

End of Life Care Multi-agency action plan for Care Homes



Multi-Agency Action Plan

1. Reduce unnecessary hospital admissions

1. Identify when and why when emergency services are called and develop appropriate response
2. Develop an integrated response

2. Improved quality of care, patient and family experience

- Participate in TVEA training programme facilitated by Bucks New University
- Create a sustainable training programme
- Support Care Home Managers
- KPI and development of Care Home Dashboard

Reduce unnecessary hospital admissions

- Template developed to capture key information when GP/Ambulance is called. Pilot took place in Oak House
- Feedback:
 - Oxygen therapy and lack of equipment
 - Inappropriate care home admissions and lack of referral information
 - Lack of confidence around EOL/Dementia/DNRCPR
 - Unable to contact GP
 - GP reluctant to visit and advises 999 route
 - Lack of capacity
 - No falls assessment

Improved quality of care, patient and family experience

- Participate in TVEA training programme facilitated by Bucks New University
 - Engaged with Care Homes to identify training needs/gaps
 - Developed a programme of training – for all
 - Urinary tract infection and prevention of constipation
 - Falls and postural
 - End of life care and dementia
 - Developed a programme of training – bespoke (salt hill/Oak/Windmill)
 - Above
 - Care planning
 - Anticipatory planning
 - Manual handling