


# Urgent Care – Out of Hospital Programme

## Shelley Dhir, Programme Manager



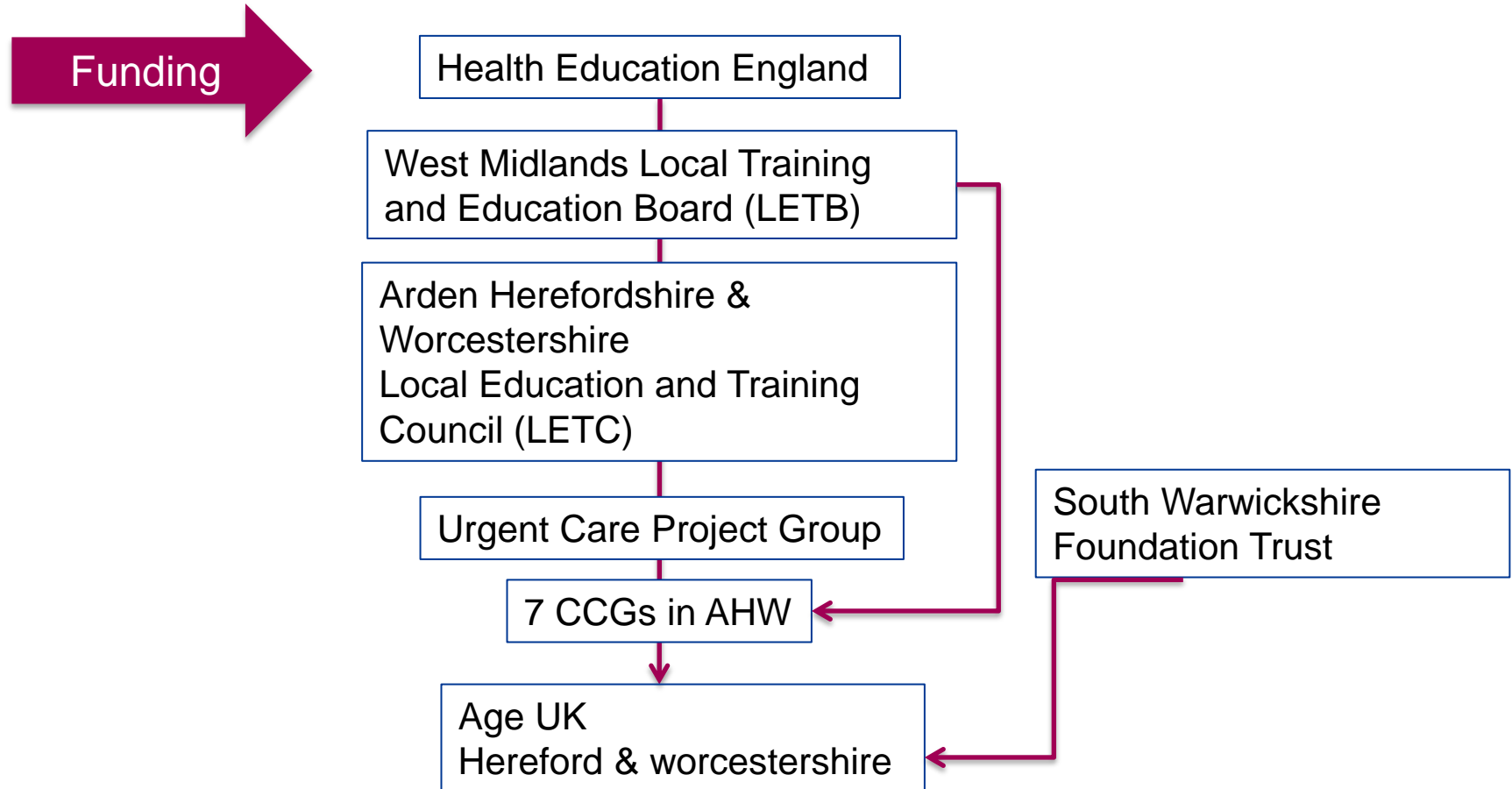
Developing people  
for health and  
healthcare

[www.hee.nhs.uk](http://www.hee.nhs.uk)

# Arden, Herefordshire and Worcestershire Care Homes Training

- Executive Sponsors - Jo Galloway (Executive Nurse, Redditch & Bromsgrove and Wyre Forest Clinical Commissioning Group), Ann Pope (HR Director, South Warwickshire Foundation Trust)
- Programme Management and Support - Shelley Dhir, (Programme Manager), Kerrie Herbert (Project Manager)
- HEE WM – Catherine Sills (Workforce Development Specialist)

# Project Governance



# Programme Objectives

## To reduce A&E admissions by:

- Delivery of an Education/Training programme to staff to increase awareness of and hence aid the early detection of the signs of a deteriorating patient and the skills to appropriately deal with deterioration and avoid the need for hospital admission.
- Ensuring education/training resources are accessible to staff, patients and carers
- Influencing commissioners to adopt best practice to support local urgent care strategies

# Background

**Urgent Care – Out of Hospital is a key programme that supports existing Urgent Care Strategies within the region.**

- The work of the Urgent Care – Out of Hospital project team has focused on education and training to staff in Care Homes, to deliver modules that increase the confidence and competence of carers when recognising and dealing with the signs of a deteriorating patient with a view to reducing unnecessary hospital admissions

# Clinical Commissioning Groups

7 across Arden, Herefordshire & Worcestershire

Arden	Arden	Arden	Herefordshire	Worcestershire	Worcestershire	Worcestershire
Coventry & Rugby CCG	Warwickshire North CCG	South Warwickshire CCG	Herefordshire CCG	Redditch & Bromsgrove CCG	Wyre Forest CCG	South Worcestershire CCG
Sandra Fulton	Michael Withers	Marianne Smith	Lynne Renton	Mandy Burton	Annie Coyle	Amanda Wheeler

# Programme Objectives

## Influencing commissioners to adopt best practice to support local urgent care strategies

Programme Board has shared best practice learning from :

- South Worcestershire CCG – Care Home Practitioners Approach
- Redditch & Bromsgrove CCG – Medicines Management
- Coventry & Rugby – Pressure Ulcers training and Accreditation framework

# Programme Objectives

## Delivery of an Education/Training programme

- Across 7 CCGs
- 400+ Care homes (Nursing & Residential)
- Building on existing programmes within NHS
- Adapted for Care Home audience
- Tender process implemented to select Provider



# Target Audience & Training Modules

## Nursing & Residential Homes, 2 modules

1. 'Essentials to Care' (E2C) - Residential Homes -  
Support Workers

(covers, Nutrition, Hydration, Infection Prevention & control,  
Catheter Care & Skin Integrity)

2. 'Recognising the Signs of the Deteriorating Patient'  
(RSDP) - Nursing Homes - Registered Nurses and  
Senior HCA

(understanding early indicators of deteriorating health, observe,  
record and clearly relay to other health professionals)

# Partner Provider

## Age UK – Herefordshire & Worcestershire

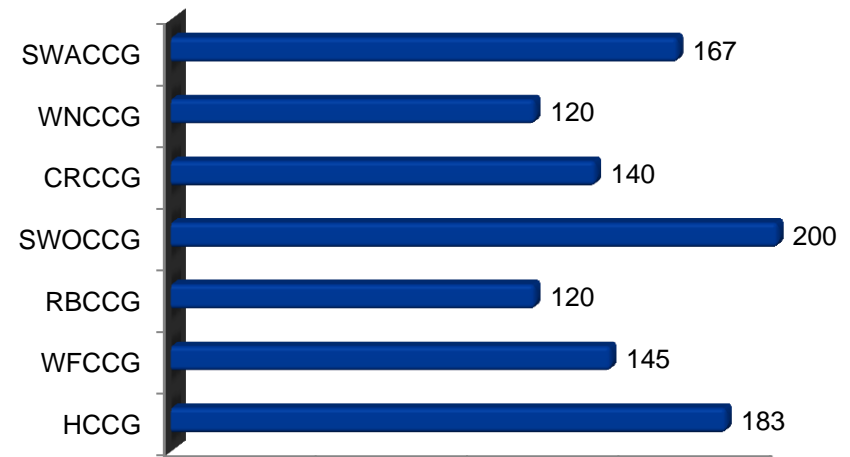
- Training delivered by Age UK
- Nurse Trainers to deliver RSDP
- Three qualified trainers with Social care background to deliver E2C
- Training delivered on site in Care homes, in one day or two half days

# Results and Timeline

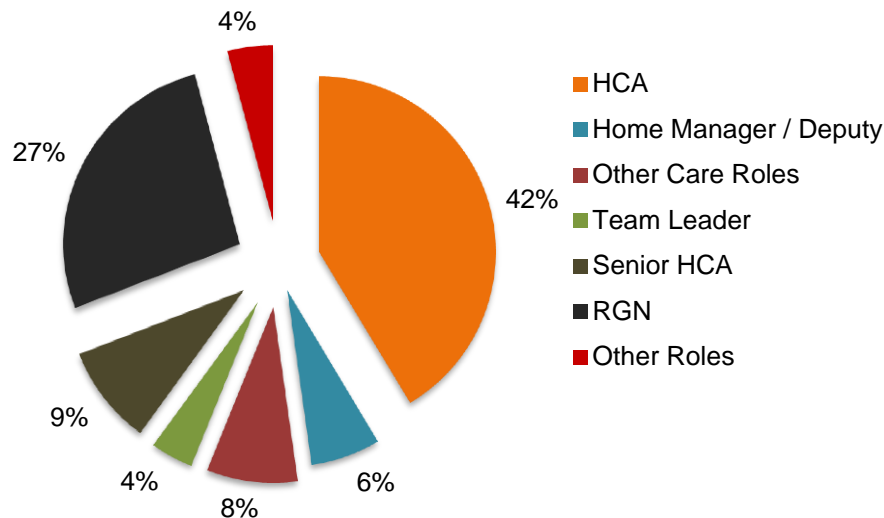
## January 2016 to June 2016

- 1078 staff trained Jan – May
- Project numbers – 1900 by June
- 53 RSDP courses planned
- 88 E2C courses planned
- 151 Care homes accessed training Jan - May

No of Staff Attending Care Home Training  
by CCG - Jan -June 2016



# Participants and their Feedback



I will check colour of urine regularly and wash hands after every action. I will ensure all residents in my care are well hydrated. I know how to spot and look out for early warning signs for infection.

***Comment from Participants for E2C***

The information was very useful and important to my role. I will try to use the SBAR in my working practice. Train staff to look at information available instead of rushing to place a telephone call.

***Comment from Participants for RSDP***

## Next Steps

- Completion of training – Target of 1200 achieved
- Implementation of Falls training to support current programme
- Evaluation of programme by University of Worcester
- Development of sustainability Plans for each CCG
- Creation of framework for Care Home staff and development required to support clinical skills