

Urgent OPC

Action Taken Since Report

Action 1.3

Specialist care home continence support should be available to all care homes to support best practice in continence care, underpinned by clear national guidance for the use of continence aids and dignity.

Recent actions

- Residential pilot undertaken within central region to provide clinical skills update to staff employed in care homes. In order for them to effectively manage continence care.
- Clinical skills training from Practice Development Team (PDNT) within all Nursing homes for all staff around continence care
- Specialist training and advice given to individual homes by Specialist Nurses following referral
- Education days developed jointly between PDNT(PDNT) and Continence Specialist Nurses for Registered Nurses and Care staff
- Audits undertaken by the PDNT within all Nursing homes through the Quality monitoring tool of Fundamentals of Care. Following on with key actions and supported by training and development.

Action 1.6

Older people are offered independent advocacy in the following circumstances: When a home is closing, when a POVA referral has been made, when moving directly from hospital to a care home or from another care home as a result of safeguarding issues.

Recent Actions

- All North Wales escalating concerns procedure developed jointly by Health and the 6 Local Authorities
- Scoping exercise underway , led by North Wales Commissioning Hub to assess accessibility of advocacy services across north Wales
- The Development of DOLS training across North Wales

Action 3.4

In-reach, multidisciplinary specialist mental health and wellbeing support for older people in care homes is developed and made available, including: An assessment of the mental health and wellbeing of older people as part of their initial care and support plan development and their on-going care planning. Advice and support to care staff about how to care effectively for older people with mental wellbeing and mental health needs, including dementia, and when to make referrals. Explicit referral pathways and criteria for referral.

Recent Actions

- Joint working between Mental Health Continuing health Care teams and PDNT in undertaking regular audits through the Quality Monitoring Tool, including the effective use of pathways and guidelines. Following on with key actions and support and development provided.
- Development of Joint service specification for Dementia between Local Authority and Health. Led by the Commissioning Hub.
- Joint Health & Local Authority Skills development project group, led by the Commissioning Hub. Meeting to improve outcomes for people with Dementia and their careers in North Wales.

Action 3.5

Information is published annually about the use of anti-psychotics in care homes, benchmarked against NICE guidelines and Welsh Government intelligent targets for Dementia.

Recent Actions

- This information is currently collected nationally from a GP perspective. The Pharmacy teams from the Health Board audits this information and targets those outlying GP practices with higher prescribing of anti-psychotic medicines. All prescriptions within these practices would then be audited and reviewed.

Action 4.3

Care staff are provided with information, advice and where appropriate training to ensure they understand and identify the health needs of older people as well as when and how to make a referral.

Recent Actions

- The PDNT have developed services/training and development to support the increase of services provided by nursing homes to ensure equity for patients, prevention of admission and enable earlier discharges. This includes the development of a syringe driver project to ensure equitable and timely access for end of life palliative care pain control, access to subcutaneous fluids in accordance to the BCUB policy and Palliative care gold standard training.
- Clinical skills training provided by PDNT to all registered nurses and care staff to up skill clinical competences.
- Residential home pilot within central region of North Wales to develop competences within some Residential homes.
- Audits undertaken by PDNT on the fundamentals of care to assess correct pathways/guidelines and protocols are being used as well as effective and timely referrals being made.

- Discussion in place with both Universities to develop bespoke training and education for all care home staff
- PDNT have now enabled all Nursing homes to have access to all BCUHB e-learning training and development
- The PDNT are working with Home Matrons to develop Link nurses within their homes. These nurses will be responsible for implementing key specialist advice and training within the homes.
- Annual rolling programme for training in specialist areas now developed and accessible for all care home staff.

Action 4.4

Upon arrival at a care home, older people receive medication reviews by a clinically qualified professional, with regular medicine reviews undertaken in line with published best practice

Recent Actions

- Following QMT audit where identified need medication training and competency assessment is provided by Medicines Management nurses
- Medication audits also undertaken by Pharmacy Assistants within care homes
- Standardised training days provided around medicines management
- Care homes are currently supported by GP's who have signed up to the enhanced service but this is not mandatory. Community Pharmacy teams provide support to General Practices that have signed up to the enhanced service as well as providing care home reviews where there is an absence of GP provision.

Action 5.6

National Improvement Service is established to improve care homes where Local Authorities, Health Boards and CSSIW have identified significant and/or on-going risk factors concerning the quality of life or care provided to residents and/or potential breeches of their human rights. The national improvement team should utilise the skills of experienced care home managers, as well as other practitioners, to provide intensive and transformational support to drive up the standards of quality of life and care for residents as well as to prevent and mitigate future safeguarding risks. This service should also develop a range of resources and training materials to assist care homes that wish to improve in self-development and on-going

Recent Actions

- Development of Health and Local Authority Escalating concerns policy
- Joint intelligence sharing regarding individual care homes between Health, Local Authority, and CSSIW. To enable proactive actions to prevent homes going under escalating concerns
- Monthly intelligence report on position of nursing homes across north Wales provided to Board.
- Proactive Multi professional meetings held to discuss care home issues
- Joint risk assessments now being completed between Health and Local Authorities on homes under escalating concerns.
- Joint monitoring visits being undertaken

Action 6.8

Health Boards include the following information relating to the quality of life and care of the older people in residential and nursing homes in their existing Annual quality statements: The appropriate use of anti-psychotics .Access to mental health and wellbeing and support. Access to falls prevention, Access to reablement services, Support to maintain sight and hearing.

Recent Actions

- The Public Health for Wales Falls Prevention Pathway for care homes has been rolled out and promoted across North Wales by the PDNT.
- All homes currently having training and support with regards the new falls documents and referral processes

Action 7.3

The NHS works with the care home sector to develop it as a key part of the nursing career pathway, including providing full peer and professional development support to nurses working in care homes

Recent Actions

- Student nurses are now able to have training placements with a number of our Nursing homes across north Wales
- Discussions are in place with both universities and the PDNT to develop a competency framework for nurses and care staff working in the care home sector. Sitting alongside this is the development of bespoke training and education. Particularly the need for an older person's specialist practitioner qualification.
- Staffing levels and recruitment now being monitored through the quality monitoring tool. All homes finding it difficult are provided with support and advice from the Health Board.

