

## 30 DAY challenges

Run a "great ideas"  
challenge for tackling  
unwarranted  
variation



INVESTING  
-IN-  
INNOVATION

February 2019



### 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:

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#### Tyne and Wear and North Cumbria:

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## Are you GDPR ready?

You can demonstrate you are by completing the data security and protection toolkit (DSPT)

If you want to know more about it contact Liz Howarth:



DSPT Project Manager for the North region: [Liz.Howarth3@nhs.net](mailto:Liz.Howarth3@nhs.net)



## **Ruth May, Chief Nursing Officer**

Hello and welcome from me, as the new Chief Nursing Officer for England. I'm so pleased and proud to represent you and our wonderful nursing, midwifery and care professions. I officially started as CNO on Monday 7<sup>th</sup> January and it has been a whirlwind first few weeks. On my first day, I was off to Liverpool for the launch of the NHS Long Term Plan. Our professions have a huge opportunity in the coming months to contribute to the priorities laid out in the plan, for the benefit of our communities, and this will be a major focus for us.

I've also been doing lots of visits across the system, to see first-hand the commitment and care of our staff in different care settings. From Blackpool to Chelmsford and acute trusts to prison services [\[LT1\]](#) and beyond, I have been shadowing our staff as they deliver care, and hearing their ideas for the future. I hope to get out and about as much as possible in the coming weeks. We are all part of one extended team and I'm proud to represent care professionals as a vital part of the work we are doing within communities.

I've been delighted to see that people who need a care home placement will get out of hospital sooner avoiding long delays now new technology is being rolled out to care homes, local authorities and hospitals across England. Capacity tools such as the Capacity Tracker show how many vacancies there are in each care home saving health and social care staff hours of time phoning round to check availability.

People in care homes are amongst the most vulnerable in society and often have complex needs. They deserve the best care that can be provided. By using this type of technology to work more closely hospitals, Local Authorities and care homes can make sure their residents get the best care as quickly as possible and are not left in hospital waiting for a placement and at risk of further complications when they don't need to be.

You may have seen us use the tag #teamCNO on Twitter and out and about. I hope we can all use this as an inclusive way to talk about the work we are all doing and to encourage a collective sense of pride amongst our workforce.

Thank you for your work, your commitment and your dedication to excellence.

Care Together – Share Together



Have you booked your place at our annual conference yet?

**Care Together – Share Together 2019** is back!

Click here to register now:

<https://www.events.england.nhs.uk/events/care-together-share-together-2019>



**Chris Pointon** will be joining us  
He is the **Global Campaign Ambassador**  
and co-founder of the  
**#hellomynameis**  
campaign

**Care Together – Share Together 2019**  
**21 March 2019**



## Highlights you can expect at Care Together – Share Together 21 March 2019

Click here to register now:

<https://www.events.england.nhs.uk/events/care-together-share-together-2019>

Outcomes from



A pilot gave patients back 91,728 days or 250 years' worth of time across nine trusts in the East of England as result of getting patients up and dressed. The Chief Nursing Officer rolled out a national 70-day challenge last year – with an ambition to re-capture a million patient day.

**How did we do?**

Chris Pointon will be joining us. He is the Global Campaign Ambassador and co-founder of #hellomynameis Campaign



'#hello my name is...' is a play by Brian Daniels, directed by Dr Bernie C Byrnes, and performed script-in-hand by two actors. The play tells the story of Dr Kate Granger MBE, her husband, Chris Pointon, and their personal heartbreak, resolve and determination to make the world of healthcare a better place.

Find out more about:



Where to go for help and advice



Be there at the launch of  
React to PREVENT Falls



Book NOW! Limited places



# Care Together – Share Together

## 21 March 2019



# Who is in the Break-out rooms?

NB Some organisations are subject to confirmation

## Using the NART Tool

Wherever possible staff want to care and manage the people they care for with acute conditions without the need for A&E. Find out how the NART tool can help!



Teaching Care Homes: Creating a community of homes committed to excellence in care and learning

### Role of the Impartial Trusted Assessor

## How to be Outstanding

Meet colleagues who met the CQC outstanding criteria so you can too!



Capacity Tracker  
<https://carehomes.necsu.nhs.uk>



Crown Commercial Service  
Supplier

in Partnership with

NHS  
England

# Who is in the Market Place?

NB Some organisations are subject to confirmation



North West Ambulance Service



NHS



NHS  
North East Ambulance Service  
NHS Foundation Trust



Yorkshire Ambulance Service  
NHS Trust



the care workers charity

CMM

Promoting the Care Sector Awards  
Have you applied?



YORKSHIRE & HUMBER  
ACADEMIC HEALTH SCIENCE NETWORK



Improvement Academy



Click here to register now:

<https://www.events.england.nhs.uk/events/care-together-share-together-2019>



## 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=kp4VA8ZyI0umSg9Q55Ctv2SeFvIphz5Aj6pHjgbOavBUNUk1V0tLNkRETFZQTzg0WDM1MUgxTkdEMC4u>

### 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  
29 March 2019

# 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

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

Remember – 8,000 people die from flu every year

When you have had your free flu jab tell your employer!

They will contact us and we will send a bronze, silver or gold certificate. It illustrates your commitment to getting vaccinated and highlights the steps you have taken to protect yourself, your family, colleagues, and very importantly the vulnerable people you care for

## 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



## 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

NHS  
England



Public Health  
England

## Certificate of Achievement

This Certificate is Presented To

INSERT NAME OF CARE HOME/SERVICE HERE

Bronze Flu Vaccination Achievement Award

Date

Margaret Biddling, Chief Nurse, NHSE, NHSE/20627








Professor Paul Beale, Regional Director, PHSE/20616

Now that's an achievement worth shouting about!

**Capacity Tracker** enables care homes to share their available capacity in real time and allows users to search for care home availability across England. The system helps people to make the right choice for them ensuring they don't stay in hospital any longer than is necessary, when discharge from hospital to their own home is not possible.

Capacity Tracker can be used in the individual's own home when they need to choose a care home suitable for their needs.

## What are the benefits?

-  Helps minimise delayed discharge from hospital and significantly reduces the amount of time discharge teams waste on ringing around care homes searching for vacancies. Repeat phone calls become a thing of the past!
-  It's fast, secure and completely free to care homes. It's simple to register too, with rapid set up that allows users to have access within minutes.
-  It's web-based and accessible on any internet connected device.
-  It provides a view of care homes with vacancies across the country, supporting efficient discharges and helping to minimise avoidable length of inpatient stays in hospital.
-  Care homes can advertise their vacancies across the country within 30 seconds.
-  Users can easily analyse the nationally published DTOC data for any Trust and Local Authority in England and benchmark DTOC performance and track the impact of initiatives designed to delayed transfers of care.
-  Makes it easier and faster for care homes to fill their vacancies

Matt Hancock referenced the Capacity Tracker in his speech at the 2018 NHS Expo




### Capacity Tracker

"We need technology that makes life easier for hard working and often over stretched staff. We need technology that can run basic tasks and processes more efficiently. This will save the NHS money and free up staff time – money and time that can be better used to provide great care. There are also many great innovations aimed at improving patient care across settings, like the Capacity Tracker which enables staff to locate available beds in nearby care homes instantly – reducing the need for nursing staff to spend all day on the phone ringing round and freeing up beds in acute settings"

Matt Hancock, Secretary of State for Health and Social Care



Capacity Tracker is now on Facebook follow us and share your experience and tell us what you would like to see. We are also on Twitter



Watch our Capacity Tracker animation [here](#)



Care home manager Marie has been talking to us about the many benefits of using the Capacity Tracker View [here](#)



Vacancies being declared by care homes on the Capacity Tracker now exceed 24,000! All searchable by discharge teams across England to support A&E pressures

## SIGN UP NOW!

Join the rapidly growing community of over 5,839 care homes using the Capacity Tracker

To register visit: <https://carehomes.necsu.nhs.uk>

You can contact our helpdesk on 0300 555 0340



## The NHS Long Term Plan Snapshot view



### Improving quality and outcomes

- Specific **waiting time targets** and **access standards** for emergency **mental health** services will be introduced from 2020, including children and young people's
- Greater emphasis will be placed by the CQC on **system-wide quality**
- New **Rapid Diagnostic Centres** for cancer from 2019

### New service models

- Introduction of new primary care **network contracts** to extend the scope of primary and community services
- **2.5m people** will benefit from social prescribing, a personal health budget, and support for managing their own health
- A **Same Day Emergency Care** model across all acute hospitals, increasing the proportion of same day discharge from a fifth to a third
- A new **clinical assessment service** will be set up as the single point of access for patients, carers and health professionals
- Reforms to diagnostic services including investment in **CT and MRI** scanners

### Prevention

- Funding for specific **new evidence-based prevention programmes**, including to cut smoking; reduce obesity and avoid Type 2 diabetes; limit alcohol-related A&E admissions; and lower air pollution
- Local health systems to **reduce inequalities** over the next decade

### Digital care

- People will be able to switch from their existing GP to a **digital first provider**
- Everyone in England will have access to a **digital first primary care offer** e.g. online or video consultations by 2022/23
- Expansion of online consultations in secondary care to avoid **a third of all outpatient appointments** within five years
- All trusts must move to **full digitisation** by 2024
- By 2021/22, all ICSs to have a **chief clinical information officer** and a **CIO**
- Introduction of a new **digital front door**



## Improving health and care

### Building the foundation

#### Workforce



- Potential introduction of formal **regulation of senior NHS managers**
- Introduction of a **NHS leadership code** which will set out the cultural values and leadership behaviours of the NHS
- More doctors will be encouraged to train as **generalists**
- **Flexible rostering** will become **mandatory** across all trusts
- New **entry routes** supported: apprenticeships; nursing associates; online qualification; and 'earn and learn' support
- **£2.3m** investment to double volunteers

#### Finance



- **3.4%** funding growth over next **five years**
- Increasing funding for **primary and community care** by **£4.5b** and **mental health care** of **£2.3b** more a year
- Worst financially performing NHS trusts will be subject to a NHS Improvement-led **accelerated turnaround process**
- **Finance Recovery Fund** to be set up, accessible to trusts with identified financial risks
- NHS expected to save **£700m** from admin costs in the next **five years** – (£290m commissioners and £400m from providers)

#### Structure



- England covered by **Integrated care systems (ICS)** in two years – involving a single CCG for each ICS
- ICSs supported by **legal shared duties** and ability to create **joint committees** between CCGs and providers
- **Legislative change requested** to free commissioners from procurement rules and remove the role of the Competition and Markets Authority in NHS merger and acquisitions
- Exploration of opportunities to fund **public health services** through the NHS budget
- NHS England and NHS Improvement empowered to establish **joint committees**

# What's happening..?



## The Topol Review Preparing the healthcare workforce to deliver the digital future

Health Education England, 11 February 2019

<https://topol.hee.nhs.uk/>

This independent review, commissioned by the Secretary of State for Health, outlines how education and training for staff now can deliver a better future for patients and the staff who care for them by implementing technologies such as genomics, digital medicine, artificial intelligence and robotics. It advises on how technological and other developments are likely to change staff roles; what the implications of these changes are for the skills required by the professionals filling these roles; and the consequences for education, training and lifelong learning of current and future NHS staff.

## NHS App rollout

NHS England, 23 January 2019

<https://www.england.nhs.uk/2019/01/nhs-app-begins-public-rollout/>

The NHS App is now being rolled out across England. GP practices will need to review some of their system settings before they can go live and enable all the functions of the NHS App. When the GP practice is connected patients will be able to use it to book and manage appointments at their GP practice; order repeat prescriptions; view their GP medical record; check symptoms using NHS 111 online and the health A-Z on the NHS website; register as an organ donor; and choose whether the NHS uses their data for research and planning. Until the GP practice is online patients will be able to use the NHS App to check their symptoms.

## Do you want more information and access to policies and guidance?

**The Better Care Exchange** is an online platform, providing an accessible place for sharing information and good practice on delivering better, integrated health and social care. We would like to welcome those involved in shaping, and commissioning better integrated care onto the Better Care Exchange

If you have not yet registered, please request to join via email: [England.bettercareexchange@nhs.net](mailto:England.bettercareexchange@nhs.net)

You can also register to join the Enhanced Health in Care Homes Workspace  
The request to join should be sent to [manager@future.nhs.uk](mailto:manager@future.nhs.uk)

# What's happening..?



## Urinary Tract Infections (UTIs) in older adults

Health Education England (HEE) has commissioned an educational film, in collaboration with Public Health England's Primary Care Unit on the treatment of UTIs in older adults.

It is aimed at all out of hospital health and social care workers and introduces resources that can be used to diagnose, manage and prevent UTIs in out of hospital settings.

The film supports staff to effectively treat older adults with UTI's, supporting existing Public Health England tools – [TARGET UTI leaflet](#) and [UTI diagnostics tool](#).

It compliments the other short films that HEE has supported in a collaboration with PHE Primary Care Unit and TARGET Toolkit. It also promotes 'To Dip or Not to Dip' that aims to improve the management of urinary tract infections in older people in nursing home care.

**There is a link to educational resources for health and social care workers**

**There is also a link to practical resources for health and social care workers to share with patients and carers**

**The film and resources are available on the [e-LfH AMR site](https://www.e-lfh.org.uk/programmes/antimicrobial-resistance-and-infections/);**  
<https://www.e-lfh.org.uk/programmes/antimicrobial-resistance-and-infections/>

There is also a recently launched HEE film available on [antimicrobial stewardship for GPs](#)

# Tweets of the Month



Share your thoughts on Twitter and we'll share them here!



#careandshare

**NHS Horizons** @horizonsnhs · 27m  
 What's unwarranted variation and why does it matter? It's February's #NursingNowEngland Challenge - @BevMatthews\_ explains more about it in this post. We'd love to hear how you're getting on!  
[nhs.uk/horizons.pastle.net/post/102164/v/...](http://nhs.uk/horizons.pastle.net/post/102164/v/...) #TeamCNO



**NHS Horizons** @horizonsnhs · 7m  
 We're looking forward to the #ProjectA Mental Health event tomorrow, where we'll be co-producing actions to improve the emergency response for people experiencing mental health crisis. If you're interested but can't attend, we'll be tweeting throughout the day 🌟👉



ASSOCIATION OF AMBULANCE CLERK EXECUTIVES COLLEGE OF PARAMEDICS HORIZONS

**Rachel** @RachAThMachine · Feb 12  
 Love this - real cats have same positive impact on health and well-being as robotic seals for care home residents. #SHEDLeeds

**Capacity Tracker** @CapacityTracker · 21h  
 We've just launched our Facebook page today. Feel free to start a conversation! Just search Capacity Tracker. @HilaryGarratt @Ruthholt800 @margaretkitchi1 @LynneWigens @sue\_doheny @NCFCareForum @CareAssoc @RMayNurseDir @HC\_One @FourSeasonsHCUK @Barchester\_care @PrioryAdultCare

**Adam Stewart** @InvolveAdam · 7h  
 We're right at the entrance so come on down and have a chat to us @MerrionHouse #UrgentCareLeeds



Find us on:  
**facebook®**



**Sharon Haggerty** @sahaggerty · Feb 12  
 Betty Smithson started Nursing in 1946 - cooking and cleaning were part of the job in those days..... £2 and 10 shillings per month "and I had a ball"

**Bev Matthews RN MSc #NHS** @BevMatthews\_ · Feb 8  
 Here is an updated version of our fab poster for young people to see how to become a nurse. You can find more #WeAreTheNHS resources for #NursingNowEngland Ambassadors to use in secondary schools here: [campaignresources.phe.gov.uk/resources/camp...](http://campaignresources.phe.gov.uk/resources/camp...) #WeAreTheNHS



NHS Horizons, Ruth May, Helen Bevan and 6 others

# 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-manage.com/subscribe?u=b48003ef85ed66462c015a486&id=829d76a63a>

For more information on the Nursing Now England campaign please visit our website [horizonsnhs.com/NursingNowEngland](http://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.crowdcity.com/?utm\\_campaign=761943\\_End%20of%20week%20%20-%20workforce%20engagement&utm\\_medium=email&utm\\_source=Department%20of%20Health&dm\\_i=3ZQO,GBX3,26DZHX,1QQSU,1](https://dhscworkforce.crowdcity.com/?utm_campaign=761943_End%20of%20week%20%20-%20workforce%20engagement&utm_medium=email&utm_source=Department%20of%20Health&dm_i=3ZQO,GBX3,26DZHX,1QQSU,1)

Do you want to showcase any projects, programmes, schemes or good practice that your care home, home care or other organisation is involved in at our

## Care Together, Share Together 2019 conference



We have space in our market place for a limited number of organisations to showcase some great work so others can learn from your experience

Email your suggestion or find out more **before 27 February 2019** by contacting:

[gil.ramsden@nhs.net](mailto:gil.ramsden@nhs.net)

## What's happening in March?

Beat our **next 30 day challenge**

**30 DAY**  
*challenges*



#careandshare

