

REPORT TO HEALTH SCRUTINY COMMITTEE

TITLE:	North West Ambulance Service NHS Trust (NWAS) – Care Home Responses
DATE OF MEETING:	Health Scrutiny Committee – 14 November 2017
REPORT FROM:	North West Ambulance Service NHS Trust
CONTACT OFFICER:	Maddy Edgar, Senior Communications Manager, North West Ambulance Service.

1. PURPOSE AND SUMMARY

- 1.1 To provide Bury Health Scrutiny Committee with an update of work being undertaken by North West Ambulance Service NHS Trust (NWAS) in relation to local care homes.

2. INTRODUCTION

- 2.1 Bury Council requested information from NWAS on what work is being undertaken to reduce the number of 999 calls being received from care homes.

3. BACKGROUND

- 3.1 Care homes have always been one of the highest callers of 999 and this is understandable considering the profile of the residents. However, there is acknowledgement that some 999 calls are for minor conditions or incidents which do not require an emergency ambulance and a way of managing these for the benefit of the patient and the Service needs to be established.

- 3.2 Figures for 999 calls from Bury care homes are as follows:

3.3

Year	No. of 999 calls
2014/15	1,947
2015/16	1,949
2016/17	1,746

- 3.4 The Trust has received CQUIN (commissioning for quality and innovation) funding to establish an internal working group whose aim is to; 'reduce the number of calls originating from nursing and residential care homes through training and education of care home staff, and to ensure those needing a response are managed with a resource that is commensurate with their presenting needs. This outcome will be delivered by working in partnership with local commissioners to facilitate NWAS clinicians visiting nursing homes and providing education and training to their staff – in a similar vein to the HCP education programme'
- 3.5 The initial pilot conducted over the Christmas period (late last year/early this year) was for 50 care homes region wide and this resulted in a 50 per cent reduction of calls from those homes trained with ongoing support. The pilot used the Nursing and Residential Home Triage (NaRT) tool, attached to this report.
- 3.6 Four care homes within Bury have been identified and are taking part in the initiative. They are:

Home	Managed by
Killelea House	Bury Council
Nazareth House	Nazareth Care Charitable Trust
Abbeycliffe Care Home	Abbeycliffe Ltd
The Heathlands	Federation of Jewish Services

4.0 Project Objectives

4.1

- Develop and implement a plan to deliver the proposed education programme to 230 identified high intensity users within the first year
- Identify the appropriate team and resource requirements to deliver the proposed education programme using existing resources where possible
- Explore the development of other Frail Elderly and Long Term Conditions management building upon the work of the Community Care Plan and Community Specialist Paramedic workstreams
- Work within the proposed NWAS Governance Framework, liaising with providers and commissioners to ensure pathways of care are in place to provide a robust and sustainable suite of referral options following application of Pathfinder/MTS
- To reduce the number of 999 calls from users of 25 per cent

- Prevent unnecessary conveyance to hospital for frail and older adults and consider the use of community based specialist teams

4. Conclusion

- As work only began using the NaRT tool in September of this year, it is too early as yet to report on its progress, however indications from the pilot are positive

List of Background Papers:- Nursing and Residential Home Triage document

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2014/15	1947
2014 - April	143
2014 - May	144
2014 - June	166
2014 - July	176
2014 - August	162
2014 - September	138
2014 - October	167
2014 - November	156
2014 - December	204
2015 - January	163
2015 - February	138
2015 - March	190
2015/16	1949
2015 - April	146
2015 - May	145
2015 - June	143
2015 - July	155
2015 - August	165
2015 - September	172
2015 - October	190
2015 - November	191
2015 - December	156
2016 - January	167
2016 - February	142
2016 - March	177
2016/17	1746
2016 - April	127
2016 - May	168
2016 - June	179
2016 - July	162
2016 - August	168
2016 - September	120
2016 - October	122
2016 - November	143
2016 - December	156
2017 - January	156
2017 - February	126
2017 - March	119
Grand Total	5642