



NHS Leeds West Clinical Commissioning Group

Care Home Scheme

Engagement Summary

September 2016

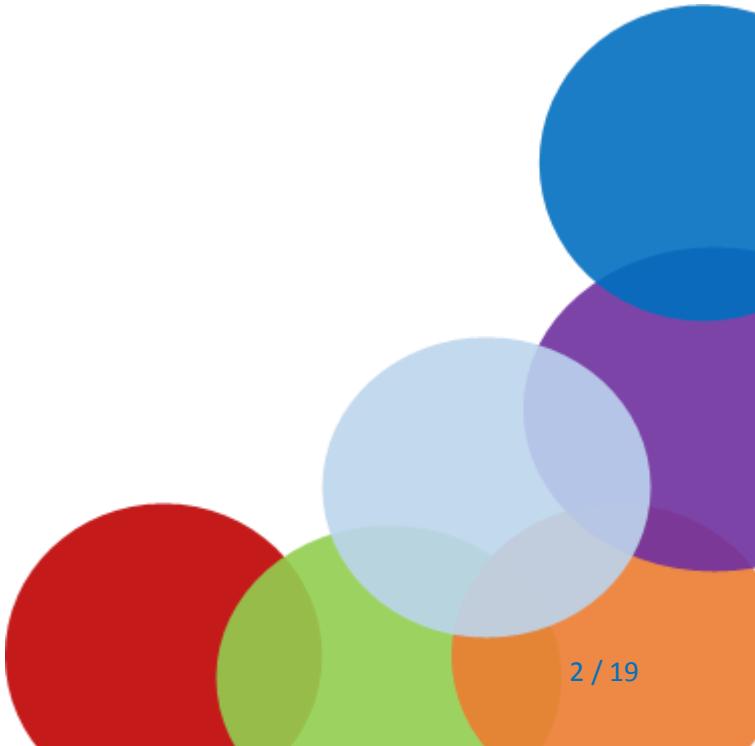
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Key Findings

Awareness of the scheme

- Residents and visitors weren't really aware of the scheme.

Primary care visits

- Some residents felt that more routine visits from a GP or practice nurse would be beneficial.

Involvement in care planning

- Around a third of residents said that they didn't feel the GP or practice nurse involved them in the planning of their care.
- Around half of visitors felt the same.

Medication review

- One third of residents said that a GP or practice nurse had spoken to them about their medicines
- Around half of the visitors said that they wanted to speak to someone about the resident's medicines, especially when changes were being made to them.

Community therapy team

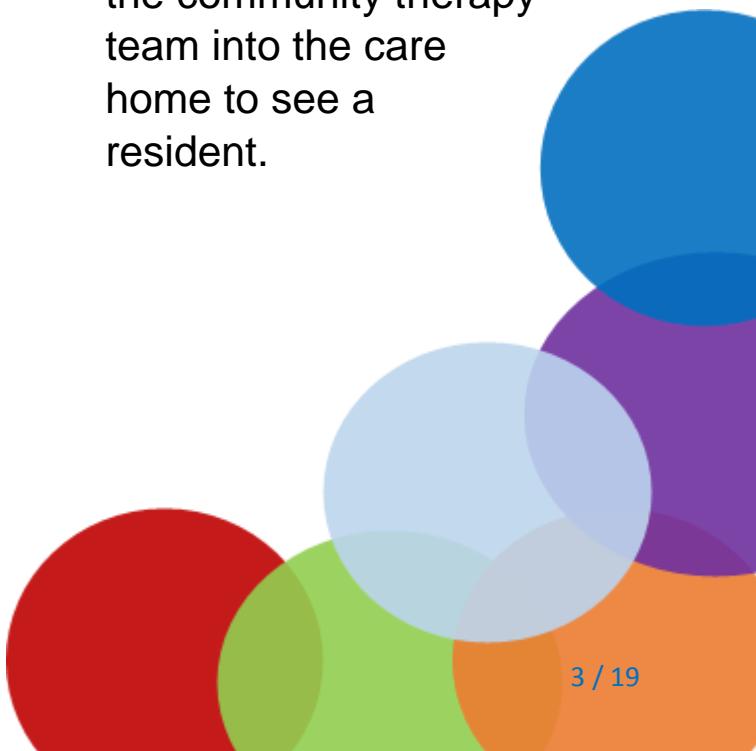
- Very few residents suggested that they had

received a visit from a member of the community therapy team. Some residents however, spoke about physiotherapists, dietitians and speech therapists.

- Of those who had received a visit from a member of the community therapy team, most had noticed an improvement in their health and wellbeing.
- Similarly, the majority of visitors said that they had noticed an improvement in the resident since receiving visits from the community therapy team.

Access to services

- Care home staff felt that the scheme was making a difference. Staff reported finding it easier to get a GP, practice nurse or member of the community therapy team into the care home to see a resident.



Background

In August 2015, NHS Leeds West CCG introduced a new pilot scheme aimed at improving access to high quality healthcare for care home residents registered with Leeds West GP practices. The scheme consists of three core elements, which together provide a more proactive service for care home residents, namely, weekly care home visits by a GP or practice nurse to review residents healthcare needs, timely access to a dedicated community therapy team (physiotherapists, occupational therapists, a speech and language therapist and a dietitian), and a medication review for all new residents admitted to a care home or on transfer from hospital.

Close partnership working between GP practices, Leeds Community Healthcare NHS Trust, the Leeds West medicines optimisation team and over 50 care home managers aims to improve the health and wellbeing of our elderly care home residents, as well as transfer knowledge and skills to care home staff and reduce the need for hospital attendances.

This engagement exercise aimed to capture early feedback from

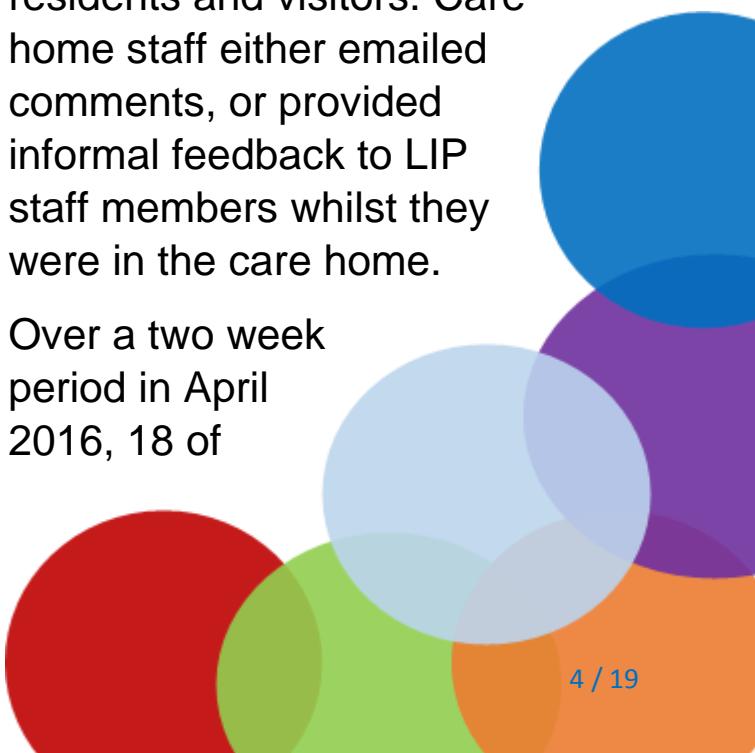
residents and visitors. The pilot scheme is set to run until August 2017.

Engagement

A short, semi-structured questionnaire was developed in partnership with NHS Leeds West CCG. Two versions of the questionnaire were developed, one for residents and one for visitors. The resident questionnaire can be found in Appendix 1.

The questionnaire contained a mixture of closed and open questions. The closed questions allowed for responses to be counted up, the open questions allowed us to collate more detailed responses from respondents. The survey took the form of 'a conversation'; surveys were completed face to face with residents and visitors. Care home staff either emailed comments, or provided informal feedback to LIP staff members whilst they were in the care home.

Over a two week period in April 2016, 18 of



the 52 care homes involved in the scheme were accessed by LIP staff; the number of residents and visitors engaged with in each care home was however small. All 52 care homes were approached, however almost one third of homes chose not to participate in the survey; the reason frequently given was that the home mainly cared for people living with dementia. A number of other care homes failed to respond to phone and email contact. See Appendix 2 for further details.

In total, 76 residents, 9 visitors, 5 care home managers and 2 staff members were engaged with.

Although 18 care homes were accessed, engagement with residents wasn't always possible due to a resident's mental capacity. Whilst the LIP staff member was guided by care home staff as to which residents to talk to, some residents seemed confused about the scheme and their responses weren't always coherent.

Engagement with visitors, managers and staff members was opportunistic and dependant on who was visiting and available to speak to a LIP member of staff on the day the home was visited.

Findings

Awareness of the scheme

Residents were not really aware of the care home scheme however they suggested that if they ever needed to see a GP or practice nurse they would ask the care home staff to arrange this. Similarly, relatives/visitors were not aware of the scheme.

Primary care visits

Almost three quarters (71%, 54/74) of residents said that they didn't receive regular visits from their GP or practice nurse without having to book an appointment first.

Half (50%, 8/16) of visitors said that the resident didn't receive regular visits from their GP or practice nurse without having to book an appointment first. Four visitors said that the resident received regular visits from their GP or practice nurse; all said that they were kept informed of visits by the care home. All of the visitors spoken to said that they would like to be informed if the resident is visited by

their GP or practice nurse.

Whilst almost three quarters of residents said that they didn't receive visits from their GP or practice nurse without having to book an appointment first, 66% (44/76) of residents felt that their GP or practice nurse visited them often enough to help keep them well. Similarly, over two thirds (69%, 11/16) of visitors felt that the GP or practice nurse visited the resident often enough to help keep them well.

When asked to provide more detail, residents said that they could ask the care home staff for a visit by the GP or practice nurse.

"Can't complain, see them (GP) when I need them"

"All fine, if I need a GP, I'll ask for one and be able to see one"

"Very happy with the scheme, we are glad we've found the care home"

These comments from residents and visitors reflect those made by care home staff/managers, several of whom said they have a matron visiting at a set time every week. When the visit is imminent they can arrange which residents the matron goes to see; the matron will then provide triage into

the appropriate healthcare service.

"Goes through the matron, and I feel comfortable with her"

"GP comes on a Wednesday, so I book an appointment for then if I need one..."

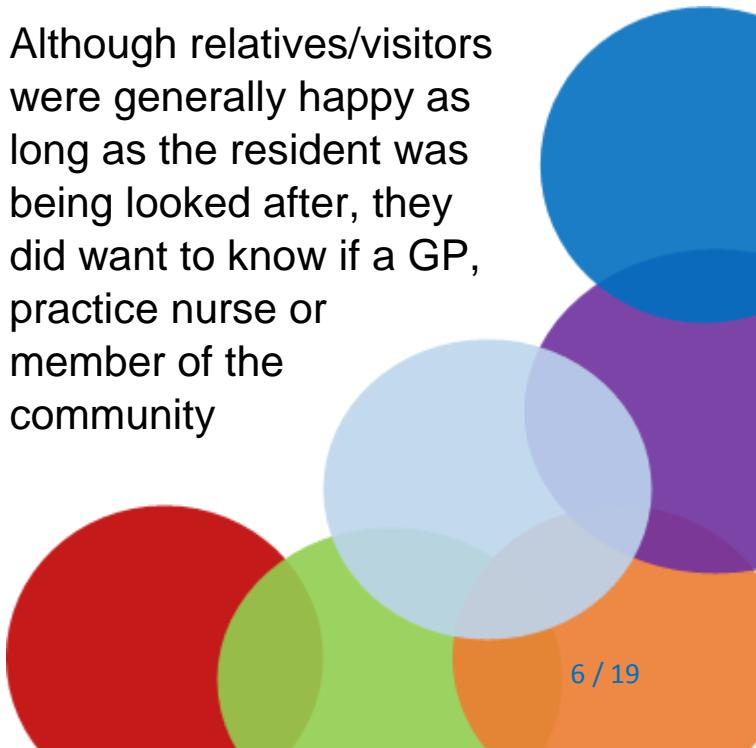
Some residents felt that more routine visits from a GP or practice nurse would be beneficial, whilst others said they would have preferred to see a GP straight away, rather than being assessed by a matron first.

Involvement in care planning

Around a third of residents said that they didn't feel the GP or practice nurse involved them in the planning of their care.

Around half of the visitors spoken to said that they didn't feel that the GP or practice nurse involved them in the planning of the resident's care.

Although relatives/visitors were generally happy as long as the resident was being looked after, they did want to know if a GP, practice nurse or member of the community



therapy team had been called out to see the resident.

Medication review

Two thirds (67%, 51/76) of residents said that their GP or practice nurse hadn't discussed their medicines with them in the past three months, 24% (18/76) said that they had, and 9% (7/76) were unsure.

However, 69% (38/76) of residents said that they didn't feel they needed to speak to someone about their medicines. The only exception to this was if changes were being made to their medication, they were suffering side effects or new medicines were being introduced.

"I'm struggling with my medication, but will speak to the matron tomorrow"

"I take what I need and I don't have any problems"

More than half (56%, 5/9) of the visitors said that they would like to speak to someone about the resident's medicines, especially when changes were being made to them.

"It is nice to know what my Dad is taking, he gets confused"

Very few (28%, 21/76) residents suggested that they had received a visit from a member of the community therapy team.

However, residents may not have been able to associate the person they spoke to as being from the community therapy team, even though examples were given.

Half (53%, 9/16) of visitors said that the resident had seen someone from the community therapy team. Both residents and visitors spoke about physiotherapists, dietitians and speech therapists.

Of those who had received a visit from a member of the community therapy team, most (43%, 9/21) had noticed an improvement in their health and wellbeing, however some (29%, 6/21) felt that they hadn't noticed an improvement, whilst others (29%, 6/21) felt it was too early to say. Some residents suggested they required more support.

"I can walk with a walker now, couldn't walk at all before..."

"They support you, rather than improve your health"

Community therapy team

"Physiotherapy was a waste of time. Asked questions, but just sent suggestions and no guidance of what to do next"

Over three quarters (78%, 7/9) of visitors said that they had noticed an improvement in the health and wellbeing of the resident since receiving visits from the community therapy team; the other 22% (2/9) felt that it was too early to say.

"Only second time they've been and they've explained a lot"

Access to services

This engagement exercise focused primarily on residents and visitors/relatives, however the LIP staff member engaged with a small number of staff whilst in the care homes. These staff suggested that the scheme had made a difference. Staff reported finding it easier to get a GP, practice nurse or member of the community therapy team into the care home to see a resident.

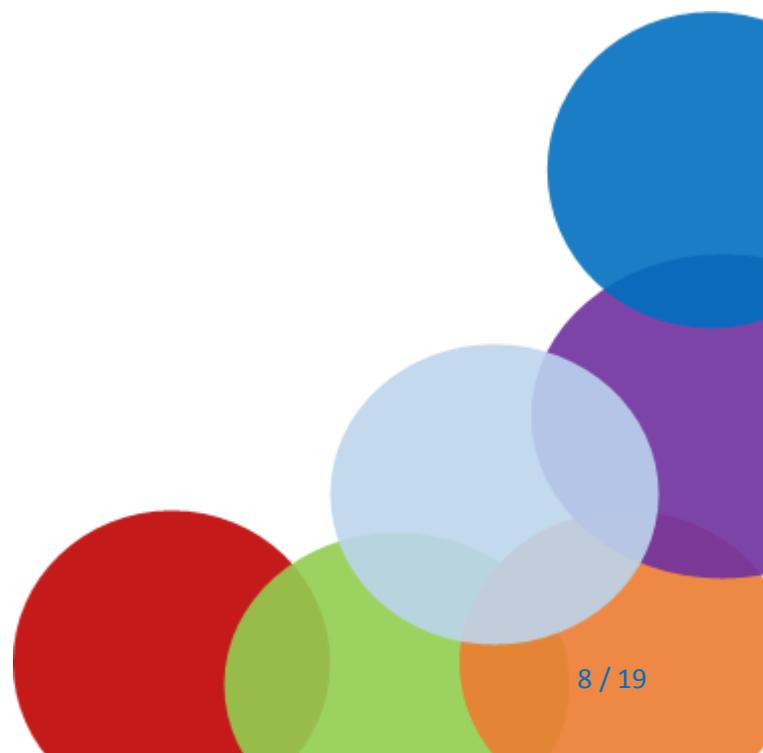
At the time of undertaking the survey, many care homes had not started to engage with the community therapy team; this component of the scheme was rolled out to all care homes in Leeds West during the period November 2015 – May 2016.

Engaging with care home residents proved challenging; a high number of care homes declined access to the care home based on the care home population (high number of residents with dementia). In those homes where access was gained, the LIP staff member was generally guided by the care home manager in terms of which residents to approach.

Whilst the scheme is still in early days at some of the care homes, there were clear examples of how the scheme is benefitting residents.

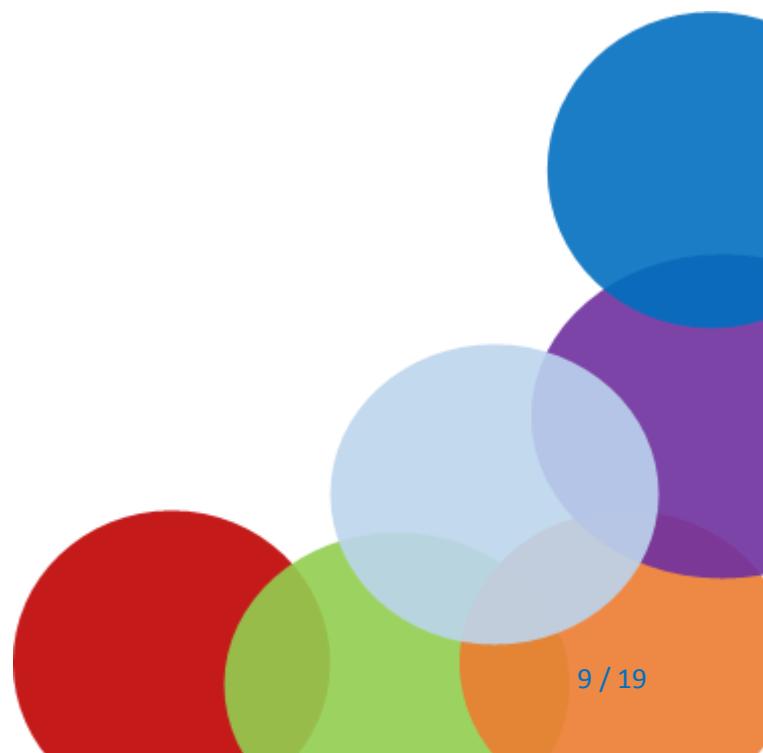
Discussion

This engagement exercise was carried out early in the scheme implementation phase and therefore reflects the early views of residents, visitors and care home staff.



Recommendations

- There is a need to raise awareness of the scheme amongst residents and their families
- All GP practices involved in the scheme should be proactively visiting care home residents; steps should be taken by the CCG to ensure proactive care is being delivered by practices
- All clinical staff should make residents and their families aware of who they are and their role, and reaffirm this at every contact
- Residents and their relatives should be more actively involved in planning and reviewing their care with the GP or practice nurse and members of the community therapy team
- Residents and their relatives should be actively involved in discussions about their medication and kept informed of any medication changes



Appendix 1 – Care Home Scheme Survey



Care home scheme survey

The NHS in Leeds is committed to providing you and your family with the best possible care. We are working closely with care homes to improve access to healthcare for people living in residential and nursing care homes. We are running a number of schemes to look at different approaches to providing care for people living in care homes. The aim of the schemes is to improve the experience of care for residential and nursing home residents.

If you prefer you can complete this form online:
www.leedswestccg.nhs.uk/yourviews

Care home scheme survey

Please take five minutes to share your experience of the service so that we can continue to improve the service we offer.

Q1 Name of the person who lives in the care home

Q2 Date of birth of the person who lives in the care home

Q3 GP practice of the person who lives in the care home

Q4 Name of care home

Q5 Date

Q6 Address (of relative/carer)

Q7 Email (of relative/carer)

Please select one of the following:

- I live in a care home (go to Q8)
 My relative lives in a care home (go to Q17)

Questions for residents

- Q8** Do you receive regular visits from your GP or practice nurse in your care home without having to book an appointment?
 Yes No Don't know
- Q9** Do you feel that your GP or practice nurse visits you enough to help you stay well?
 Strongly disagree Disagree Agree
 Strongly agree Don't know
- Q10** Do you feel that your GP or practice nurse involves you in the planning of your care?
 Strongly disagree Disagree Agree
 Strongly agree Don't know
- Q11** Has your GP or practice nurse discussed your medicines with you (within the last three months)?
 Yes (go to Q13) No (go to Q12) Don't know (go to Q12)
- Q12** Would you like to speak to someone about your medicines?
 Yes No Don't know
- Q13** Have you been visited by your community healthcare team (occupational therapist, speech & language therapist) within the last three months?
 Yes (go to Q14) No (go to Q16) Don't know (go to Q16)
- Q14** Do you think your health and wellbeing has improved as a result of the visits from your community healthcare team (occupational therapist, speech & language therapists)?
 Yes (go to Q15) No (go to Q16) Don't know (go to Q16)
- Q15** Tell us how your health has improved?

- Q16** Is there anything else you would like to tell us?

Equality Monitoring Form

This part of the form is optional and you don't need to provide this information if you don't wish to do so.

In order to ensure that we provide the right services and to ensure that we avoid discriminating against any section of our community, it is important for us to gather the following information. The information you provide will be kept confidential. No personal information will be shared and your information will be protected and stored securely in line with strict data protection rules.

What is the first part of your postcode?

What is the year you were born?

Are you disabled? (The Equality Act 2010 defines disability as 'a physical, sensory or mental impairment which has substantial and long term adverse effect on a person's ability to carry out day to day activities'.)

Yes No
 Prefer not to answer

If yes what type of impairment. Tick all that apply.

- | | | |
|---|---|--|
| <input type="checkbox"/> Physical impairment | <input type="checkbox"/> Learning disability | <input type="checkbox"/> Long standing illness |
| <input type="checkbox"/> Mental health condition | <input type="checkbox"/> Visual impairment (such as blind or partially sighted) | |
| <input type="checkbox"/> Hearing impairment (such as Deaf or hard of hearing) | | <input type="checkbox"/> Prefer not to answer |

Ethnic background

- | | | |
|--|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> White Irish | <input type="checkbox"/> Gypsy or Irish traveller |
| <input type="checkbox"/> Mixed White & Black Caribbean | <input type="checkbox"/> Mixed White & Black African | <input type="checkbox"/> Mixed White and Asian |
| <input type="checkbox"/> Asian / Asian British Indian | <input type="checkbox"/> Asian / Asian British Pakistani | <input type="checkbox"/> Asian / Asian British Bangladeshi |
| <input type="checkbox"/> Black / Black British Caribbean | <input type="checkbox"/> Black / Black British African | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Arab | <input type="checkbox"/> Other (please state): <input type="text"/> | <input type="checkbox"/> Prefer not to answer |

Are you Male Female Prefer not to answer

Is your gender identity the same gender you were assigned at birth Yes No Prefer not to answer

Pregnancy and Maternity (The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period.)

Are you pregnant at this time? Yes No Prefer not to answer

Have you recently given birth (within 26 week period) Yes No Prefer not to answer

Religion or belief

- | | | | | | |
|--------------------------------------|---|---------------------------------|------------------------------------|---|-------------------------------|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Muslim | <input type="checkbox"/> Christian | <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> No religion | <input type="checkbox"/> Other (please state): <input type="text"/> | | | <input type="checkbox"/> Prefer not to answer | |

Please select the option that best represents your sexual orientation

- Heterosexual / Straight Gay man Lesbian / gay woman Bisexual Prefer not to answer

Are you a carer? Yes No Prefer not to answer

Thank you for taking the time to complete the questionnaire

NHS Leeds West Clinical Commissioning Group, Suites 2-4, Wira House, Wira Business Park,
Leeds LS16 6EB Tel: 0113 843 5470 Email: commsleedswestccg@nhs.net



Please tick this box if you would like to stay involved in the project / receive report on the feedback

Please return this survey by using the FREEPOST address below:

FREEPOST RTEG-JRZR-CLZG
G BRAMMA
NHS Leeds West Clinical Commissioning Group
Suites 2-4
WIRA House
Ring Road
West Park
LEEDS
LS16 6EB

Appendix 2 – Care Home Engagement

Phase 1 – Armley

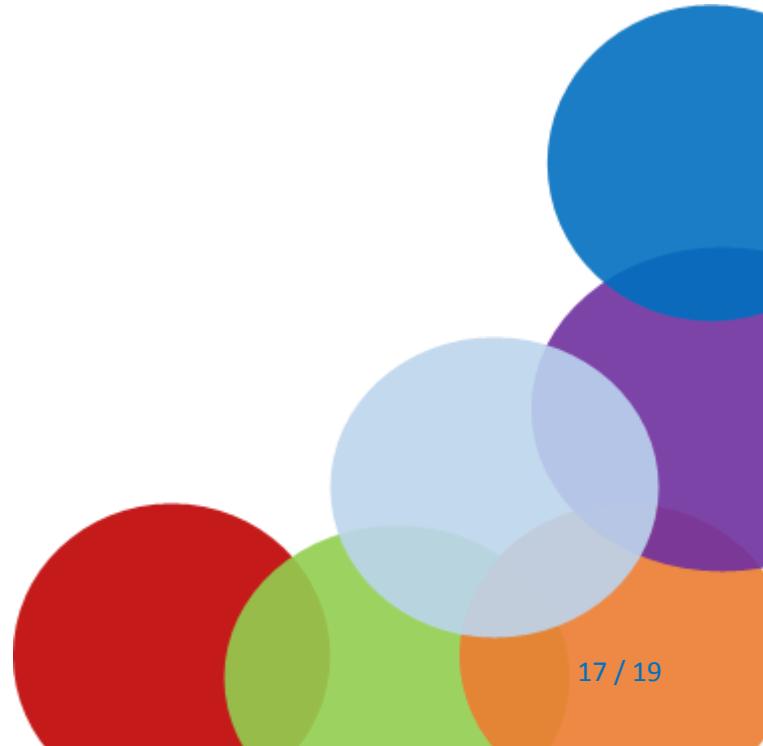
Care Home	Engagement
Amber Lodge	All dementia residents, care home advised inappropriate.
Bremner House	Five residents, staff and one visitor engaged with.
Rievaulx	Seven residents engaged with.
The Spinney	Four residents engaged with.
Hillcrest	All dementia residents, care home advised inappropriate.
Beech Hall	Four residents and one visitor engaged with.
Corinthian	Unable to survey due to infection.
Hopton Court	Five residents engaged with.
Middlecross	No contact details available
Simon Marks	Three residents and care home manager engaged with.
Manor House	Only one patient registered with each GP Practice, care home advised not to attend.
TOTAL	28 residents, two visitors, one staff member and one manager engaged with

Phase 2 – Woodsley

Care Home	Engagement
Aire View Care Home	Eight residents and one visitor engaged with.
Manorfield House	No response following various contacts.
Cookridge Court	Unable to access care home, paper copy surveys dropped off. None returned.
Alexandra Court	Six residents and one visitor engaged with.
Headingley Hall	Three residents and staff engaged with.
Mount St Joseph	Busy at time of engagement, invited us once engagement period had ended.
Grove Court	Seven residents engaged with.
Bedford Court	One resident and manager engaged with.
Adel Grange Care Home	Not approached, Leeds North home, small number of Leeds West registered patients
Kirkstall Court	All dementia or brain injury residents, care home advised inappropriate.
Donisthorpe Hall	Not approached, Leeds North home, small number of Leeds West registered patients
Halcyon Court	All dementia residents, care home advised inappropriate.
Brendon House	Not approached, Leeds North home, small number of Leeds West registered patients
Grove Park Care Home	Six residents and manager engaged with.
TOTAL	31 residents, two visitors, two managers and one staff member engaged with

Phase 3 – Pudsey and Farsley

Care Home	Engagement
Acacia Court Care Centre	New manager being appointed, contact delayed.
Red Court	Two residents engaged with.
Airedale Care Home	Unable to access due to circumstances out of their control, invited to attend after engagement period had ended.
Charlton Court	New manager being appointed, contact delayed.
Radcliffe Gardens	None of the residents had capacity, but four visitors engaged with.
St Luke's Nursing Home	No response following various contacts.
Claremont Nursing Home	Four residents engaged with.
Champion House	Not approached, care home specialising in looking after adults with a physical disability
Summerfield Court	Not approached, care home specialising in looking after adults with acquired brain injury, physical disability, mental health
The Gables Nursing Home	One resident and two visitors engaged with.
TOTAL	7 residents and 5 visitors engaged with



Phase 4 – Morley and Drighlington

Care Home	Engagement
Owlett Hall	No response following various contacts.
Siegen Manor	No response following various contacts.
Knowle Manor	Four residents and manager engaged with.
Ferndale Care Home	No response following various contacts.
Morley Manor	All dementia residents, care home advised inappropriate.
Alexander	No response following various contacts.
Springfield House	Six residents and manager engaged with.
Stone Gables	No response following various contacts.
67 Elland Road	Not approached, home provides care to younger adults with a learning disability
TOTAL	10 residents and two managers engaged with

Phase 5 – Yeadon and Guiseley

Care Home	Engagement
Primrose Court	No response following various contacts.
Sunningdale Nursing Home	All dementia residents, care home advised inappropriate.
Ghyll Royd	No response following various contacts.
Manorfield House	Not approached.
Suffolk Court	Not approached, Leeds North home, small number of Leeds West registered patients.
Brooklands	Home closed.
Bedford Court	Not approached.
TOTAL	0 residents engaged with

Overall totals

Engagement	Total
Residents	76
Visitors	9
Manager	5
Staff team members	2
TOTAL	92

