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What is preventing integrating care

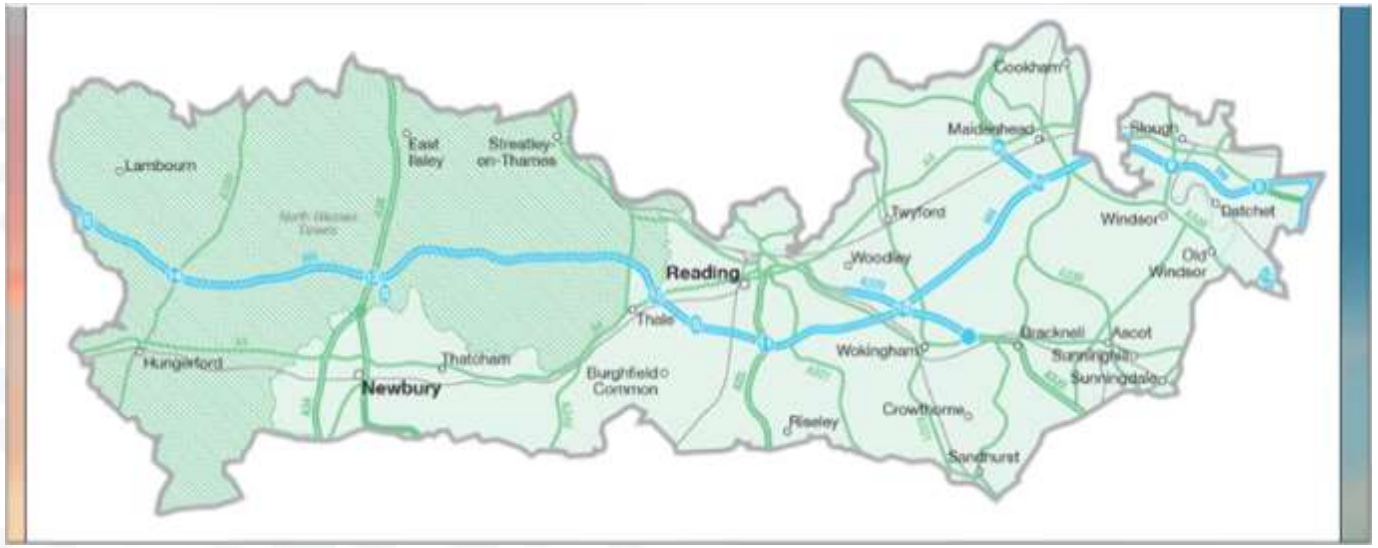
Dr Laila Salhani-Maat, Consultant Geriatrician & clinical lead for UCR/VFW Service, BHFT

CareQuality Commission Inspected and rated Outstanding
Berkshire Healthcare Charity Reg. charity 1049733
disability confident LEADER
VETERAN AWARE
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My Journey

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Care Home Support Team	Rapid Response Team	Integrated Care Home Service	Urgent Community Response – partial service	Fully functioning UCR
2012	2015	2017	2019	Present



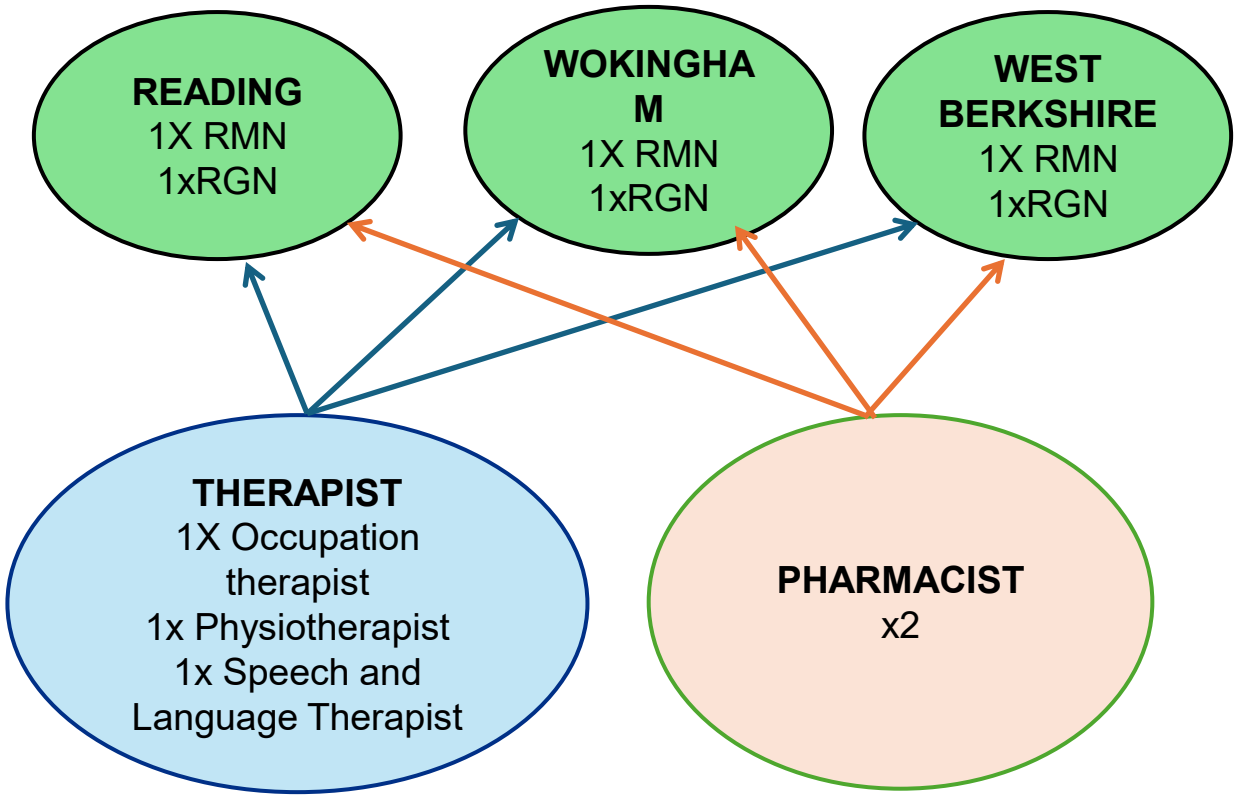
Population covered

992.33K

across the UCR/VFW coverage area

Care Home Support Team

- Care home education & Up-skill staff
- Promote champions
- Regular audit work
- Complex case management
- Medication reviews
- Advanced care planning
- Follow up on discharged patients and provide support on discharge



Rapid Response Team + care home support team

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- Provides an alternative to hospital for care home residents

- **ACUTE ASSESSMENT**
  - Referrals come into the BHFT Hub and are assessed by an experienced nurse within 2 hours.
  - History taking, clinical examination, appropriate investigations.

- **DIAGNOSIS** will be made either independently or with the assistance of a clinical practitioner

- A holistic **MANAGEMENT PLAN** will be made with the resident, their family and care home.

- Average length of stay on the service is 5 days.

- **ADVANCED CARE PLANNING**

Services

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Urgent Community Response



8am - 8pm
Monday to Sunday
365 days a year

Frailty Virtual Wards



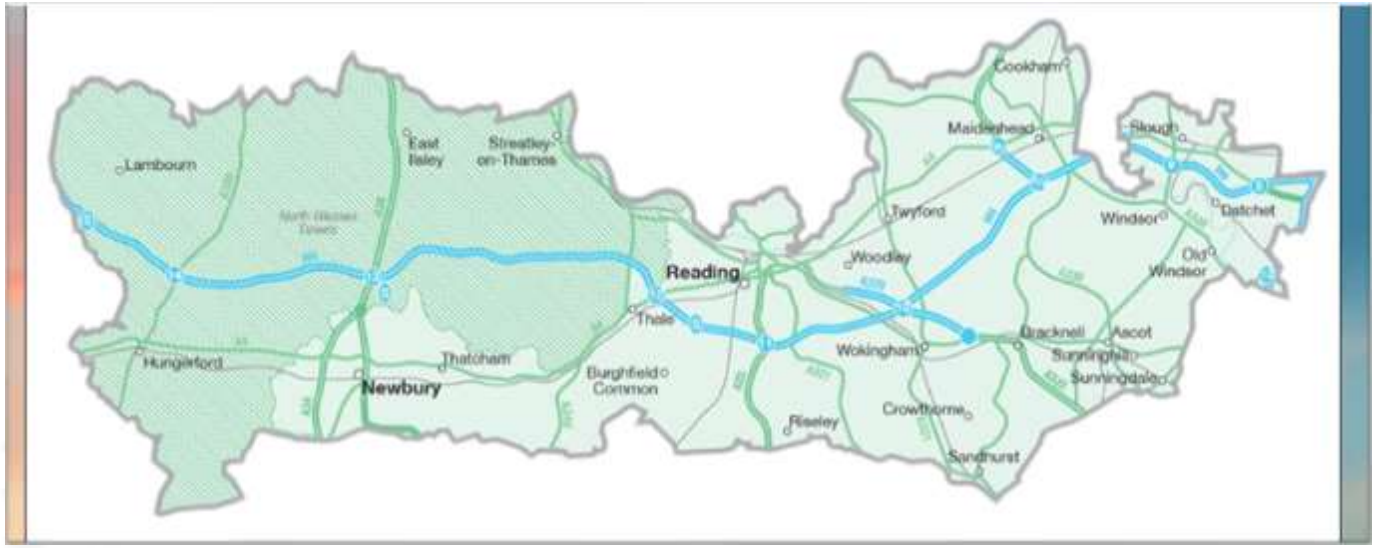
Community service 2 hour response time

- Supports people in usual place of residence
- Approaching or following a crisis
- Delivers treatment to avoid hospital admission

Admitted from a number of services e.g. Urgent Community Response, acute hospital, GPs etc.

- Supports people in usual place of residence
- Delivers treatment to avoid hospital admission

Integrated Care Home Service



Year	15/16	16/17	17/18	18/19	19/20	20/21
No. of care homes	52	54	52	50	51	52
Bed Numbers	2188	2471	2439	2377	2452	2520

- Holistic service that provides proactive and reactive care for care home residents across Berkshire West
- 52 Care homes
  - Residential
  - Nursing
- 2500 residents
- 8am-8pm, 365 days per year

2020 COVID- Big thank you to the care sector

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Early March 2020- Planning

First Care home outbreak started mid-late March

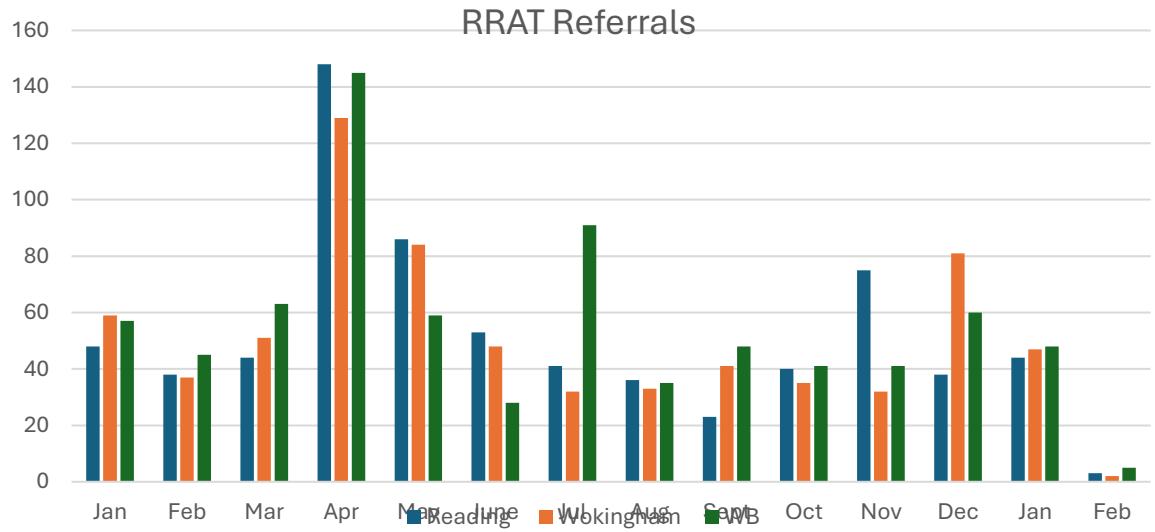
Caseload trebled in April

Aftermath began in June

Restarted October 2020

Our first care home to have the vaccine on Christmas eve

Impact was devastating for our care homes, their staff, their residents and my own team



What We Did For Our Residents – FIRST WAVE

- Holistic tailored care
- Supporting them with hydration- oral, SC or IV
- Managed fever/ pain
- Provided palliative oxygen when appropriate
- Treated secondary bacterial infection where appropriate
- Open and honest with both residents and families
- Discussed advanced care plans
- Ensured good end of life care
- We allowed families to say good bye to their loved as safely as we possible

What We Did For Our Residents – SECOND WAVE

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- We followed the increased evidence base
- We are offered dexamethasone for those who are oxygen dependent
- We are used VTE prophylaxis for those who are off baseline function
- We used intermediate and therapeutic VTE management

What We Did For Our Care Homes

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- Tried our best to support them with the ever changing PPE advice
- Tried to reassure them by role modelling our PPE
- Helped support them in acquiring PPE
- Supported them through outbreaks
  - We had many
  - They were devastating- 206 recorded COVID deaths in the first wave
  - Role modelled our coping strategies with care home teams
  - Offered mental well being support
- We trained them to verify death, provided the equipment and paperwork

Urgent Community Response

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- This was the opportunity to bring the RRAT and rapid response together
- Deliver a true hospital at home service for all

What my colleagues say……

Interface geriatrician: As you know I think the service is excellent - innovative, flexible and patient -centred.

GPOOH: "As an out of hours GP I find it invaluable to have access to the UCR team. My patients can receive hospital level care and I can be **reassured** in the knowledge that we have **done the very best** for them. Most importantly they have their wish to remain in the community respected."

ED Consultant: "I love UCR. UCR is a fantastic service that allows **excellent care** closer to home. It's useful for keeping patients in their own homes and for **facilitating faster and safer discharges**. Thanks to the whole UCR team!"

GP: It's an **excellent** service, **well trained** and friendly team and you are very **approachable**. It has helped us with our management of frail and elderly patients in care homes and has definitely helped in reduced admissions to the hospital.

GP: From a GP perspective, I have found the UCR to be an **invaluable** community service for me as a clinician, but more importantly to the patient and their family. Hospital admission avoidance, services ranging from giving acute medical interventions such as treatment of infections, falls and off legs to increasing care packages

Ward Consultant: UCR is an **invaluable service** which has allowed me to confidently discharge patients back to the community who would otherwise have a much longer hospital stay

Patient feedback

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Outstanding ☆
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Key To Our Success

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- Berkshire West 10- regular meeting with system partners including the care homes
- Shared vision – delivering care holistic at the right place, at the right time
- Listening to system partners,
- Reviewing, reflecting and adapting practice
- Patients and families being onboard with a different approach to care
- SHARED PARTNERSHIP

Ongoing Challenges

- Reminding people we are working for the same patient/resident/person
- Reminding people, we are all equal partners.





COMPASSION

Cambridge dictionary deficition: a strong feeling of sympathy and sadness for the suffering or bad luck of others and a wish to help them

- We are all under pressure
- We are one NHS
- Working together for the same patient

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questions…

For more information about the Berkshire UCR or Frailty Virtual Wards visit www.berkshirehealthcare.nhs.uk/UCR

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