

# Improving Quality in Care Homes

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# Working together in partnership for residents in care homes

## **What are we aiming to achieve?**

Residents living in care homes will have the best possible quality of life in a safe, caring and supportive environment.

## **How are we securing better outcomes for residents?**

By focussing on the areas of need with targeted, evidence-based programmes and working together in partnership with:

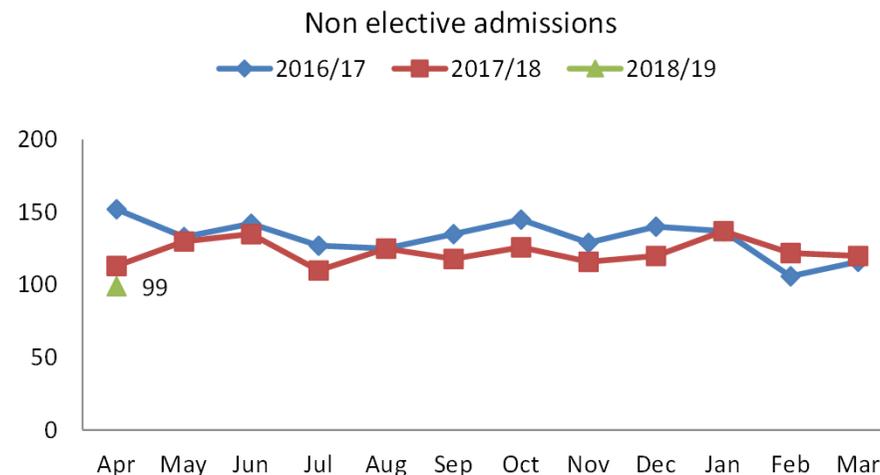
- Residents and families.
- Royal Borough and Optalis.
- Health and social care across East Berkshire.
- Health and social care across the Integrated Care System.



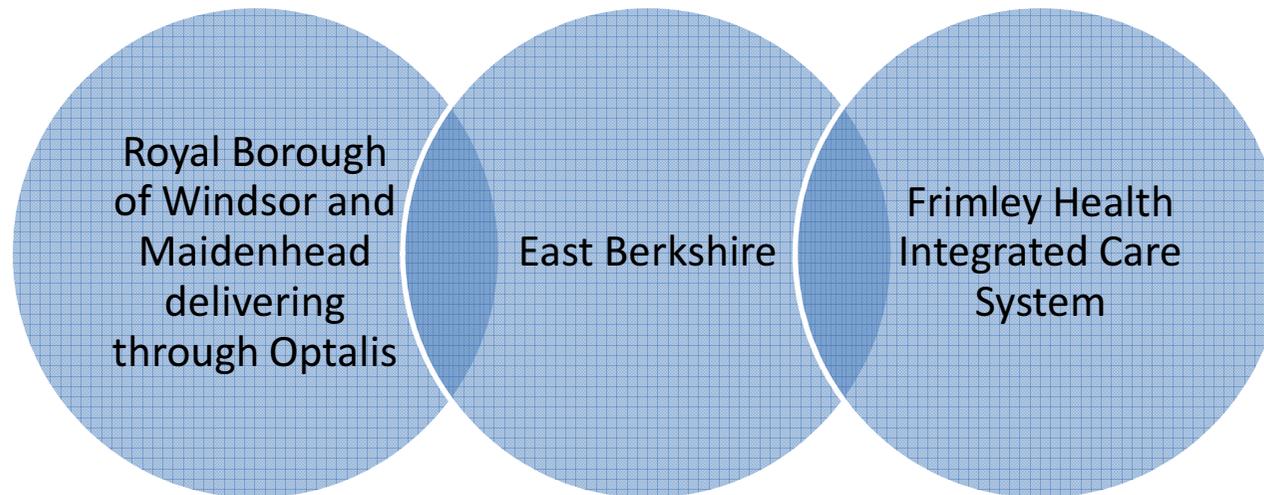
# Working together in partnership for residents in care homes

## Some examples of the outcomes of partnership working:

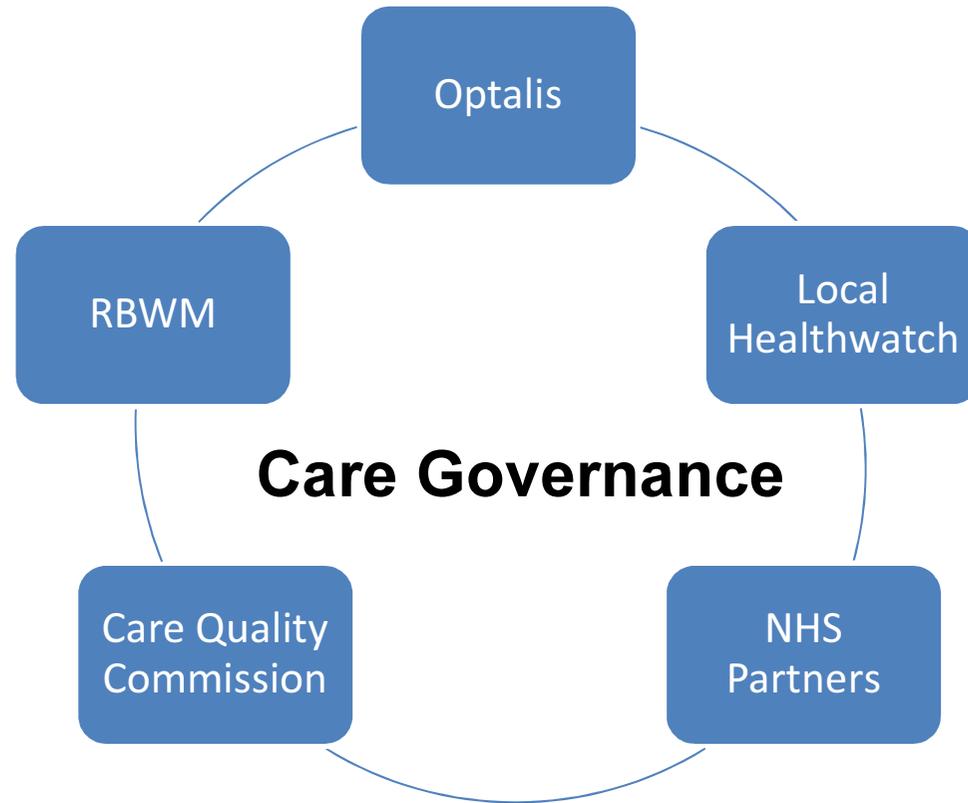
- A reduction in non-elective (unplanned/emergency) admissions.
- Reduction in length of stay in hospital.



# A partnership approach to securing better outcomes



# Royal Borough of Windsor and Maidenhead delivering through Optalis



# Royal Borough of Windsor and Maidenhead delivering through Optalis

## **Quality Assurance and Improvement:**

- Collects intelligence/information about registered care providers in the borough, e.g. safeguarding alerts.
- Provides targeted support for providers that have been identified as needing improvements.



# Partnership approach across East Berkshire

A partnership between:

- East Berkshire local authorities.
- East Berkshire Clinical Commissioning Group.
- Berkshire Healthcare Foundation Trust.
- South Central Ambulance Services.
- Local GP.

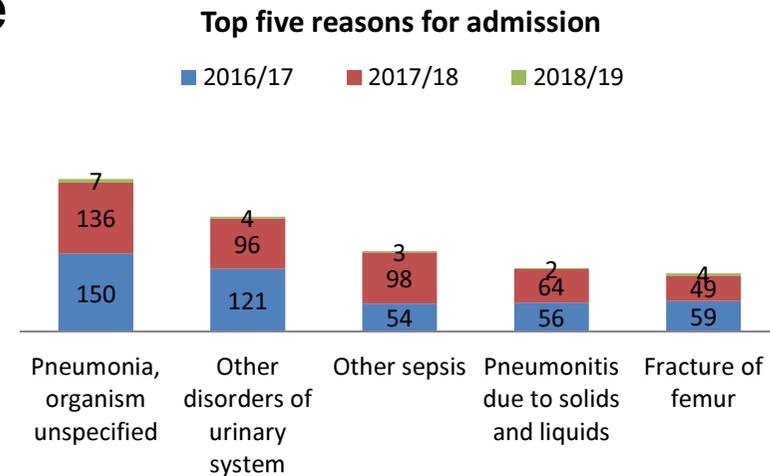
Quality Improvement delivered by a joint post funded by East Berkshire Better Care Funds.



# Partnership approach across East Berkshire

## How do we understand what is needed?

- Evidence – data e.g. non-elective admissions, falls.



## How do we decide what to do?

- Evidence based practice e.g. Enhanced Health in Care Homes.
- Best practice, e.g. skin tear project.



# Partnership approach across East Berkshire

## Examples of improvement support across East Berkshire:

- Hydration and nutrition advice and guidance (award winning).
- Trusted assessor – helping people to return to their care home from hospital.
- NHS mail for care homes to allow patient level data from hospital to care home.
- Specific input to care homes to help resolve issues.



# Partnership approach across Frimley Health Integrated Care System

## **A partnership between:**

- Registered providers of care homes through care associations.
- Local authorities from across East Berkshire, Surrey and Hampshire.
- Clinical Commissioning Groups – East Berkshire, Surrey Heath and North East Farnham and Hampshire.
- NHS providers from hospital and the community.

Strength in partnership – joining together means we can engage the support and expertise of specialist practitioners.



# Partnership approach across Frimley Health Integrated Care System

## **How do we understand what is needed?**

- Benchmarking with all other areas in England against the Enhanced Health in Care Homes Framework.
- Listen to providers.

## **How do we decide what to do?**

Evidence based practice e.g

- Red Bag Scheme.
- National Early Warning Score.
- Coaching and mentoring for care home staff.



# Partnership approach across Frimley Health Integrated Care System

## How will we measure success?

- Feedback from residents, staff and provider managers.
- Health data, e.g. non-elective admissions, falls, calls out/request for an ambulance.
- Length of stay in hospitals.
- Lost property.
- Care Quality Commission inspection results.
- Number of safeguarding incidents substantiated.



# Questions?



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