



Enhanced Care to Nursing Homes Project

Team members: Daniel Franey, Tracy Campbell & Newham Rapid Response Team



East London
NHS Foundation Trust

Project's Aim:

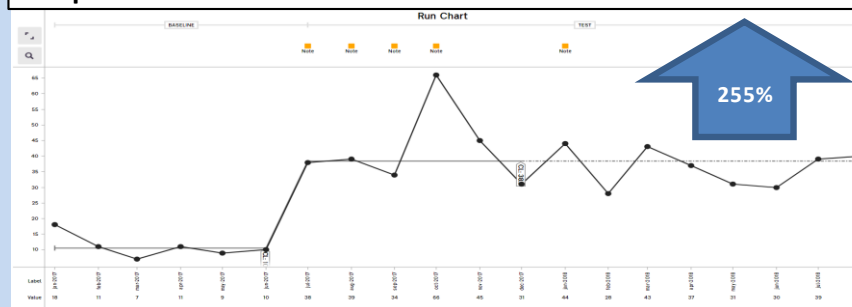
- By July 2018 increase referrals to the Rapid Response Team from the 6 Nursing homes by 20%
- By July 2018 reduce hospital admissions from the 6 Nursing Homes by a minimum of 10%
- By July 2018 reduce the average length of stay in hospital for Nursing Home residents by 30% (from 14 days per admission to 10 days)

Why we started this QI project?

To reduce unplanned hospital admissions from Nursing Homes in Newham & reduce the average length of stay in hospital on admission. Additionally the project hoped to increase referrals to the team through collaborative partnership working.

What have we achieved so far?

Number of referrals received from nursing homes to the Rapid Response team each month



12 months later since we began testing change ideas, we have seen a **255% increase of referrals to the Rapid Response team**. This is an increase from the monthly average of 11 to 39 referrals each month. We have also been able to sustain this improvement.

While calls to the LAS and therefore the numbers of patients taken to NUHT did not demonstrate the hoped for decrease, the project was able to identify a number of themes and trends that will be used to inform our service planning, especially during the next winter period.

Reviewing data from seven individual patient episodes, we saw a **57% reduction in average length of stay**, with the average length of stay totalling six nights. It is a positive signal but we recognised the limitation with a small sample size. We would like to have more data over time to be certain that the improvement seen is not due to common cause variation.

Our nurses are more confident and building trusting relationships with the GP practices in Newham.

What advice could you share with others who are starting a QI?

- Try to set realistic aims and objectives for the project
 - Accept and acknowledge limitations/challenges
- Learn from the previous experience of others
- Use your QI sponsor and coach effectively

What are the main factors that help drive this project forward?

Allocated named Nurse for each home providing continuity

Staff commitment and enthusiasm

Commitment to partnership working across agencies

What are the challenges that could hinder progress of this project?

Engagement by the Nursing Homes

Turnover of staff in Nursing Homes

Full project story can be found on our blog or scan me -> <https://qi.elft.nhs.uk/project-story-enhanced-care-to-nursing-homes/>

