

Case Study: Salford Care Homes Medical Practice

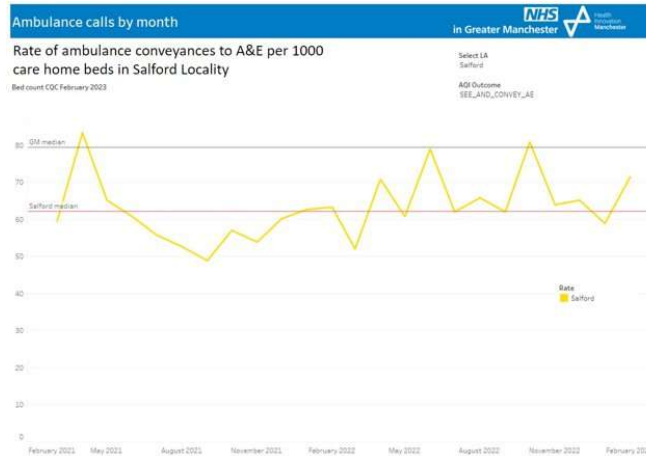


BACKGROUND

The Care Homes Medical Practice in Salford is a unique General Practice providing medical care to older people living in 34 care homes across Salford.

Initially established in 2009 as a service to provide care to a limited number of care home residents across Salford, the practice has evolved to provide proactive care to almost every care home resident in Salford. The current list size is 1136 permanent patients.

This innovative service is delivered by a team of 3 GPs, 3 Advanced Nurse Practitioners, a pharmacist and administrators; with strong links to community palliative care, speech and language therapy, and dietetics.



Salford care homes generated fewer ambulance A&E attendances than the GM average in the last 2 years

CHALLENGES

Having the right people – It's important to find clinicians who are committed and well-suited to working with the care home population.

Advanced care planning (ACP) is seen as the most effective way to keep residents out of hospital but it can be very time consuming. The practice processes up to 400 new ACPs every year.

SOLUTION

When a resident is becoming unwell, the home has easy access to the practice to manage deterioration and is supported to take observations before accessing clinical triage (available 7 days a week). Action may then include:

- Seen in regular 'Home Round'
- Same day visit
- Referral to Urgent Community Response
- Admit to hospital

The practice provides general medical services to their registered patients but they also deliver additional proactive care services tailored to the requirements of older people living in care homes, including:

- Weekly 'Home Round' delivered by a named clinician
- Detailed initial assessments and Personalised Care & Support Plans created for new patients
- Regular health checks and medicines reviews
- Services delivered by the Specialist Dementia nurse
- Support and Education from the Palliative Care Nurse team
- Clinical oversight from the lead GP to identify care home 'hot spots' and address issues with homes

LEARNING

Khalid Alshawy is the lead clinician at the practice and has been with the practice for 11 years. He shared his reflections on what he has learned over the years:

- ✓ This model can be seen as expensive but it delivers value for money in every sense
- ✓ High job satisfaction for staff
- ✓ High quality service for residents
- ✓ This model reduces A&E attendances (see chart above) and hospital admissions for care home residents
- ✓ Having the right team is vital
- ✓ Simple system – saves care homes time and money

CONCLUSION

Salford is the only city in the UK where care home residents are registered to one single practice. The unique and innovative service model offers a great deal of benefits to its patients which is why most patients, even those who register temporarily, choose to stay with the practice.

The model supports managing deterioration through a combination of a responsive, 7 days a week, acute service and a range of proactive services, providing personalised care for residents.