

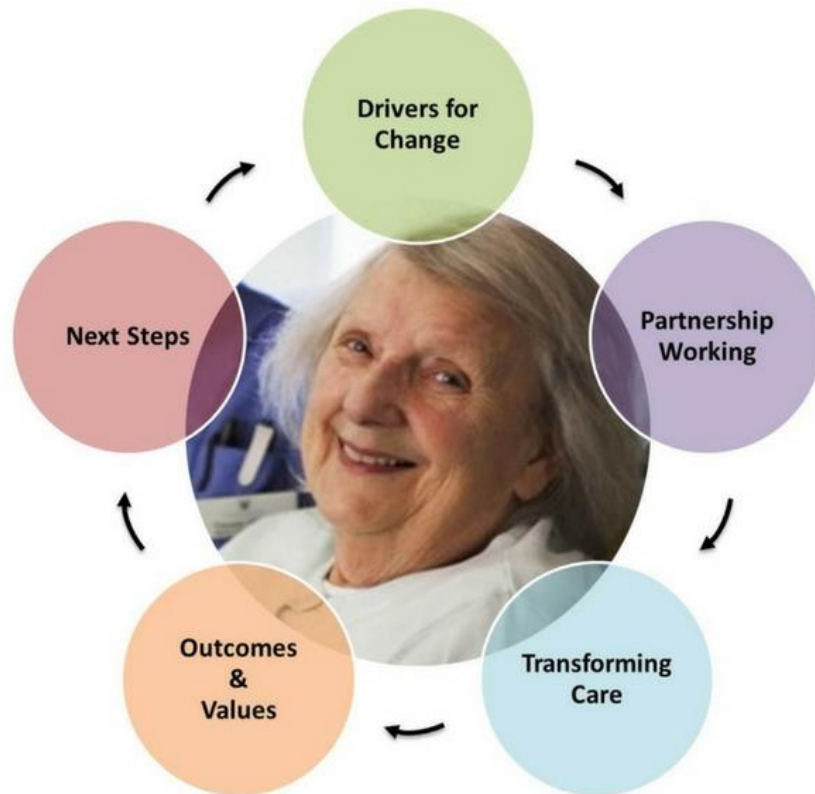
# North Tees and Hartlepool Education Alliance

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# OUR APPROACH



## Improving Value in the Care of Frail Older Patients



## Drivers for Change

Activity & Performance

Market Pressures

Variation in Quality

Financial Challenges



# Transforming Care

How we did it...





NORTH TEES AND HARTLEPOOL  
EDUCATION ALLIANCE

Care Home Providers

Hartlepool and Stockton-on-Tees  
Clinical Commissioning Group

North Tees and Hartlepool  
NHS Foundation Trust

Alice House Hospice

Stockton Borough Council

Hartlepool Borough Council

Tees, Esk and Wear Valley NHS  
Foundation Trust





## Transforming Care

### Aims of the Programme

- Promotion of well-being for residents within care homes
- To improve quality of care within Care Homes linked to CQC priorities
- Equip staff with the knowledge to recognise signs and symptoms of deterioration within the residents
- Reduce admissions and readmissions to hospital
- Increase the confidence and knowledge of staff when referring to other services
- Encourage collaborative working





## Transforming Care

# Training Sessions - Topics

North Tees and Hartlepool Foundation Trust are co-ordinating this alliance of organisations to deliver training on these topics:

Year 1 = over 1500 attendances to the sessions.

- **Nutrition & Skin Integrity – Wellbeing of the Frail and Elderly** – *Provided by North Tees and Hartlepool NHS Foundation Trust.*
- **Hydration & UTI Prevention – Wellbeing of the Frail and Elderly** - *Provided by North Tees and Hartlepool NHS Foundation Trust.*
- **End of Life Care** – *Provided by Alice House Hospice.*
- **Dementia and Delirium Awareness** – *Provided by Tees, Esk & Wear Valley NHS Trust.*
- **Falls awareness** - *Provided by Fall Prevention Services, Stockton BC & Hartlepool BC.*
- **Advice and support for Nurse revalidation** - *Information file given.*
- Plus bespoke training for the **Digital NEWS** pilot.

2 hour sessions are offered for each topic to all Care Homes in Hartlepool and Stockton



## **Transforming Care**

## **Training Sessions**

- Home staff feel included and valued.
- ‘Back to basics’ with all topics – keep resident well, identify when they become unwell, act and seek advice accordingly.
- Education Alliance visits all homes regularly and act as a ‘hub’ to signpost to other services.
- Ideally placed to reinforce changes in policies/procedures eg.UTI prevention guidelines, fluid thickening descriptors, Red Bag scheme.



## Digital NEWS

## Benefits:

- Upskilling care home staff – increasing skills, knowledge and confidence.
- Encouraged collaborative working – both within home and multi-agencies.
- Residents have a baseline NEWS and monthly observations as a minimum.
- NEWS is included in the referral to SPA/111.
- Assists Clinical Triage / Matrons with their assessments. Avoids having to ask care home staff if referral is 'urgent' or 'routine'.
- Increased awareness of the signs of deterioration.
- Reduction in admissions to hospital.
- Digital NEWS used as an incentive to improve the IT within the home.



## Digital NEWS

## Challenges:

- Poor Wi-Fi connection – use 4G Simm cards in the tablets.
- Baseline NEWS recorded in a timely manner ie 4 weeks.
- Embedding NEWS into the homes routines. Ineffective management affects the homes success.
- Encouraging 'NEWS Champions' within the homes – leadership.
- Including the NEWS with referrals /visit requests.
- Encouraging community clinicians to use Whzan website.



## Digital NEWS

## Current Progress

- Implemented Digital kits into;  
Year 1 (2017/18) = **10** homes  
Year 2 (2018/19) = **20** homes  
Year 3 (2019/20) = remaining 20 homes.
- **33** homes now have digital NEWS. **2** homes not using presently. **4-5** homes are 'hit & miss'. Remaining homes use regularly.
- August – October 2018 number of NEWS instances = 1583 from 22 homes.
- Training in the use of NEWS / Whzan website has been rolled out to the Community Matrons, Rapid Response teams, Hospital@home and Clinical Triage nurses.



# North Tees and Hartlepool Education Alliance

## Lessons learned...

- Take the training to the Care Home.
- Ensure engagement from the manager.
- Keep regular communication (phone, e-mail, reminder posters) with the homes to avoid training cancellations.
- Encourage all staff including; kitchen staff, domestics, maintenance staff, BUT sometimes no senior staff attend which makes it difficult to get the junior staff to implement changes.
- Follow up sessions with e-mail to manager with feedback/issues/positives.
- Involve the Community Matrons from the beginning so it is shared ownership of the project.

## Next Steps

Programme recommissioned until January 2020.

Expand collaboration across wider stakeholders

Involve patients and carers in further developments

Roll-out of NEWS to all homes

Share and spread best practice

