Enhanced Care to Nursing Homes Project

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

NHS
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%
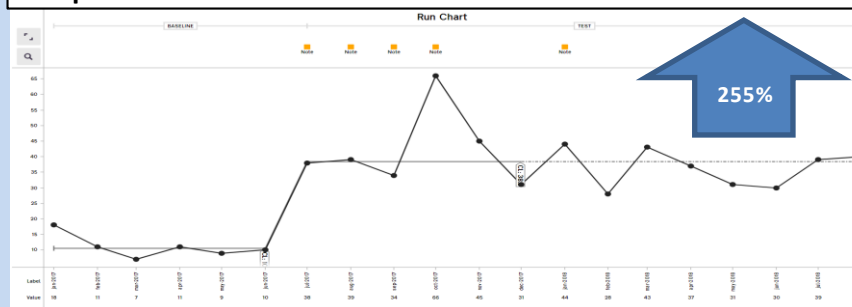By July 2018 reduce the average length of stay in hospital for Nursing Home residents by 30% (from 14 days per admission to 10 days)

Life QI Code: 104345

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

255%

In the 18 months since we began testing change ideas, we have seen a **255% increase of referrals to the Rapid Response team. This is an increased from the monthly average of 11 to 39 referrals each month.** We have also been able to sustain this improvement.

Data provided by the London Ambulance Service in **February 2019** relating to calls from the Nursing Homes showed a **39% decrease in the Year To Date compared to 2018 (390 calls 2019 compared to 640 in 2018)**

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 <u>drive</u> 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 <u>hinder</u> progress of this project?

Turnover of staff in Nursing Homes

General increase in demand for Rapid Response Service

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