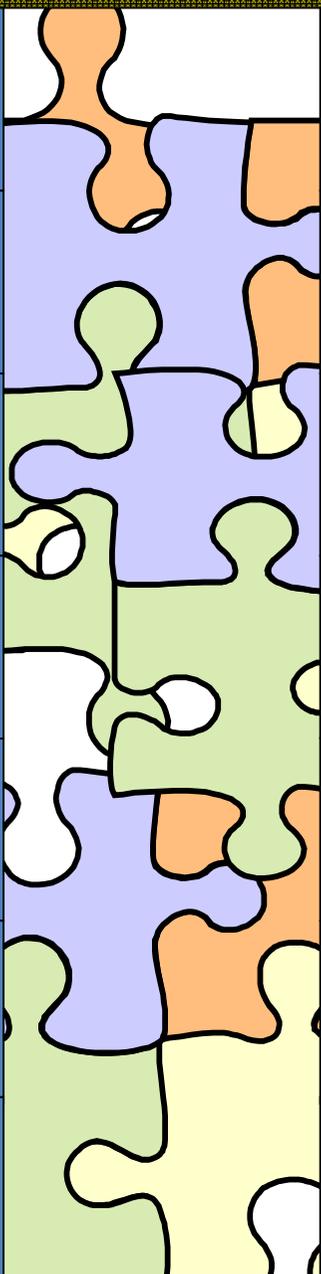




Care in local communities
Viv Bennett
DoN DH and PHE

Challenges and ambitions

Variability in primary and community care Increasing acute admissions		Right staff Right skills Right place
Widening focus from acute to whole system solutions		Dignity in Care everywhere
Health silos and Health and social care silo		More choice especially at the end of life
More dispersed families and 'less community'		Technologically enabled safe care In communities and homes
The dementia challenge		Better integrated care
More and multiple LTC		Health improvement, protection and health services
More older people and more frail older people		Improving public's health - living more healthy years

Overarching priorities

Lessons from Francis

Cultural change

Focus on the culture of compassionate caring and

Value care and compassion as much as treatment

Be honest about failure

Improve accountability

Workforce issues include

- Recruiting for values
- Incentivising high quality and high performance
- Developing strong clinical leadership
- Consideration should be given to the creation of a status of Registered Older Person's Nurse



Overarching priorities

•SoS Priorities

- Care – including nursing care
- Long term conditions
- Dementia
- Reducing avoidable premature mortality
- Technology and leadership - investment £140m for nursing and midwifery



Ambition to be the best in the world
at care for older people



Compassion in Practice – A vision for nurses, midwives and care staff



Our shared purpose is to maximise our contribution to high quality compassionate care and to achieve excellent health and well-being outcomes

Care

Compassion

Competence

Communication

Courage

Commitment

Making this happen needs us all to commit to action and nurses and midwives to take the lead in these six areas ...for all and especially older people

Helping people stay independent, maximising well-being and improving health outcomes

Working with people to provide a positive experience of care

Delivering high quality care and measuring impact

Building and strengthening leadership

Ensuring we have the right staff, with the right skills in the right places

Working with people to provide a positive experience of care

'Care is our business' Actions and Programmes

Action at individual, family and population level. It means prevention, early intervention and health promotion, as well as treatment of ill health and contribution to best possible health outcomes



Programmes

- **Public health nursing approach**
- **Services for children and family/safeguarding/care pathways inc Health Visiting/School nursing development plans**
- **Service transformation - Community nursing**
 - Mapping nursing services in the community
 - Supporting the health and wellbeing needs of carers
 - Producing model for District nursing (in partnership with the Queen's Nursing Institute)
 - supporting development of practice nursing
- **Mental health nursing – no health without mental health**
- **Learning Disability – reducing inequalities**
- **Maximising the nursing contribution to the 'dementia challenge'**

Working age adults and older adults: population health and LTC

Practice Nursing

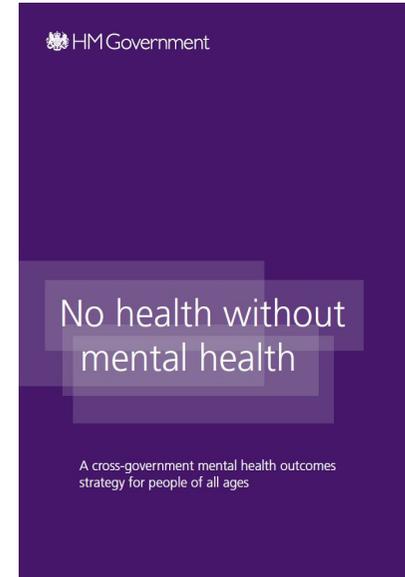
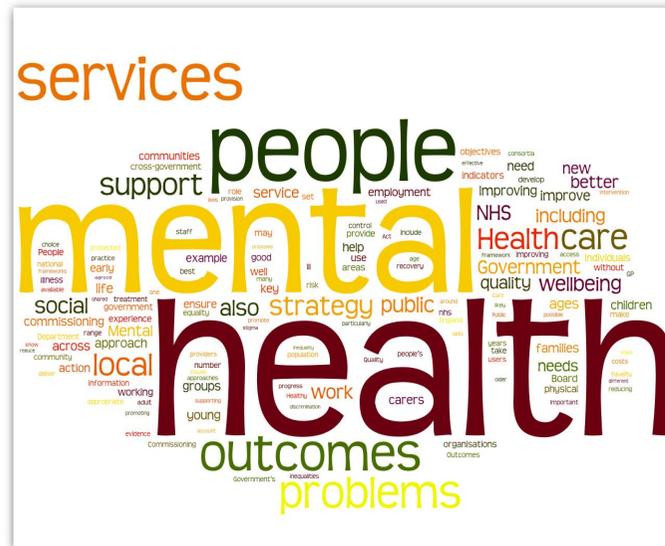


- Using knowledge to support and deliver care to individuals and local populations
- Supporting all long term conditions management including through:
 - supporting the expert patient
 - delivering health protection and health promotion e.g. providing immunisations, screening and advice
 - utilising data to ensure targeted care for groups within practice populations

Optimising health of the population within the community

No health without mental health

All community nurses
Mental health nurses



- Tackling stigma and discrimination
- Tackling social isolation and loneliness and depression in older people
- Supporting work to prevent suicide and manage self-harm
- Improving the mental health and wellbeing of people with long term physical conditions
- Integrating mental health and wellbeing into campaigns and communications

Older people : care in the community

District Nursing Services

Issues

Numbers – fall in number qualified DNs – skill mix changes with increase RNs and HCAs

Role description/clarity – tasks rather than coherent service model/offer

Measuring quality and outcomes

National Programme DH NHSCB QNI

- Supporting District Nurses to describe their contribution, aligned to Compassion in Practice
- Supporting District Nurses and commissioners to develop outcomes/measure of practice that relate to the NHS outcome framework and commissioning outcome framework.
- Supporting District Nursing and partner professions to develop key pathways to enhance care and experience for patients and carers dementia and caring responsibilities
- Supporting Commissioners and other professionals to understand the role, contribution and context of the District Nursing service
- Implementation NHSCB and HEE through Compassion in Practice action plans

Older people : District Nursing

Making every contact count

Providing opportunistic public health interventions and supporting the health and wellbeing of carers

Supporting patient choice

Working with patients and carers to encourage active participation in care and decision-making

Supporting transition of care

Working with partners to provide seamless support including discharge planning, transition to residential or hospice care

Services with strong foundations

Recognising risk

Reducing social isolation through supportive care co-ordination
Supporting the needs of carers

Integrated working with health and social care

Developing strengthened ways of working with partners to maximise resources

New technology to enhance care

Use of tele-health and mobile technology to support complex care in the home

Services embracing innovation

Competence and the 'right staff'

- Right sized graduate workforce with specific training for community care
- Clinical; the provision of evidence based care
- Leadership and management; leading a team to deliver nursing care and support care in the home
- Partnership and collaborative working; networking and sign posting and actively engaging with primary, secondary care, local authority and voluntary sector partners
- Communication and negotiation as a key caseload manager; valuing the contributions partners and families bring
- Coaching, mentoring and supervision; supporting the current and future workforce

Knowledge:

Outcome focussed approaches;
Experts for wider health and wellbeing; for prevention, support and independence
Influencing partners from health, social care and voluntary sector

Skills

Assessment
Needs analysis and population data;
Evaluation and review;
Developing and implementing care plans;
Prescribing

The Dementia Challenge

- Making the importance of the nursing contribution to dementia care visible and valued
- Maximising nursing contribution to the dementia challenge

ensuring dementia awareness for all nurses

raising public awareness and reducing social stigma

early identification and signposting to appropriate services and resources to build community capacity

developing appropriate environment of care

promoting wellbeing and living well with dementia

promoting public health messages of the healthy heart and healthy head (vascular dementia)



Improving dementia care everywhere

Providing excellent care throughout the care pathway to the end of life

Nurses making a difference to dementia: actions

- Setting out all nurses to the dementia challenge 'Nurses making a difference to dementia'
- Developing a nursing pathway/guidance document from public health messages and stigma reduction to end of life care for people with dementia and their carers;
- Developing an e-learning training package appropriate for all nurses;
- Producing a self-assessment framework for organisations to assess service provision, agree local action plans and monitor progress;
- Creating a communications plan to engage all nurses in the dementia agenda and to raise the profile of the nurses contribution;

**Providing excellent care throughout the care pathway
to the end of life**

Care in the community: success good health and well being outcomes and positive patient and carer experience

People tell us they want...

- to be safe
- more care closer to home
- to be treated as a person
- to tell their story once
- to be a partner in care
- to have choice'fit into my life'
- to know people providing care in their home

We need to ...

- **Put people at the centre** of care recognising what is important to the patient and carer
- **Be family/home centred** - Adapting to the care setting and respecting patients' homes;
- **Promote Respect and Dignity** supporting independence and individuality;
- **Support shared decision making**
- **Improve continuity co-ordination and responsiveness**
- **Provide evidence based safe care** recognising and pro-actively managing risk and safeguarding patients.