

Monday 1<sup>st</sup> March 2021



# Avoiding admissions: Services and support for care home staff to keep residents out of hospital

The webinar will begin shortly



# Learning Objectives:

- To share information on services which can help prevent hospital admissions or attendances from care homes in your area
- To offer alternatives to dialling 999 and keep residents out of hospital
- To share information on how and when you can refer to these services
- To provide care home managers with opportunities to ask questions about these services and how they can support care home staff and residents



# ● Agenda:

Agenda item	Speaker
Introduction	HCPA
Care home Early Intervention Vehicle	Herts Urgent Care (HUC)
Prevention of Admission (POA) Service	Hertfordshire Community Trust (HCT)
Enhanced Community Support into Care Homes	Frailty Programme Team
Q&A	All



**HUC**

# **East & North EIV**

**Care Home Early Intervention  
Vehicle**



*Putting the patient at the start and heart of our care*

## The Service

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A service available for East and North Hertfordshire care home residents

The service is for any residents that may have had a fall or require medical attention

You will be assisted in making the most appropriate care decision for your resident

## How to access the service

- Call NHS111 Option 6
- A Navigator, Service Advisor or Health Advisor will answer the call, take demographics and rule out any life threatening symptoms
- You will be called back by a Clinical Navigator who will fully assess the resident over the phone determining which resource is best for the resident
- If the case is suitable for the care home EIV service, the vehicle will be dispatched with a confirmed timeframe for the visit
- If not suitable, an onward referral will be made
- The visiting resource will be a qualified Paramedic or Nurse that is able to fully assess the resident and treat them where able, without the need for unnecessary emergency department visits or admission

# Operating Hours

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The service is available across 4 days per week  
and located at HUC HQ in Welwyn.

Friday - 13:00 – 21:00  
Saturday - 13:00 – 21:00  
Sunday - 13:00 – 21:00  
Monday - 13:00 – 21:00

Last referral time 20:00

# Inclusion Criteria

The service is suitable for care home residents with any of the following:

Falls – Advice and lifting	Faints and Dizziness
Minor wounds	Skin complaints
Asthma and COPD	Earache
Injuries requiring assessment for any potential bone/ soft tissue issues	Minor illness including UTI's and Chest infections
Lower back pain	Minor scalds and burns
Minor allergic reactions	Specialised dressings
Assessments for sepsis	Assessments for residents with sudden or gradual onset of feeling unwell



# Outside of Service Hours

For care home residents requiring assistance for a fall or medical attention outside of the care home EIV services hours:

- Call 111 for further assistance
- You will be taken through a full telephone triage assessment where further advice will be given
- This may include referring to other services which could include:
  - Residents own GP (in hours)
  - Telephone triage/home visits from HUC out of hours GPs
  - Ambulance being dispatched
  - Clinical Advisor telephone triage assessment
  - Other prevention of admission service e.g. HCT

# Case studies- Admission Avoidance



## Case study 1

- Carer called NHS111 to explain that resident had fallen and hit their head (no open wound) resulting in a blunt injury
- The Clinical Navigator picked up the call and spoke to the carer to assess the residents symptoms. They agreed for the care home EIV to visit the home and further assess the resident
- The care home EIV visited the resident at the home and put them on 72 hour observations to ensure they did not decline further
- They gave the home advice on head injury and red flags and advised them on what do to if resident declined

## Case study 2

- Carer called NHS 111 to explain that resident was experiencing confusion
- The Clinical Navigator picked up the call and spoke to the carer to assess the residents symptoms. They agreed for the care home EIV to visit the home and further assess the resident
- The care home EIV were able to offer treatment for a UTI. They prescribed medication for the resident and highlighted warning signs to look out for (loin pain, fever/shivering/ vomiting) and advised on what to do if resident experienced difficulty breathing, swallowing or lost consciousness
- They also advised care home staff to contact GP if confusion persists

# **Prevention of Admission Service**

## **Hertfordshire Community Trust**

# The service

- The prevention of admission service provides urgent same day assessments within the resident's own home
- The POA team offer virtual GP and Pharmacy consultations, and face to face Nursing and Therapy assessments
- Residents can be monitored daily by the POA team until discharge
- The aim of the service is to prevent unnecessary hospital admissions and to support care homes to manage residents
- The service can offer same day or response in 24 hours

# How to access the service

Referrals can be made directly from a care home

There is a GP working in the POA hub who  
will be able to assess patients virtually

To make a referral, please call the E&N Referral HUB  
on **0300 123 7571** to discuss a patient  
directly with one of the POA GPs

# Operating hours

The service is available 7 days a week between 9am and 8pm

The last referral time for same day assessments is 6pm

The overnight nursing service can also provide support  
with blocked catheters and EOL symptom control

The overnight service can be accessed through calling the HCT hub or 111

# Inclusion criteria

## Reasons for referral and treatments offered

IV/oral antibiotics for pneumonia, cellulitis and UTIs

Subcutaneous fluids

Heart Failure- IV Diuretics

COPD

End of life and specialist palliative care

DVT pathway

Urgent mobility assessment following fall or rapid decline in functional ability

Medication reviews by pharmacists

Support with COVID-19 outbreaks in care homes

Point of care testing for infections

ECG

Holistic clinical and functional assessment

Residents must be over 18 and registered with an East and North Hertfordshire GP

# **Enhanced community support into care homes**

Increased proactive support into care homes during Spring 2021

Each care home will have an aligned nurse to support with care planning

All new residents should have a health led care plan started within 7 days of their admission and for this to be completed within 28 days

There will be a weekly multi disciplinary meeting with the nurse, GP and care home staff to discuss individuals where there may be concerns



# Care Home Contact Sheets

Click below to review the contact sheets of Health Services available in your areas in and out of hours. The links also include contact details and when and why to use each service:

- [Lower Lea Valley Care Homes- Service access information](#)
- [North Herts Care Homes Service access information](#)
- [Stevenage Care Homes- Service access information](#)
- [Stort Valley & Villages Care Homes- Service access information](#)
- [Upper Lea Valley Care Homes- Service access information](#)
- [Welwyn / Hatfield Care Homes- Service access information](#)
- [West Herts Care Homes – Service access information](#)



# Introducing the brand new Member's Zone!

Visit:

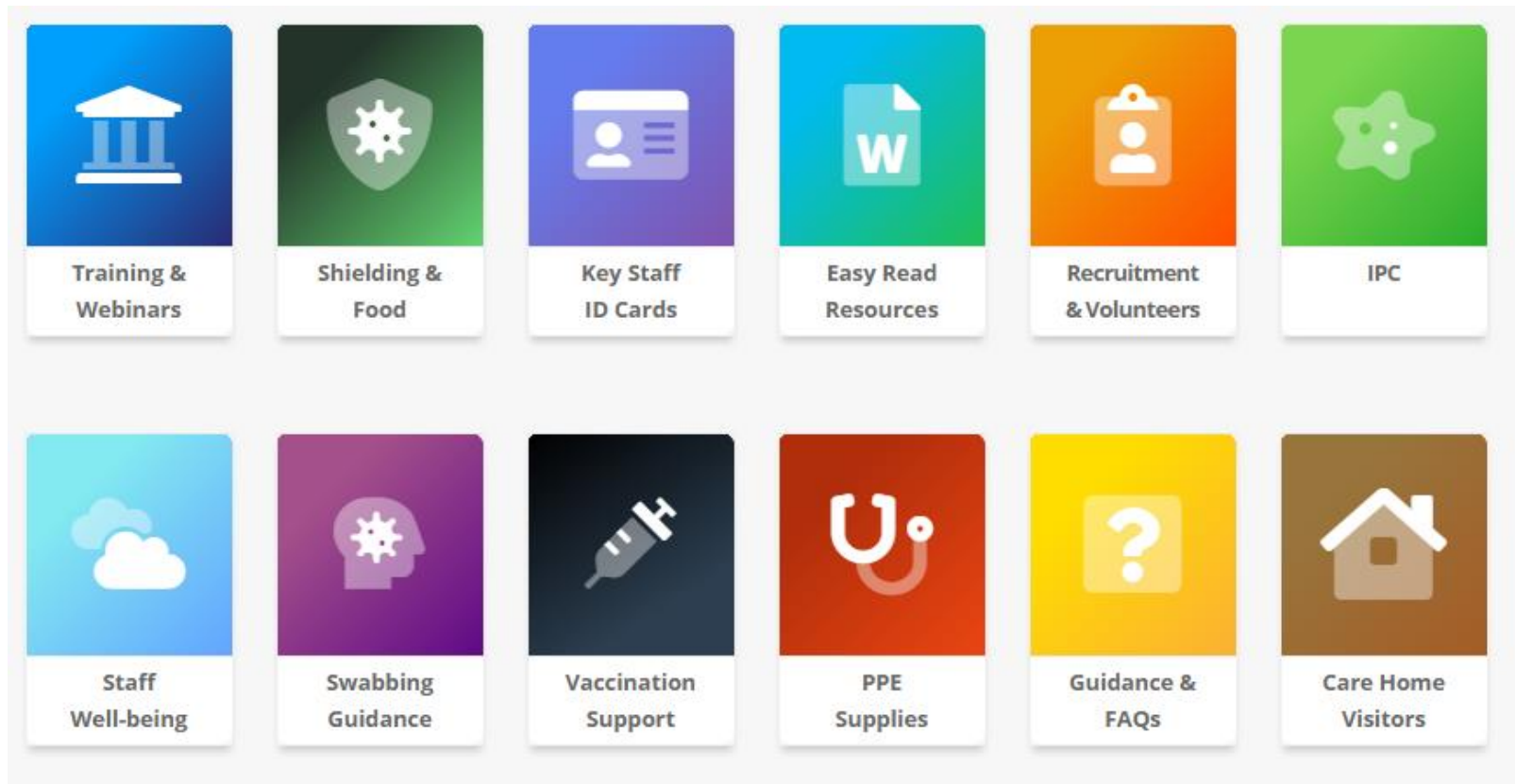
[hcpa.info/members-zone](https://hcpa.info/members-zone)

The site is **available for HCPA members** access this with your login and password you received when you signed up for membership.



The screenshot shows the HCPA Members Zone website. At the top is a blue navigation bar with the HCPA logo and the text 'Hertfordshire Care Providers Association'. To the right of the logo are navigation links: Home, About, Training & Events, Academy, Recruitment, Contact, Members Zone, and Logout. Below the navigation bar is a white header area with the text 'Welcome to the HCPA Members Zone' and a sub-header: 'The Member Zone is here to help all HCPA Members access local and national resources, tools, guides, and contacts in a wide variety of areas.' Below this is a search bar with the placeholder text 'Search the Members Zone' and a blue 'Search' button. The main content area features a 3x3 grid of nine colored tiles, each with an icon and a title: 1. Red tile with a magnifying glass icon: 'REGULATION & INSPECTIONS'. 2. Dark blue tile with a gear icon: 'RUNNING YOUR CARE BUSINESS'. 3. Maroon tile with a shield icon: 'SAFEGUARDING & CAPACITY'. 4. Green tile with a first aid kit icon: 'HEALTH & WELLBEING'. 5. Purple tile with a pill icon: 'MEDICATION'. 6. Light blue tile with a clipboard icon: 'CARE PLANNING'. 7. Blue tile with a trash can icon: 'HCPA EVENT RESOURCES'. 8. Brown tile with a laptop and smartphone icon: 'TECHNOLOGY & EQUIPMENT'. 9. Orange tile with a ribbon award icon: 'ADVANCED CHAMPION RESOURCES'.

# Support COVID-19 pages managed on the HCPA website- [www.hcpa.info/covid-19](http://www.hcpa.info/covid-19)



# Q&A

## Provider Hub

Call 01707 708 108 (9am – 5pm | Mon – Fri)

Email [assistance@hcpa.info](mailto:assistance@hcpa.info)

Visit- [www.hcpa.info/covid-19](http://www.hcpa.info/covid-19)

Sign up for the Daily HCPA newsletters

