



NHS

*Harrogate and Rural District
Clinical Commissioning Group*

Reference Guide for Care Homes

**June
2018**



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Support Service Name:

Continence Specialist Service

Support Available:

- Telephone advice on maximising bladder and bowel health and managing incontinence
- Assessment of people with continence problems that cannot be resolved by nursing staff normally involved (care home staff in nursing homes and district nurses for residential homes)
- Advice about, and authorisation for the use of, non-standard products
- Training for care home staff (limited availability at present)

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
Telephone advice and support	Yes	Yes

2 Referral via GP or District Nurse		
Service	Nursing Home	Residential Home
Second line assessment of residents whose problems cannot be resolved by nursing staff	Yes	Yes

Contact details:

Single Point of Access: 01423 557498

Support Service Name:

Diabetes Specialist Nurse

Support Available:

- Advice about all aspects of management of diabetes
- Assistance with poor control of diabetes

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
General (not patient specific) advice about diabetes Telephone advice only	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home
Resident-specific help and advice	Yes	Yes

Contact details:

Phone: 01423 555345 for general advice (not an emergency service and not available out of hours)

Support Service Name:

Community Dietician

Support Available:

- Advice and help for supporting individuals requiring nutritional support for undernutrition
- Advice about nutrition for individuals with swallowing difficulties (including tube feeding eg PEG feeding)
- Nutrition Education & Audit programme for all nursing care home staff (cost of £100 to cover printing costs of 15 workbooks & Resource pack, each additional workbook £4.50, no cost for delivering sessions & producing audit report)

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
Help with under-nutrition – pre-referral protocol must be followed	Yes	No
Education programmes	Yes	No

2 Referral via GP		
Service	Nursing Home	Residential Home
Help with under-nutrition (GP will advise about pre-referral protocol)	No	Yes

Contact details:

Phone: 01423 553329 for advice and to obtain referral forms and referral protocols (for Nursing Home residents only)

Support Service Name:

Heart Failure Specialist Nurse

Support Available:

- Treatment and advice for Left Ventricular Failure
- Advice about, and prescribing of, medication for Heart Failure
- End of Life Care for Heart Failure
- Symptomatic Right-sided Heart Failure with 2 or more recent hospital admissions

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
Training – resource meetings/ workshops	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home
Treatment, advice, End of Life Care	Yes	Yes

Contact details:

Phone: 01423 557771

Support Service Name:

Community Infection Prevention and Control

Support Available:

We can offer you a 'one stop shop' for all your IPC needs including:

- Advice on all aspects of infection prevention and control (IPC) eg *C. difficile*, MRSA, MRGNB, Scabies
- Management and control of outbreaks of viral gastroenteritis including an Outbreak Management Pack
- IPC policies and guidelines available to download on our website
- On a limited basis training of basic IPC issues e.g., hand hygiene, PPE, catheter care
- Loan of the 'glow and show' hand washing box for assessing hand hygiene
- Easy to use website designed specifically for Health and Social Care settings:
www.infectionpreventioncontrol.co.uk

Additional resources available to purchase include:

- Mock CQC inspection visits
- CQC Inspection Preparation Pack for Care Homes
- IPC training 'Preventing Infection Workbook: Guidance for Care Homes' and 'Preventing Infection Workbook: Guidance for staff providing Care at Home'. These educational resources are viewed as best practice by local CQC inspectors
- Bespoke in-depth training packages
- IPC Guidance / Policy folder containing policies and guidelines (an alternative to downloading and printing the resources)

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
All services	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home

Contact details:

Contact the Community IPC team on 01423 557340

Email: ipccommunity@hdft.nhs.uk

www.infectionpreventioncontrol.co.uk

Support Service Name:

Medicines Management

Support Available:

- Clinical Medication Review
- Advice about medicines
- Audit and advice visits
- Training

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
Advice about medicines for people with swallowing difficulties	Yes	Yes
Audit and advice visits and training	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home
Clinical medication reviews	Yes	Yes

Contact details: All contacts can be reached on 01423 799341

Karen Lepper, Medicines Optimisation Pharmacist
karenlepper@nhs.net

Vicky Abbott, Medicines Optimisation Pharmacist
Vicky.abbott1@nhs.net

Kate Shelton, Medicines Optimisation Pharmacist
kate.shelton@nhs.net

Support Service Name:

Care Home Liaison – Mental Health Services

Support Available:

- Mental health nurses and health care assistants who can support those people in care homes experiencing an acute mental health problem
- Support may be from 1 day to 8 weeks depending on the nature of the problem
- The service operates 7 days a week

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
Change in condition of people already under the care of the Liaison Team	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home
New referrals to the Care Home Liaison Team	Yes	Yes

Contact details:
9am to 5pm, Monday to Friday
Tel: 0300 303 8294
Fax: 01904 694777

Support Service Name:

Occupational Therapy

Support Available:

- Functional assessments associated with discharge planning back to the person's own home
- Advice on, but not provision of, equipment to maintain independence

Referral pathway:

Referrals via GP to the Single Point of Access below

**Single Point of Access:
Monday to Friday 08:00-17:00
Phone 01423 554632
Fax 01423 879842**

Support Service Name:

Physiotherapy

Support Available:

Physiotherapy assessment, treatment and advice for the following:

- Musculoskeletal conditions
- Orthopaedic conditions
- Balance/falls/walking problems
- Neurological conditions
- Outpatient services for Respiratory clearance/dysfunctional breathing and Women's & Men's Health including Continence & Gynaecological conditions

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home

2 Referral via GP		
Service	Nursing Home	Residential Home
All services	Yes	Yes

Contact details:
Physiotherapy Department at HDFT
Phone: 01423 553472

Physiotherapy Department at Ripon Community Hospital
Phone: 01765 643558

Support Service Name:

Podiatry Services

Support Available:

The aim of podiatry is to keep people mobile and reduce pain and discomfort, also to aim to prevent any further deterioration in foot and lower limb conditions.

The Podiatry service will assess, diagnose and provide treatment of common foot conditions. Typically this involves the treatment of corns and callus and foot function, along with giving the appropriate foot health education and advice.

The service will assess, diagnose and provide treatment plans for patients with diabetes in accordance with NICE guidelines. Typically this involves regular review of moderate to high risk diabetics and the prevention and treatment of foot ulceration

The service will assess, diagnose and provide treatment plans for patients deemed at risk of pressure ulceration to the foot and ankle.

The service will provide training and support to carers to provide basic nail care for residents who are unable to cut their own nails.

Referral pathway:

Direct referrals accepted from all registered healthcare professionals

Contact details:

Emma Noe, Podiatry Team Lead – Harrogate Locality

Emma.noe@hdft.nhs.uk

Tel - 01423 553220

Support Service Name:

Respiratory Specialist Nurse

Support Available:

Help for residents with diagnosed respiratory conditions including Asthma, Chronic Obstructive Pulmonary Disease and Pulmonary Fibrosis

- Symptom management
- Review of residents needing frequent admissions
- Management of exacerbations
- Medication reviews (including advice on inhalers)
- Assessment for supply and monitoring of nebulisers
- Assessment for, and management of, oxygen therapy
- Education – individual homes or groups of homes

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
All services	Yes	No

2 Referral via GP		
Service	Nursing Home	Residential Home
All services (can also be referred by District Nurse)	No	Yes

Contact details:

Phone: 01423 555320

Fax: 01423 555353

Address: Respiratory Nurse Office, Granby Ward, Harrogate District Hospital, Lancaster Park Road, Harrogate

Support Service Name:

Speech and Language Therapy

Support Available:

- Assessment advice and therapy for people with communication difficulties
- Assessment advice and therapy for people with swallowing difficulties

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
All services	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home
All services	Yes	Yes

Contact details:

Phone: 01423 553352

Fax: 01423 553528

Monday to Friday 0900hrs – 1700hrs

Support Service Name:

Stoma Care Nursing Service

Support Available:

- Peristomal skin problems
- Appliance Leakage
- Parastomal hernia problems (not fitting support garments)
- Organisation of delivery of pre-cut pouches & accessories
- Stoma care education and training

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
All above services	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home

Contact details:
Fiona Holtham, Community Stoma Nurse
Tues, Weds & Thurs 0830-1630 only
Phone: 07917 372 161
fiona.holtham@salts.co.uk

Gill Wilson, Hospital & Community Stoma Nurse
Tues - Friday 0800 - 1715
Phone: 07557 001311 / 01423 555786
gill.wilson@salts.co.uk
gill.wilson@hdfn.nhs.uk
gillian.wilson@nhs.net

Support Service Name:

Tissue Viability Service

Support Available:

- Telephone advice and support for the prevention and management of complex wounds, recurrent wounds and difficult to treat wounds
- Assessment of patients with complex wounds that cannot be managed by nursing staff normally involved in the patients care (nursing staff in nursing homes and community care teams (CCTs) for residential homes)

Referral pathway:

1 Direct Referral		
	Nursing Home	Residential Home
	Yes - via Single Point of Access	Yes – via Critical Care teams

2 Referral via GP		
	Nursing Home	Residential Home
	Yes	Yes

Contact details:

Tissue Viability Service via Single Point of Access:

Phone: 01423 554632
Monday to Friday 0800-1700 hrs

Support Service Name:

Parkinson's Specialist Nurses

Support Available:

- Symptom management
- Review of medication
- Improve understanding of individual needs and managing realistic goals
- Referral to the multidisciplinary Parkinson's team when appropriate
- Telephone advice and support
- Support for families
- Education available (may be facilitated through Parkinson's UK)

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
All services, if already under the care of a Consultant Neurologist or Elderly Care Consultant at Harrogate District Hospital	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home
New patients must be referred to a Consultant Neurologist or Elderly Care Consultant	Yes	Yes

Contact details:

Parkinson's Specialist Nurses

Phone: 01423 554498

Fax: 01423 553091

Secretary: 01423 553038

Address: Neurology Department, Harrogate District Hospital, Lancaster Park Road, Harrogate HG2 7SX

Support Service Name:

Saint Michael's Specialist Palliative Care Team

Support Available:

- We support patients and their families with any advanced, progressive disease with complex needs
- We offer advice on pain and symptom management, as well as practical social, emotional and spiritual support
- We provide training on end of life care and symptom management

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
All services to support individual residents	Yes	Yes
Training (this service is charged for)	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home

Contact details:

**Post: Saint Michael's Specialist Palliative Care Team
Crimple House, Hornbeam Park Avenue, Harrogate HG2 8QL
Tel: 01423 878617
Fax: 01423 878633
Website: www.saintmichaelshospice.org**

We are generally available during office 8.30am-4.30pm. For information about training, please contact Sarah Dixon at Saint Michael's Hospice on 01423 876080

Support Service Name:

HARCVS (Harrogate & Ripon Centres for Voluntary Service)

Support Available:

Signposting service to local community activities and charity services in Harrogate district

HARCVS Where To Turn Directory lists over 600 charity services, support groups, lunch clubs, coffee mornings, specialist exercise sessions and regular community activities supporting health and well-being.

The fully searchable online directory is at www.harcv.org.uk/wheretoturn and results of a search can be easily printed to share. Details of access and cost are included.

HARCVS Events Calendar lists one-off community events in Harrogate District www.harcv.org.uk/events

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
Signposting	Yes	Yes

2 Referral via GP		
Service	Nursing Home	Residential Home
N/A		

Contact details: See Support Available