How the Service has been Adopted to Suit the Needs of NHS Tayside

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Overview

• Why change
• Approach taken to service transformational
• Key transformation activities
• Outcomes
• Next steps
Tayside demographics

Tayside’s population

Data source: GRO 2013 mid-year population estimates
Total population 416,080
Why Change?

- **30%** in residents versus **4%** in the general population (BAPEN, 2015)
- ONS spend high - (£1.2M) £320K per annum / 800 patients (20%) (PRISMs 2016/SG SLWG ONS 2016/17 Report)
ONS in Tayside Care Homes - Aim

• Reduce spend
• Implement dietetic led co-produced model
• Improve governance
• Reduce GP time
• Reduces waste
• Meet Care Inspectorate Standards
Transformational Public Health

Apply public health principles

Principles

Process

- Needs assessment
- Map & explore issues
- Co-design a future model
- Test & review ROI
- Spread & embed
- Review & refine

Productive Partnerships

Stakeholders present & engaged from start to finish, function as equals throughout the improvement journey

Programme Management

Planned - Outcome Focused – Reported - Communicated - Risk Assessed
Current ONS Model

Malnutrition risk identified

GP or Dietitian reviews need for ONS

ONS prescribed by GP

• GP10 ONS script created by GP
  • GP10 script dispensed by community pharmacy

ONS provided to care home resident

ONS provided as per prescription instructions
  • ONS reviews not always conducted resulting in inappropriate repeat ONS prescriptions
Interim ONS Model 2018

1. Malnutrition risk identified
   - Care home staff complete ONS Excel Monitoring form and send to Nutrition and Dietetic Service

2. ONS ordered via Nutrition and Dietetic Service
   - Nutrition and Dietetic Service reviews form and orders ONS
   - NHS Tayside delivers ONS order to care home

3. ONS provided to care home resident
   - Resident enjoys food, fluid and ONS and outcomes are met
New ONS Model 2019

1. Malnutrition risk identified
   - Care home staff complete Inhealthcare referral form and send to Nutrition and Dietetic Service

2. ONS ordered and supplied via Dietetics
   - Dietitian reviews form and accepts referral - starts actions for care home
   - After dietetic review ONS ordered and delivers ONS order to care home

3. ONS provided to care home resident
   - Resident enjoys food, fluid and ONS/monitored via by Healthcall and seen by dietetics as required until outcomes are met
ORDERING AND DELIVERY

1. Care Homes submit Information
2. N&D Dietitians complete reviews
3. N&D Admin place ONS orders
4. NDC delivers on mass to Ninewells
5. Van Driver packs & delivers orders

Interlink:
Steps cannot happen until the previous one is completed
Tayside monitoring pathway

1. Care home refers the resident wherever there is cause for concern.
2. Dietitian reviews the referral.
3. Patient is accepted or rejected onto the cohort depending on outcomes.
   - Accepted
   - Rejected
4. The monitoring schedule is set by the Dietitian.
5. Care home completes weight, appetite response and information around supplement flavours.
6. Dietitian reviews triages any alerts generated.
7. Report is generated monthly on the supplements required per care home.
ONS Ordering

Care home provides flavours of the prescribed supplements which generates a report for ordering
6 Steps to implementation of new ONS Service for Care Homes

1. Care Home informed of start date
2. Care homes trained staff – MUST and Food First
3. GDPR documentation completed (Data Protection Number obtained)
4. Dietitians review residents on ONS, provide documentation and stock care home with ONS
5. Dietitians write to GP cancelling future ONS
6. Next order is via new model
Care Home Perspective, Care Home Manager View

- Pilot started in November 2017
- Successful pilot and clients have reaped the benefits
- Enhanced closer clinical monitoring of clients and their dietetic needs
- No delay in obtaining supplies
- Able to commence clients on ONS as soon as it was noted they had lost weight and their MUST score changed
Care Home Perspective continued…

- Closer working relationships with the dietitians
- Ability to try many ways to encourage clients to consume ONS such as heating, freezing, adding to porridge
- Constant support from the dietitians
Care Home perspective continued...

- Identified triggers when there was weight loss across a proportion of clients much quicker due to the input of data – and being able to sort the issue

- This in turn led to clients being treated faster

- Logistically – very smooth service, delivery very good, easy to use and space friendly, fantastic support
Spend Impact 2017-June 2019

(PRISM Data)
Timescales

- ONS Reviews – Dec 2017- July 2018
- Training – May 2019 onwards
- Transfer over – End June 2019 onwards
- Monitor improvement – constantly
- Roll out pan Tayside by Xmas 2019
Any questions?

Thank you for your time and for your feedback.