

November 2017

Enhanced Care in Care Homes Bulletin

In this issue

Flu
Pages 1-2

Red Bag Project
Page 2

Dementia
Page 3

Medicines Management
Page 4

Welcome to the Norfolk and Waveney Care Homes Bulletin!

Welcome to the second bulletin for Care Homes and practitioners working in the care and nursing sector across Norfolk and Waveney, and thank you for all the positive feedback to the first edition.

You will see important updates this month regarding flu—both the timely vaccination of staff in care and nursing homes, and the management of possible outbreaks—as well as dementia, including its diagnosis, treatment and support in care home settings.

We're committed to communicating the information you find important, so continue to forward any suggestions regarding what you wish to be included in the bulletin to snccg.communications@nhs.net

Flu Vaccinations

**STAY WELL
THIS WINTER**

Care Homes will have heard that NHS England has announced that they will expand the GP and national pharmacy influenza vaccination service so that paid care workers in the independent and voluntary social care sector are also able to access the flu vaccine via local GPs and pharmacies free of charge.

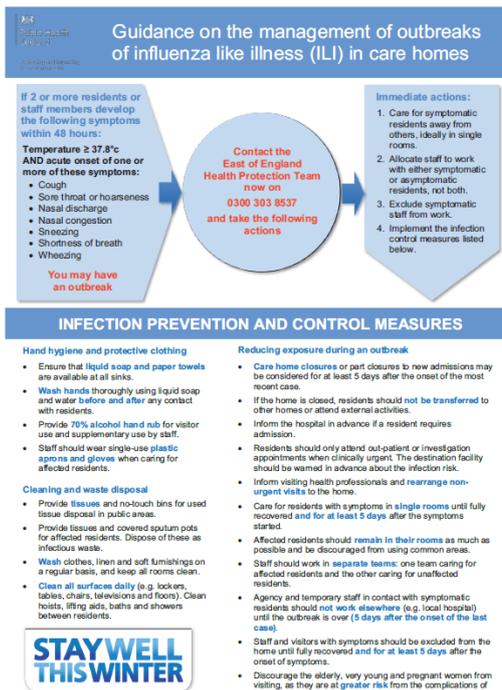
Flu immunisation should be provided to social care staff employed in England by a registered residential care home, registered nursing home or registered domiciliary care provider who are directly involved in the care of vulnerable patients/clients who are at increased risk of exposure to influenza.

Only health and social care staff (aged 18 years and over) employed by a registered residential care/nursing home or registered domiciliary care provider who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza are eligible to be vaccinated.

Care home and domiciliary care workers to be vaccinated under the Flu Vaccination Advanced Service should present evidence that they are eligible – a template letter from employers is available here: <http://psnc.org.uk/wp-content/uploads/2017/10/TEMPLATE-Care-home-providers-letter-of-evidence.docx>

More information is available on the PSNC website: <http://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/care-home-workers-and-domiciliary-care-workers/>

Flu outbreak management



Early notification of all infectious diseases, including Influenza-like Illnesses, to the local Health Protection Team is important and can help to limit the spread of disease through the early introduction of infection control measures.

You can contact your local Health Protection Team on: 0300 303 8537 (option 1)

Care and Residential Homes will have received information and resources (including the poster, left) from Public Health England regarding managing outbreaks of influenza in care homes. This can also be downloaded at the following link: <https://www.gov.uk/government/publications/guidance-on-outbreaks-of-influenza-in-care-homes-poster>

Flu Fighter resources aimed at staff is available here: <http://www.nhsemployers.org/campaigns/flu-fighter/flu-fighter-care/what-free-digital-pack>

Red Bags arrive in Central Norfolk

A red bag initiative is to launch from Tuesday 5th December 2017, to help improve and speed up transfers between hospital, ambulance and care home settings.

This has been drawn up by the Norfolk and Norwich University Hospital, the East of England Ambulance Service and the CCGs for North Norfolk, South Norfolk and Norwich. It is already operating in West Norfolk and other areas of the country, and has proved effective in speeding up discharge at the end of a hospital stay and ensuring that residents are treated with dignity and respect.

Each participating care home will be given a Red Bag to keep important information about a care home resident's health in one easily accessible place. This includes; transfer documents, medication and consent from the resident to share information between hospital and care home, as well as paper work detailing information about the resident's general health along with medical history. The bag also has room for personal belongings (such as clothes for day of discharge and whilst in hospital to avoid deterioration and PJ paralysis), and will remain with the patient whilst they are in hospital until they return to the care home.

The paperwork is an aid to conversations between the care home and the hospital. It does not replace normal procedures to consult clinical records and does not replace any current information sharing between primary and secondary care.

This information will allow clinical and care home staff to communicate clearly and quickly with each other to minimise delays in transfer and returning home.

For more information about the bags please email i.karrouze@nhs.net or kate.wyatt2@nhs.net.

Dementia and Care Homes

Dementia remains one of the most significant long-term conditions affecting residents in care and nursing homes across Norfolk and Waveney, and the impact on the families and carers of those with dementia is huge. "Staff awareness of dementia is vital when it comes to comprehensive care planning in care home settings," says Liz Waddy, Clinical Lead for Dementia for NHS South Norfolk Clinical Commissioning Group.

In terms of advance care planning and where care homes may need to liaise with other parts of the health system, particularly acute or emergency care, a formal diagnosis plays a vital part in aiding recognition of the resident's wishes and needs. **It is important to be aware of the particular management problems presented by residents with dementia, and how to manage these to ensure that they have as good a quality of life as possible.**

Experiential Dementia Training

Bookings are being taken for January 2018 for the popular the two-day 'Experiential Dementia Training', delivered by Claire Gilbert. The workshops allow practitioners and staff to explore getting into the footsteps of people living with dementia over two days:



Day one: Focuses on understanding what dementia is and how the different types of dementia present differently, as well as understanding about the brain.

Day two: Looks at what actually happens when someone gets distressed and how to react to this, and techniques on improving communication with people living with dementia and reducing behaviours that challenge us as a workforce.

Day two also looks at medication, and also provides the opportunity to use the GERT suits (raging suits) as an experiential activity.



Dates:

17th & 18th January 2018
7th & 8th February 2018
21st & 22nd March 2018

9am – 4pm each day at The Willow Centre,
Cringleford, Norwich NR4 7JJ

Price:

£57 per day or attend both days for a reduced price of £100.

To find out more and to book your place please contact Claire Gilbert on 07584 047996 or email claire@carerite.co.uk

Medications in Dementia – Best Practice

Dr Joanna Ford, Consultant in Older People's Medicine and Community Geriatrician at NNUH, summarises the following best practice regarding medication for people with dementia:

- Regular medication review is essential
- Focus on maximising current quality of life
- Minimise the number of medications with anticholinergic properties
- Before commencing antipsychotic medication, ensure other reasons (pain/constipation/infection) have been excluded and behavioural techniques have been utilised.
- Falls can often be the result of medication
- When possible, discuss medication changes with patients. If patients cannot take part in discussions then discuss with family.
- These opportunities can often lead on to discussion of Advance Care Planning

For more information, contact Dr Ford at JOANNA.FORD@nnuh.nhs.uk



Homely remedies are medicines that are used in care homes allowing residents to have access to self-care. They are not prescribed by the GP and should be bought by the care home; they are for short term use only.

Homely remedies prevent the GP prescribing self care items for all residents in the home i.e. paracetamol prescribed for all residents in case of headache. Prescribed medicines should be for ongoing conditions, not for just in case situations.

This reduces costs to the NHS and prevents the home holding when required (PRN) items for all residents. It also allows staff to respond in a timely way and help residents feel better. Homely remedies allow residents in a care setting to have access to products that would commonly be available in any household.

Suggested homely remedies include:

- Analgesic medication – e.g. paracetamol tablets and suspension
- Constipation medication – e.g. Senna tablets and syrup
- Dry cough medication – e.g. simple linctus
- Rehydration medication – e.g. Dioralyte

If a care home wishes to use homely remedies (which is recommended locally), there needs to be a policy in place to cover them. NICE has recommendations for what should be included in the process, <https://www.nice.org.uk/guidance/sc1/chapter/1-recommendations#care-home-staff-giving-non-prescription-and-over-the-counter-products-to-residents-homely>

CQC have recently been focusing on PRN protocols and ensuring that every PRN item for every resident has a protocol in place, homely remedies would prevent many of these PRN items being prescribed so could reduce the number of individual protocols you would need to complete.

If you would like any additional information regarding homely remedies and how these can be used within your care home please contact a member of the prescribing team.

Norwich:

Marion Sully 07500 817693

David Mason 07580 974379

Jen Carroll 07826 877405

South Norfolk:

Katie Woodcock 07771 808399

Marian Crossland 07771 657582

Zoe Dean 07795 622222

Sally Neave 07826 877400

North Norfolk:

Sarah Mapes 07824 857800

Robert Pearson 07884 261381

Fiona Marshall 07580 974378

West Norfolk:

Lucy Smith 07766 780656

Nico Pili 07890 320742

Becky Smith 07829 891499

Sandra Parnell-Cook 07867 528610

CQC 'Outstanding' Care and Nursing Homes

Saxlingham Hall Nursing Home and The Beeches Care Home, both in the South Norfolk area, have recently received 'Outstanding' CQC ratings. Dr Andrew Hayward, Clinical Lead for the Enhanced Care in Care Homes project, visited both homes to understand how this significant achievement was reached.

"Both care homes value their staff, who in turn feel valued by the ongoing training and education offered, as well as the amount of flexibility and responsibility within their role in looking after residents.

"A key relationship is with the local GP—both homes have benefitted from working with a single responsible GP. Regular visits has fostered a mutual respect and understanding between Primary Care and care homes, and allows forward planning over weekends and busy times of the year."

The hard work of both homes is reflected in their CQC outcomes, which can be read here—Saxlingham Hall (<http://www.cqc.org.uk/location/1-126282290>) and The Beeches (<http://www.cqc.org.uk/location/1-1534983719>)

Dr Hayward is keen to hear from other Care / Nursing homes in Norfolk and Waveney to understand how they are delivering high quality care to their residents—contact him at andrew.hayward@nhs.net

Nurse Care—Online Training Resources



Parkinson's

New to Parkinson's? - DVD: hear from other people living with Parkinson's and their families about how they came to terms with their diagnosis. You'll also hear their ideas about how to start to feel in control of life with the condition. <https://www.parkinsons.org.uk/information-and-support/new-parkinsons-film-people-who-are-newly-diagnosed>

Understanding Parkinson's for Health and Social Care Staff: A free course produced by the UK Parkinson's Excellence Network:

<http://www.open.edu/openlearncreate/course/view.php?id=2161>

Diabetes

Diabetes in Healthcare Training Course by Diabetes UK:

An introductory course for healthcare professionals who are not specialists in diabetes but want to know more about the condition. Accredited by the Royal College of Nursing, upon successful completion you will receive a certificate.

<https://www.diabetesinhealthcare.co.uk/Int/Login.aspx?ts=636422095877546326>

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

Visit Diabetes UK's website for a range of resources, including the 'Type 2 and Me' Guide:

<https://www.type2diabetesandme.co.uk/Int/Login.aspx?ts=636427280702312809>

Scamming



Friends Against SCAMS: Scams affect the lives of millions of people across the UK. People who are scammed often experience loneliness, shame and social isolation.

<https://www.friendsagainstscams.org.uk/page.php?xPage=elearning.html>