



Category: Setting the Stage/Strengthening the Foundation

Award Reference Number: 1217
Region: East
Disease: Cross dept
Organisation Type: Care Homes/ PBC consortia
Intervention: Cross discipline approach
Key words: Bedoc, Horizon Health

Complex care team: Improving quality of care in carehomes

Bedoc in conjunction with Horizon health Commissioning and NHS Bedfordshire

Setting:

We are providing a multidisciplinary service to Care homes to improve the patient experience of care and the carers experiences of caring. Horizon health is the Practice Based Commissioning (PBC) consortium for our Bedford GPs. Our piece of work has been commissioned by the consortium from NHS Bedfordshire . The management structure of Horizon consists of 7 people supporting 26 GP practices and we have used the structure of the PCT and supporting services to carry out our piece of work. As the Care Homes Lead Pharmacist employed by NHS Bedfordshire I have been supporting the clinical input of the team, whilst Horizon health have been supporting the management structure of the project, and the set up of communication channels through systems used by our Out Of Hours providers BEDOC

Introduction:

The initiative came about following the alert from the Department of Health (DH ALERT (2010)001). This alert required PCTs to develop action plans to address the errors in care homes identified through "the care homes use of medicines study: prevalence, causes and potential harm of medication errors in care homes for older people." Our local consoritum had prioritised the need for a team to work with some care homes to identify the issues which could be compromising patient care as the GPs were aware of unnecessary admissions to hospital through emergency calls, frequent calls to surgeries, poor communication and disjointed patient care. They could see there were many factors contributing to errors and making the experience of care both complex for the carers and not always in the best interests of the residents in care . They wanted to identify the best way forward to improve the patient and carer experience acknowledging that these are often the environments which are most demanding on their time but where patients don't get better. Nevertheless their quality of life should be the best we can give them

Nominated Contact: Jackie Smith, care homes lead pharmacist, BEDOC