

22nd February 2021



Herts Valley Care Homes

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 Improvement team	Herts Valleys CCG
Emergency Care Practitioner	Herts Valleys CCG and East of England Ambulance Service
Rapid Response service	Central London Community Healthcare NHS Trust (CLCH)
Q&A	All

What is the CHIT team and how can it support care homes?

Supporting care homes to provide the best quality care

A locality based multi-disciplinary team established to help care homes and local practices support Herts Valleys registered care home residents, many of whom are most vulnerable in our society

How will the CHIT support care homes with admission avoidance?

The team aims to enhance the knowledge of care home workforce by:

- Offering help, advice and training to staff in the care homes
- Advice and signposting to other healthcare professionals when appropriate e.g. dieticians/nutritional support
- Support homes to review and improve systems and processes
- Support care homes in providing training where residents with clinical issues have been identified
- Support proactive care planning
- Provide help and support to meet the CQC and local standards
- Work with homes to support provision of care at home for residents who are unwell, preventing avoidable admissions to hospital

Who does the CHIT team work with?

The CHIT will liaise with other agencies that have interdependency with the improvements for care homes. These include;

- Hertfordshire Care Providers Association who provide external training (HCPA)
- The Care Quality Commission (CQC)
- GP practices
- Hertfordshire County Council (HCC)
- Central London Community Healthcare Trust (CLCH)
- Hertfordshire Partnership Foundation Trust (HPFT)
- Emergency Care Practitioners (ECP)
- East of England Ambulance Service Trust (EEAST)
- West Hertfordshire Hospital Trust (WHHT)
- The Royal Free Hospitals NHS Trust with Barnet and Chase Farm hospitals (RFH/BCF)
- Impartial Assessors – based at WGH, Barnet, L&D

How can the team support care homes?

The team can support care homes with the following education sessions:

- Covid-19 IPC training
- Donning & Doffing training
- Care planning
- Catheter Care
- C Diff
- Challenging behaviour
- Chest infection
- Communication/difficult conversations
- Constipation
- COPD
- Deteriorating resident
- Diabetes
- End of Life
- Epilepsy
- Falls prevention
- Frailty
- Hydration
- Infection Prevention and Control
- Influenza
- MRSA
- Parkinson's
- Pressure ulcer prevention
- Sepsis
- Urinary Tract Infection
- Oedema

How to contact the team

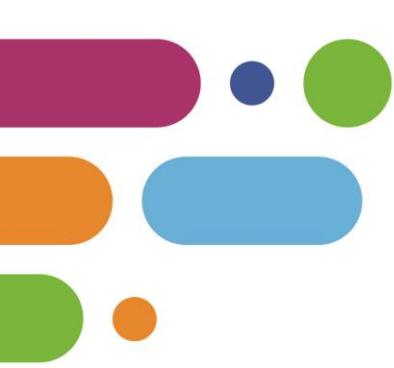
CHIT nurses are assigned to all care homes in West Hertfordshire.

If managers are not aware of this team they can contact them via: hertsvalleysccg.chitnurse@nhs.net

The team is available 9am-5pm Monday to Friday.



Emergency Care Practitioner (ECP)



What is the ECP and how can it support care homes?

The Emergency Care Practitioners (ECPs) provide a See and Treat service within the Residential Care Homes of West Hertfordshire.

The scheme aims to provide appropriate treatment to patients in care homes, referring to alternative care pathways, including A&E, where necessary.

Inclusion criteria

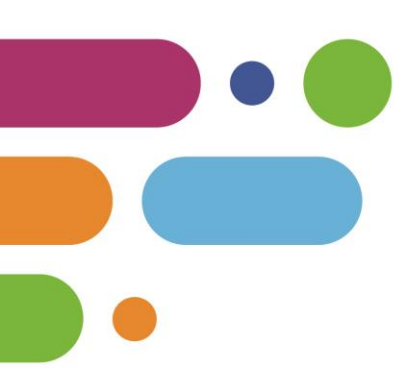
The ECP can respond to the following scenarios for care home residents:

- Head injuries (without loss of consciousness)
- Wounds
- Burns & scalds
- Joint & limb injuries
- Soft tissue injuries
- Rib injuries
- Back pain
- Chest infections
- Urinary tract infection
- Dizziness
- Vomiting
- Minor allergic reactions
- Falls

Exclusion criteria

The ECP cannot respond to the following scenarios for care home residents. These should be referred to 999 immediately:

- Not breathing
- Unconscious/unresponsive
- Severe shortness of breath
- Chest pain
- Stroke symptoms (using FAST test)
- Uncontrollable bleeding
- Loss of consciousness following a head injury



Operating Hours

The ECP is available 06:30-23:00 seven days a week

How to contact the ECP service

- To contact the ECP service please call **0345 601 0552**
- This will connect you to the answering service for the ECP team
- The call handler will ask some routine questions to establish the resident's presenting complaint
- If appropriate, an ECP will attend

CLCH Rapid Response service

Prevention of hospital admission service, comprising of Nurses, Paramedics, Occupational Therapists, Physiotherapists and Support Workers

Commonly responds to referrals from GPs, A+E, 111, EEAST and other community clinicians, who have completed a clinical assessment

What is the CLCH Rapid response service and how can it support care homes?

Currently providing an advice line service for Care Homes in West Herts. This is for concerns over individual patients who may require an assessment to prevent them being sent to hospital, which can be arranged by the triage clinician during the call if appropriate.

The advice line should not be used for support that would normally be accessed through the ECP service.

Inclusion criteria

HV GP and HV resident (including care homes)

Over 18 years of age

Presenting condition would otherwise require an imminent hospital admission

Example conditions (not exhaustive):

- Short term minor illnesses causing reduced mobility or functional decline (e.g. respiratory infection, urinary tract infection)
- Falls and Dizziness
- Cellulitis (unilateral)
- Catheter problems
- Diarrhoea/Constipation/Vomiting/dehydration
- Acute confusion manageable at home (consider pathology, safeguarding and more subtle organic pathologies e.g. stroke with speech involvement only which may require clinical discussion)

Exclusion criteria

- Sudden, acute medical problems, such as abdominal pain, chest pain, DVT, PE or severe DIB
- Acute, severe Asthma
- Illness or Infections where the patient is systemically unwell has suspected sepsis or red flags.
- Mental Health problems as primary presentation (without other physical health presentation)
- Traumatic injuries except for management of wounds without underlying structural involvement.
- Alcohol or substance abuse or intoxication as primary complaint

Operating hours and how to contact

08:00 – 22:00 (last referral at 20:00)

365 days per year

03000 200 656; option 2; option 8

Out of Hours please contact 111

Service Contact Sheets

Previous Webinars

Q&A

Provider Hub

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