



**NHS**

*Harrogate and Rural District  
Clinical Commissioning Group*

# Care Homes Reference Guide

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**MAY 2016**



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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:**

**For telephone advice: 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

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 799466

## 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](http://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 for Health and Social Care' this educational resource is 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](mailto:ipccommunity@hdft.nhs.uk)

[www.infectionpreventioncontrol.co.uk](http://www.infectionpreventioncontrol.co.uk)

## Support Service Name:

*Community Matron (Support Nurse for Nursing Homes)*

### Support Available:

- Training to enable staff to develop new skills
- Assistance with and training for management of Long Term Conditions
- Help with End of Life Care
- Falls management
- Tissue Viability Grade 3 or 4

### Referral pathway:

#### 1 Direct Referral

Service	Nursing Home	Residential Home
All services	Yes	No

#### 2 Referral via GP

Service	Nursing Home	Residential Home

### Contact details:

**Linda Milburn, Case Manager for education in Nursing Homes**  
**Contact: 01423 799451**



Support Service Name:

*Medicines Management*

Support Available:

- Clinical Medication Review
- Advice about medicines for people with swallowing difficulties
- 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:**  
**Karen Lepper**  
**Phone: 07534 904268**  
**karenlepper@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:

*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 ulcerations, corns and callus and foot function, along with giving the appropriate foot health education and advice.
- 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:

1 Direct Referral		
Service	Nursing Home	Residential Home

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

#### Contact details:

**Lynda Parkinson, Head of Musculoskeletal Services**  
**Phone: 01423 555755**

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: 07917372161**

**[Fiona.holtham@salts.co.uk](mailto:Fiona.holtham@salts.co.uk)**

**Gill Wilson, Hospital & Community Stoma Nurse**

**Hours in community: Tues & Thurs 0830-1630**

**Hospital: Mon, Weds, Fri**

**Phone: 07557 001311 / 01423 555786**

**[gill.wilson@salts.co.uk](mailto:gill.wilson@salts.co.uk) / [gill.wilson@hdft.nhs.uk](mailto:gill.wilson@hdft.nhs.uk)**

Support Service Name:

*Tissue Viability Nurse*

Support Available:

- Advice and support for the management of complex wounds, recurrent wounds and difficult to heal wounds.

Referral pathway:

1 Direct Referral		
Service	Nursing Home	Residential Home
Via Community Matron for Nursing Homes	Yes	
Via District Nursing Teams		Yes

2 Referral via GP		
Service	Nursing Home	Residential Home

**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:**

**Susan Smith & Paul Randall, 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](http://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 to voluntary sector services, support groups and community activities in Harrogate district
  - [www.harcv.org.uk](http://www.harcv.org.uk)
  - 01423 504074
  - [cvs@harcv.org.uk](mailto:cvs@harcv.org.uk)
- HARCVS Where to Turn Directory of voluntary and community organisations in Harrogate District
  - <http://directory.harcv.org.uk>
- HARCVS Listing of Regular Community Activities
- Support group meetings, lunch clubs, coffee mornings, specialist exercise classes and regular community activities in Harrogate District
  - [www.harcv.org.uk/regularerevents](http://www.harcv.org.uk/regularerevents)

### 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**