

**Case for Management of
GP's Patient Care in their
Own Home
By Telopea Managed Services Limited**

August 2013

Case for Management

Our population demographics and the health problems we face as a society are changing rapidly. We require innovative approaches to health, care and support systems to meet the needs that arise from these changes. As more people live into older age we need services that support people to remain as well as possible for as long as possible within their own homes and communities. The ambition is to increase the healthy years of life and reduce the social isolation that many older people experience and improve the quality of their lives. We also need health services that are responsive to people's wishes and choices and to ensure that we provide care that consistently delivers a positive experience as well as the best of patient outcomes. We know that more care will be needed outside of hospitals, in communities and in people's homes, that it will involve sustained relationships to support people to manage their long term conditions and we know that nurses supported by a good care team will be key in providing and managing this care.

We also know from people already in our own Managed Care that they value and trust and appreciate the high quality service we already supply and that TMSL's Business Model can make a real difference to a patient's experience of health and wellbeing. We know that service users and partner agencies also need clarity about the community services available. We hear from managers and commissioners of services that a clear service model linked to good health outcomes is critical to the future care profile of care in the community. This document sets out to provide a clear vision and model, which can be used locally to support the provision of care services that patients and service users require. It will raise the profile of the critical work that district nurses deliver within their communities supported by care workers and GP's

Proposal

The NHS Pathway of Care for the Discharge of Hospital Patients to GP care, requires structure and meaningful knowledge emanating from the Hospital Discharge to the receiving GP and onward care team. This role requires meaningful navigational management

The role must provide information to the patient on the availability of all known services and their purpose to include voluntary, support services, government and other regulated providers as well as a meaningful, listening, intelligent, caring and knowledgeable conversational service and reporting procedure.

The service user and their relatives sometimes have no idea what the long term effect of their diagnosis is and who and what service is there to support them. There should be the availability of a presentation type which is made by the recommended support service either by personal contact, or to avoid intrusion, by plainly worded understandable information, to explain how the organisation

or organisations that are being put forward can help, supported by their own GP and the selected Domiciliary Agency from this Managed Service.

For the majority of people in particular those with on-going disabilities, dementia, spinal, head injuries, the elderly and mental health issues requiring care in the community, the care needs to be a 'proper and continued care' provision.

The care is met by Health Care Assistants supported by District Nurses who are working and liaising together for the best outcome and care of the patient. There should be one care plan for all the carers – managed (by Telopea Managed Services Limited) and, in place. Currently the Social Services Team may find it difficult to cover care for all the assessed care requirements the result may be delayed hospital discharge or resulting possibly with two or three unmanaged agencies.

The patient care should continue to be managed observing the care requirement with the support of social services and the GP. The care given recorded in the same care plan and for conclusive continuity of care a communication book is also essential for all visiting services.

Currently the continuity is broken in those situations where more than one agency is in place all writing in their own care plans with no reference to one another unless there is a communication book, or a hand over where the shifts cross over. The District Nurse Team providing the Nursing remit should remain as current, this is working well and the District Nurse Team should continue to maintain their professional documentation in the home and reference in the communication book if necessary for liaison of other services.

The values to the service user of each team remain invaluable because all services are valuable, with different professions coming together to provide the best quality of life to the Service User, keeping everyone informed.

Aim and Strategic fit

Telopea Managed Services Ltd currently have the ability, grounding, knowledge and understanding to provide a successful Management role in;

Supporting Hospital Discharge with continuity of care using this Business Model.

Identifying service users who have become 'at risk' either through deterioration or the identified inability for the service user to function well.

Maintaining at all times the best possible outcome and quality of life.

Supporting the GP Unit the Management process will include liaison in key areas such as the District Nurse Team, Fast Track process, CHC funding, PEP's, Social Services, MacMillan team all of whom provide the core function for community care as well as much respected needed and appreciated services.

Offering critical support services in supported living accommodation. Membership of domiciliary agencies to TMSL mean that TMSL can put the right 'fit' of care to the right level of service especially on discharge using knowledge and expertise. Also understanding the types of services available.

The role should be expected to identify the immediate needs of the patient on discharge and subsequently modify the care package as the care settles and changes.

The Management would be efficient in liaison with Social Services team and District Nurse team which is currently done by TMSL when invited by either side to do so.

Personalisation and Social Care Brokerage is currently 20% of the TMSL Business plan and totally understood with information available offering a reasonably priced payroll service to the service user should they choose to become an employer.

Scope

The Scope should be to share services and information between CHC, District Nurse Team, Social Services, GP's and Relatives and where probable the MacMillan Team.

Care Link and Telehealth provide a necessary service to private patients and NHS Patients and should be supported for their role.

It is recognised that good staffing is essential for this Management to be successful plus existing administrators and in house payroll service.

Financial Impact

The Management role estimated impact on TMSL would be a financial implication of £50k per surgery per annum plus installation of the shared IT services to be paid for by NHS Commissioning.

From continuous study, reporting any additional funding requirement would be identifiable.

Quality

The quality of patient discharge will be enhanced, less fragmented, more direct including identifying the type of care required as liaison with the discharge team. Whilst ensuring the GP is aware the patient is home and what services have been accepted via liaison with agencies and social services.

TMSL's own safeguarding verifier/s would make inspections to ensure adequate care continues to be in place reducing re-visit or return to hospital. TMSL have one verifier in place at present and if more than one is required which is a likely possibility; this will also impact and be identified as a further financial implication. It should be remembered that there is a need for checks and strategic processes to prevent care at home problems.

Protecting Vulnerable People – www.careskillsregister.co.uk

The Care Skills Register is available throughout the UK for all employers to check the qualifications of the carers they employ as well as their authenticity. Membership is available to NHS Bedfordshire

and enquiries should be made to Brenda Saint James 01234 248969. The register is listed with the AVR. Bedford Borough Council support and have membership and support the register.

All Carers should be encouraged to register personally, but registration remains voluntary at present.

It is recommended Agency Carers register annually on the register to assist the safeguarding procedure.

Case to Proceed with Telozea Managed Services Limited

Conclusion

The purpose of Telozea MSL is to manage the service requirements of an individual backed by quality, security and safety, resulting in the provision of an all-embracing workforce that we believe no other organisation can offer.

Corporate Social Responsibility

At Telozea Managed Services Limited we believe that being an excellent business is more than just having a strong reputation in the market place; it's about delivering the service, having the respect of the community and a caring workforce. Recognising this, we have established an organisation that seeks to deliver a positive impact in our community.

Supporting Documentation; Statement of Purpose

Brenda Saint-James

Director of Business

15 August 2013

STATEMENT OF PURPOSE

The aim of Telopea Managed Services Limited is to manage the service requirements on behalf of the service user or organisation backed by quality, security and safety, resulting in the provision of an embracing workforce that we believe no other organisation can offer.

We achieve this aim by acquiring CQC registered providers as members through accredited membership. This provides Telopea Managed Services Limited with the capability to successfully manage multiple agencies in one location using one care plan for care. We believe that being an excellent business is more than just having a strong reputation in the market place; it is about delivering the service and having the respect within the community. Recognising this, we have established an organisation that seeks to deliver a positive impact in our community.

This objective will include the implementation of a clear care plan using information from the team requesting the care provision with the agreement and input of the Service User or next of kin depending on capacity. Telopea Managed Services will be satisfied that the prospective users have the information required in order to make an informed decision on whether to engage its services.

Smooth transition from discharge and onward liaison with specialist services in the community is a key part of managing the care objective.

Telopea Managed Services Limited is committed to supporting a diverse and inclusive workforce regardless of ethnicity, disability, age or religion. We also work closely with our clients to achieve their aims, diversity and equal opportunity objectives and to ensure compliance with current legislation.

Telopea Managed Services Limited provides a complete Payroll Support Service for 'Personalisation' for clients supplying their own care workers.

Telopea Managed Services Limited assures Service Users of the integrity of the service and confirms that it is run by a fit person within our organisation.

Telopea Managed Services Limited confirms that it holds copies of evidence of each member company's processes and procedures, assuring their appointment of suitably qualified care workers.

Telopea Managed Service Limited make every effort to promote safety for vulnerable adults. In addition to mandatory training and Identity checks backing up the DBS is the Care Skills Register and where possible the voluntary registration of each care worker used through our member services is appreciated. The CSR is documented with the (AVR).

Telopea Managed Services Limited abides by the rules and Code of Practice according to the Data Protection Act.

Telopea Managed Services Limited is compliant with requirements of Employment Agencies Act 1973 and its regulations.

Telopea Managed Services Limited is committed to supplying good quality care and will not jeopardise the safety of patients.

Telopea Managed Services Limited confirms to Service Users that every precaution is taken to ensure that all Nurses, Support Workers and Health Care Assistants supplied by our member companies are competent and trained to undertake the activities for which they are employed and responsible.

Telopea Managed Services Limited assures Service Users that their complaints will be listened to, taken seriously and acted upon as outlined in our Complaints Procedure and dealt with, if necessary, in accordance with SOVA Policy and Guidelines.

Telopea Managed Services Limited ensures its member companies comply with the current requirement for checking persons unsuitable for working with children or vulnerable adults, as appropriate. TMSL reserve the right to carry out additional checks on a member company's procedures should there be a concern or a complaint by a service user or a member company.

Telopea Managed Services Limited confirms that our members will provide Nurses, Support Workers and Carers with sufficient skills for their individual roles.

Telopea Managed Services Limited staff will keep up to date with training and development requirements and opportunities that are relevant to updating skills.

Telopea Managed Services Limited Service Users must abide by instructions given for medication in the event of self-care administration.

Telopea Managed Services Limited ensures that medication is only delivered by such staff qualified to administer or assist with administration, seek patients consent in all aspects of care and follow a clear process for reporting concerns. Any assistance or advice immediately after medication is administered must be recorded; records should include dosage, time and method.

Telopea Managed Services Limited has a Management structure with clear lines of accountability

Telopea Managed Services Limited;

- promotes safe working practices and guidelines.
- Has approved Accounting and Financial procedures
- Has adequate insurance against liability.

Telopea Manage Services Limited has an Environmental Policy which is promoted through all our member companies, implementing correct disposal of waste and including methods towards efficient energy use, small steps in the scheme of things but positive steps towards reducing our burden on the environment.