

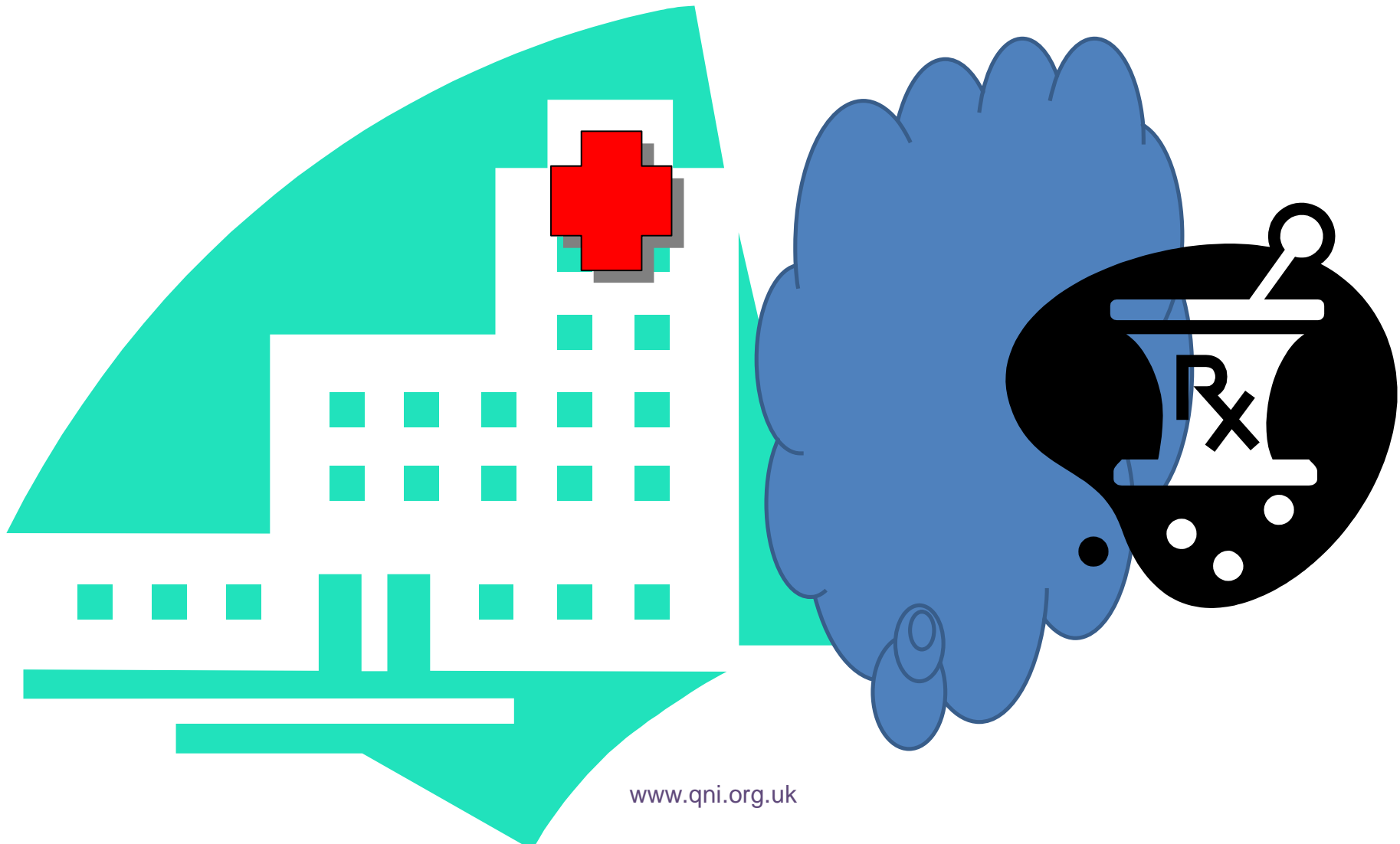
Acute and Long Term Care At Home

Rosemary Cook CBE

Director

The Queen's Nursing Institute

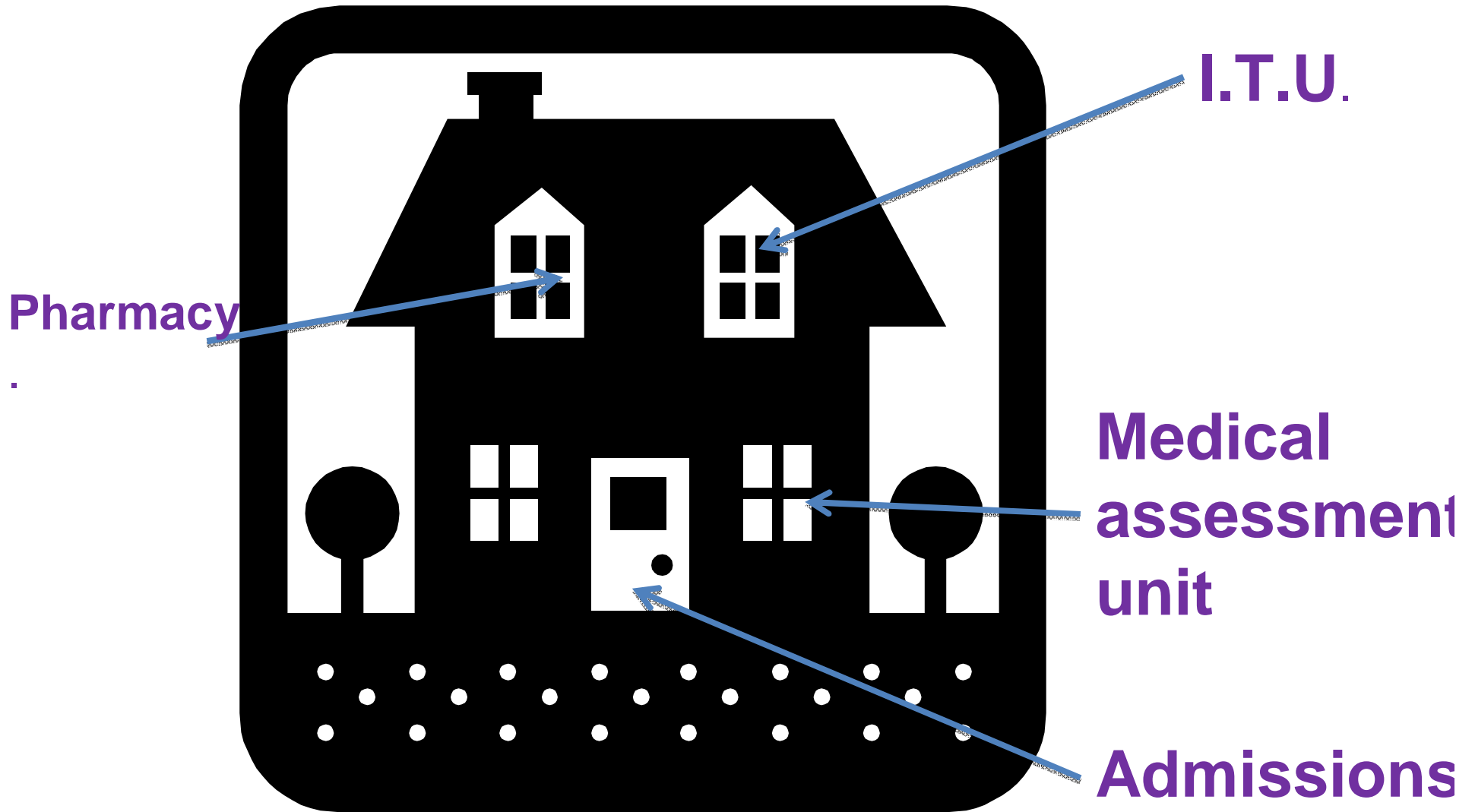
How we think of healthcare



How patients see healthcare



Healthcare @ home



Care at home

- IV therapy
- Chemotherapy
- Treatment of MS exacerbation
- Cardiac / pulmonary rehabilitation
- Permanent parenteral feeding
- Ventilation
- 'virtual wards'
- Terminal care

Care at home

- ◎ Different everywhere
- ◎ Not necessarily cost-saving
- ◎ Run from different organisations:
 - ◎ 27% acute trusts
 - ◎ 28% mental health trusts
 - ◎ 10% social enterprises
 - ◎ ? Aspirant CFTs
- ◎ Commissioned on basis of contacts OR headcount OR (occ) care pathways

What patients say



'Telehealth gives me a sense of reassurance that somebody is keeping a check on me everyday. It feels like a godsend. I feel much more at ease with different aspects of my illness.'

'It means an awful lot to me to be able to return home and I couldn't have done it without you' [virtual ward]

'Thank you NSGCCE [web forum] for giving us hope and the strength to fight eczema. It is good to know in this battle we are not alone.'

Why care at home?

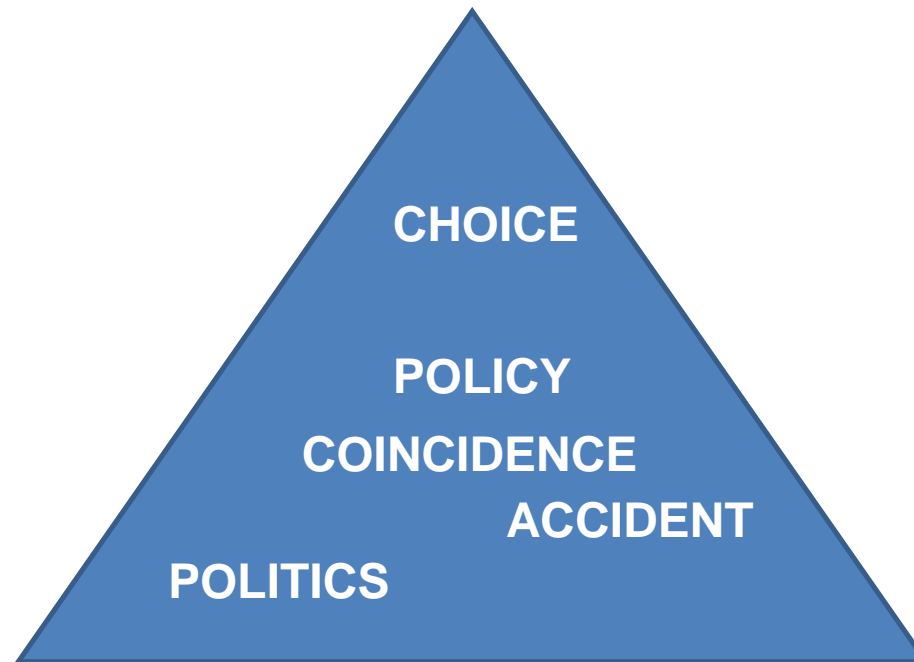


- Cost
- Capacity
- Chronic disease
- Choice

Wm. Rathbone, 1890

How did we get here?

**ADVANCES IN MEDICINE
& TECHNOLOGY**



**CHANGES
IN SOCIETY**

**CHANGES
TO NURSES'
ROLES**

Re-shaping the Workforce



'Nursing People at Home – the issues, the stories, the actions' QNI, Nov 2011

- Based on 'Right Nurse, Right Skills' campaign
- Jamie Merritt
- No of community-qualified nurses decreasing for > 10 years
- No of HCAs in community up 118% in 10 years

Re-shaping the Workforce



'Smart New World – using technology to help patients in the community', QNI, Feb 2012

- 20% of nurses in RCN survey saw electronic record as threat to nurse-patient relationship
- 82% did not think telehealth would change nursing practice
- Some nurses see telephone work as 'not nursing'
- Some see using technology as an IT skill not a nursing skill

Workforce implications



Need to:

- Know what is going on locally
- Reshape community teams to match new ways of delivering care
- Reverse dilution of skill mix in community
- Address attitudes to technology
- Ensure 'Right Nurse, Right Skills' for each service
- Involve patients in developing services
- Commission and evaluate on basis of outcomes

Summary

Service Design

Technology

Skills

Attitudes

Working
with
patients

Vision