjgbOavBUNUk1V0tLNkRETFZQTzg0WDM1MUqxTkdEMC4u>

Digital Technology: where are you?

1. What Digital Technology are you using at present?

This may include any of the following examples, please tick all that apply:

- Capacity Tracker
- NHS Mail
- Access to the Summary Care Record (SCR)
- Access to GP clinical system
- Telemedicine
- Skype for Business
- None
- Other

Open until
31 January 2019

Care Together – Share Together

We are ...

Nursing now
England

Help nurses use their voice.

Join us!

Sign up to be an Ambassador

horizonsnhs.com/NursingNowEngland #NursingNowEngland



On 10th December 2018 in the RCN, the home of nursing, the Transforming Perceptions programme was rebranded to Nursing Now England and will continue to build on work with local Ambassadors:

- Strengthening the voice of nursing and ensure their leadership is recognised
- Sharing this extraordinary career with young people in schools and local communities
- Reenergising pride in our profession

The #Nursing Now England hashtag achieved an incredible 10 million impressions in just 24 hours!

Join Nursing Now England Ambassadors



Capacity Tracker

in partnership with



Built in partnership with NHS North of England Commissioning Support (NECS), NHS England North, local authority representatives and care home providers - enables care homes to share their available capacity in real time and allows users to search for care home availability across England so people don't stay in hospital any longer than necessary

Over 7,800 users are registered and seeing the benefits Are you one of them?

Check out our [Capacity Tracker Mobilisation Website](#) to find lots of useful information including how to register. Also visit our

Resource Center

There's LOTS to see!

Find posters, case studies, videos, Quick Guides, Grab Guides

If you can't find what you're looking for tell us and we'll try and add it!

Join our monthly masterclass

The next one is:
30th January
2pm-3pm*

Dial in on
0191 2172500

Access code
998 120 101

*More classes will follow – watch this space!

Key features for Care Homes:



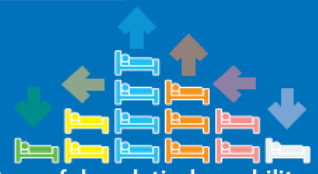
Register and use Capacity Tracker for free



Update your bed availability within 30secs



Find available beds within 30 seconds



Powerful analytical capability of published national DTOC data, including DTOC Benchmarking



NHS Digital Data Security and Protection Toolkit compliant



7,800+
Registered Users



4,400+
Registered Care Homes



16,400+
Care Home Vacancies



soon to include Home Care and public access plus much more



National user group led by NHS England to help steer product development

Case Study

Capacity Tracker has helped Warrington Borough Council reduce DTOCs Find out how here

[WBC Case Study](#)

Watch

our animated video and how to guides here

[Capacity Tracker videos](#)

You can contact our helpdesk on **0300 555 0340**

Our turn to help you!

Complete these surveys so we can continue to provide the best support possible across the health and social care sector

Access to end of life care medicines in the community survey

NHS England wants to hear about experiences regarding access to specialist palliative and end of life care (EoLC) medicines and are particularly interested in sharing possible solutions to any issues or challenges faced.

[This short survey](#) is aimed at people who are providing end of life care in the community and is now live on the NHS England consultation hub until

Friday 18 January 2019

Please feel free to disseminate the link to all relevant contacts in both health and social care. Please note, this is not aimed at community pharmacists but does include pharmacists involved in palliative care services.

Further information about the national EOLC programme is available on these [recently updated webpages](#).

If you have any queries, please email england.endoflifecare@nhs.net

Survey of podiatry provision in care homes

As part of working up a bid to look at the impact of podiatry as a potential means of preventing falls in care homes, researchers from the Universities of Dundee, Newcastle and Nottingham are interested in mapping the current level of service provision for podiatry in care homes. The level of podiatry provision varies considerably between the different areas of the country and as such, they are interested in capturing the level of podiatry input currently received by care homes across England. This is part of a wider national survey.

As far as we know, no one has ever asked care homes what sort of podiatry input they get, and to what extent provision comes from the NHS or the private sector. In the long term, it is hoped that the survey will inform future research that our team plan to undertake in care homes around the role of podiatry in falls prevention.

The survey is very short with only 6 questions, and will take **less than one minute to complete**

Contact Gavin Wylie: g.wylie@nhs.net

LINK TO SURVEY:
<https://www.surveymonkey.co.uk/r/9CXPNK3>



Fund for Innovation and Leadership Programme 2019 Improving lives of people living with frailty

The QNI have been very fortunate to receive funding from the Burdett Trust for Nursing to run a new programme specifically focusing on people living with frailty. Up to 10 local projects will be selected for funding and project leaders will receive a year-long programme of professional development to support them in delivering their project.

The closing date for applications is 31st January 2019

Sue Boran, Director of Nursing Programmes will be managing this programme. If you would like to talk to her informally about your idea before completing your application she is happy to advise you

If you are shortlisted, the nurse leading your project will be invited for an interview on either 5th or 6th March 2019 at the QNI offices in London. Successful applicants are asked to commit to all three workshops held in London on the following dates:

Tuesday 9th and Wednesday 10th April 2019

Tuesday 2nd and Wednesday 3rd July 2019

Tuesday 1st and Wednesday 2nd October 2019

If you would like more information contact Sue

 020 7549 1409 or

sue.boran@qni.org.uk



Regional Medicines Optimisation Committee (RMOC)

Homely remedies Position Statement



For Use in Care Homes by adults: November 2018

The Regional Medicines Optimisation Committee (RMOC) (Midlands and East) reviewed issues pertaining to homely remedies in care homes. This statement relates specifically to care homes but recognises that many of the recommendations can be applied in settings where residents do not have ready access to over-the-counter medicines.

Definitions used:

Homely remedy: a non-prescription medicine that a care home can purchase over-the-counter (i.e. the medicines are owned by the care home) for the use of its residents

Self-care: self-care or self-management is a term used to include all the actions taken by people to recognise, treat and manage their own health. They may do this independently or in partnership with a care provider.

Minor conditions: self-limiting minor health problems such as headache, toothache, occasional diarrhoea, symptoms of a cold, sore throat.

People living in a care setting will, on occasion, need treatment for minor conditions and should have access to a range of homely remedies in a timely and safe manner. Homely remedies are kept in the care home to allow residents access to medicines that they would commonly use at home to treat minor self-limiting conditions.

The RMOC recommendations relate specifically to homely remedies although the committee recognised there is a wider issue that care home residents may not have ready access to other over-the-counter medicines for self-care unless there is a locally agreed process in place to enable them to do so.

The RMOC recommendations:

Care homes should ensure that residents have access to homely remedies for the management of minor conditions—this recommendation is in line with Care Quality Commission (CQC [Homely Remedy Guidance](#) (updated July 2018), NICE Guidance ([Managing Medicines in Care Homes](#), NICE Good Practice Guidance, March 2014), and the National Care Forum ([Safety of Medicines in Care Homes: Homely Remedies Guide](#), 2013).

Access to homely medicines should be enabled through a specific policy, which forms part of an overall medicines policy for the care home. This is an important aspect of good medicines governance.

The homely remedy policy should describe how residents can access over-the-counter medicines that would commonly be available in any household. Advice from a healthcare professional on the use of homely remedies should be taken for each resident in advance, or at the time of need. This can be provided by the GP, pharmacist (care home or community), or care home nurse.

The RMOC acknowledges the guidance provided by NHS England on [Conditions for which over the counter items should not be routinely prescribed in primary care](#). However, this guidance should not prevent care home residents from accessing appropriate treatments for minor self-limiting conditions as part of their own self-care. Commissioners should take into account the particular circumstances and needs of care home residents when developing local commissioning policies for self-care and self-management.

In addition to this position statement, the RMOC has produced a template homely remedy policy. The template policy is available through the RMOC resources section of the SPS website as an example that can be adapted for local use. Use this link to access the template policy <https://www.sps.nhs.uk/articles/rmoc-guidance-homely-remedies/>

We look forward to sharing next time...

Sharing best practice so we care better together

We are currently recruiting ambassadors for Nursing Now England

Our ambassadors are helping us to celebrate the fantastic work nurses deliver throughout the country and **encourage young people who are considering entering the profession.**

We have many exciting challenges coming up and we look forward to working with you and sharing your nursing progress.

If you would like to sign up to be an ambassador sign up here

[https://horizonsnhs.us18.list-](https://horizonsnhs.us18.list-manage.com/subscribe?u=b48003ef85ed66462c015a486&id=829d76a63a)

[manage.com/subscribe?u=b48003ef85ed66462c015a486&id=829d76a63a](https://horizonsnhs.us18.list-manage.com/subscribe?u=b48003ef85ed66462c015a486&id=829d76a63a)

For more information on the Nursing Now England campaign please visit our website

horizonsnhs.com/NursingNowEngland or
[#NursingNowEngland](https://twitter.com/NursingNowEngland)

On 10 September, Secretary of State for Health and Care, Matt Hancock launched 'Talk health and care'. He has invited anyone working across health and care settings to share their blogs and tell him about what you do... Help him to understand what a vital role we play and how he can help too.

Use this link to join in the conversation...

https://dhscworkforce.crowdicity.com/?utm_campaign=761943_End%20of%20week%201%20-%20workforce%20engagement&utm_medium=email&utm_source=Department%20of%20Health&dm_i=3ZQO,GBX3,26DZHX,1QQSU,1



Have a wonderful Christmas and the very best of health in the new year

Getting ready for 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?

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

Beat our **next 30 day challenge**

30 DAY
challenges

JANUARY 2019

Give a talk to young people about what extraordinary careers NURSING & MIDWIFERY are

An EXTRAORDINARY CAREER for YOUNG PEOPLE

