Case study: Worcestershire – Enhancing the quality of care for care home residents

The aim of this project is to enhance the quality of care for care home residents by improving the coordination and management of each resident's care needs.

In 2012, five community nurse practitioners (CNPs) were assigned to individual South Worcestershire care homes to deliver the project via the production of clinical management plan (CMP) for each home resident.

Through the production of a CMP, risk was mitigated by ensuring a detailed care plan was agreed in conjunction with the resident, care home staff and GP.

The CMP is available for any healthcare clinician treating the patient and includes details of a resident's care needs and preferences in regard to end of life care or avoidance of hospital admission. It remains with the patient at their care home, allowing direct access to ambulance crews and GP out-of-hour's services for rapid support close to home.

As part of the project, the enhanced primary care (local enhanced services) required GPs to have weekly contact with the CMPs to review the management of complex care patients. In addition, pharmacists provided an anual medication review for all residents and dietetic support was available as required.

This was a commissioning-led project embodying integration and the fostering of partnerships, working across community providers, independent sector organisations, and local GP practices to enhance the quality and safety of care for care home residents, facilitating patient choice and putting patients more in control of their health care.

At the end of March 2014 the project resulted in the production of CMPs for 2,100 care home residents in South Worcestershire. In year one evaluation of this project revealed a 26.5% education in all admissions when compared to the same period in the previous year, with a 23.1% reduction in A&E attendances from care homes, with savings in the region of £700.000.

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