

Winter 2016 - Key Messages for Care Homes in Suffolk

1. Flu Season

1.1 Flu Vaccination

www.nhs.uk/staywell and <http://www.healthysuffolk.org.uk/healthy-you/> and <http://www.ipswichandeastsuffolkccg.nhs.uk/Newsevents/News/Carehomeresidentsandstaff.aspx>

- Residents and staff in care homes in Suffolk are being encouraged to get their flu vaccination to avoid being struck down with flu this winter.
- Flu vaccination is particularly important for those living and working in care homes. Outbreaks of flu often occur in health and social care settings where people are in close contact with each other. When so many people live in close quarters flu can spread quickly among residents and staff.
- Flu is not the same as a cold and is caused by a different group of viruses. The symptoms tend to start more suddenly, be more severe and last longer. Flu can hit vulnerable people the hardest with severe symptoms.

2. Winter Illness Outbreak

2.1 Public Health England 'Winter Illness Preparation Advice'

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214930/Care-Home-Resource-Summary-Feb14-2013.pdf

- **Flu vaccinations:** Ensure residents and staff members understand and receive where possible the annual flu vaccination.
- **Pneumococcal vaccination:** Pneumococcal pneumonia is reduced with the pneumococcal vaccination. The vaccination is recommended for all adults over the age of 65 years. The majority of people are recommended to have a one off vaccination. Some people with specific health problems may require the vaccination every 5 years.

2.2 Viral / bacterial outbreak: All residents with symptoms of diarrhoea / vomiting should be regarded as potentially infectious until proven otherwise. Viral gastro-intestinal illness is spread from person to person via the oral – faecal route or through environmental contamination (vomiting in the general environment). When there is more than one resident or staff with vomiting or diarrhoea within approximately 72 hours this could be an outbreak.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/322943/Guidance_for_managing_norovirus_outbreaks_in_healthcare_settings.pdf

Do I have to notify CQC about outbreaks of infection? No. But you should notify the Health Protection Team (Public Health England) about infection outbreaks and incidents on **0344 255 3546** for further advice and assistance.

- Suffolk GPs have been advised to stock up on viral swabs, urine, sputum and stool sample pots in case of care home outbreaks to aid with early stage diagnosis.

3. Pharmacy

3.1 Out of Hours and Holiday Pharmacy

<https://www.england.nhs.uk/mids-east/our-work/pharm-info/>

- Find up to date Community Pharmacy information for the East of England - Pharmacy Information for Suffolk / Norfolk / Cambridge

If you've had long term condition that requires medication – don't wait until it's late at night or a public holiday until you need medication. Order medication early with your local GP practice

Repeat prescription – remember to make sure you have enough repeat medication to last over the holidays. It normally takes 48 hours for your GP practice to process a repeat prescription.

3.2 Homely Remedies

Making the right healthcare choice this season:

Be prepared – having a well-stocked medicine cabinet means you will be able to self-care at home and deal with most minor injuries and illness that you might suffer. Consider having a stock of paracetamol, anti-diarrhoeal medicine, rehydration mixture, indigestion remedy and plasters.

Your local pharmacist – many pharmacies have late night and weekend opening. A pharmacist can offer you a great deal of help and advice on the best over-the-counter medication for your condition.

Ipswich and East Suffolk

- [Homely Remedies Protocol](#)

West Suffolk

<http://www.westsuffolkccg.nhs.uk/wp-content/uploads/2013/01/Homely-Remedies-Policy-FINAL-V2-Dec2013.pdf>

4. Deteriorating Residents

4.1 Deteriorating Resident - End of Life Care / Long Term Conditions - Admission Prevention Services

- **Ipswich & East Suffolk care homes with and without nursing -**
<http://www.stelizabethhospice.org.uk/services/24hour-advice-onecall.aspx>
- **St Elizabeth's Hospice – 24 /7 helpline ' One Call' 08005670111**
- Speak to a Community Nurse Specialist about End of Life Care, symptom control and referral to specialist service provision.
- **West Suffolk care homes with and without nursing -** <https://stnicholashospice.org.uk/about-us/>
- **St Nicholas Hospice – 24/7 helpline 01284 766133** (daylight hours St Nicholas Hospice / nights McMillan Ward at West Suffolk Foundation Trust)
- Speak to a Community Nurse Specialist about End of Life Care, symptom control and referral to specialist service provision.

4.2 Deteriorating Resident - Admission Prevention Services.

- **Ipswich and East Suffolk – Crisis Action Team**

[http://www.ipswichandeastsuffolkccg.nhs.uk/GPpracticememberarea/Clinicalarea/Clinical\(QIPP\)workstreams/Integrate/Integrate/CrisisActionTeam\(CAT\).aspx](http://www.ipswichandeastsuffolkccg.nhs.uk/GPpracticememberarea/Clinicalarea/Clinical(QIPP)workstreams/Integrate/Integrate/CrisisActionTeam(CAT).aspx)

- 24/7 multi-agency health, social care and voluntary sector admission avoidance service.

- The service is for residents whom you consider to be in a crisis, are medically stable enough to be managed in the care home where a hospital admission would not be the most appropriate.

Ask the GP, paramedic or other health professional to call CAT on 0300 123 2425 (care homes cannot self-refer as medical assessment is required prior to referral)

- **West Suffolk – West Suffolk Foundation Trust Early Intervention Team**

<http://www.westsuffolkccg.nhs.uk/clinical-area/clinical-workstreams-and-current-priorities/integrated-care/early-intervention-team-eit/>

- Mon – Fri 8am – 9pm
- Weekends and bank holidays 10am – 5pm.

Call the Care Co-ordination Centre (0300 123 2425) requesting the Early Intervention Team (EIT)

Provide patients details:

- a. Name
- b. DOB/NHS Number
- c. Address (Including Postcode)
- d. GP Surgery

4.3 Deteriorating Resident – Community Healthcare – Admission Prevention Services

<http://www.suffolkcommunityhealthcare.co.uk/Home.aspx>

<http://www.suffolkcommunityhealthcare.co.uk/OurServices.aspx>

<http://www.suffolkcommunityhealthcare.co.uk/OurServices/SpecialistServices.aspx>

GP or health professional to refer Care Coordination Centre 0300 123 2425 (medical assessment is required prior to referral) for symptom control advice and guidance

- Community health teams offer nursing and therapy care, working with specialist nurses and the community intervention service for urgent cases. The aim is to provide high quality, personalised care which meets the resident's needs, is easy to access and delivered closer to home.

5. Adult Safeguarding

5.1. Multi Agency Safeguarding Hub

<https://www.suffolk.gov.uk/adult-social-care-and-health/keeping-you-safe/multi-agency-safeguarding-hub-mash/>

Professional referrers - If you would like to discuss whether the situation you are concerned about should be the subject of a safeguarding referral, please contact the **MASH Consultation Line on 0345 6061499**

5.2 Suffolk Safeguarding Adult Board

General information - Adult Safeguarding Referrals - In an emergency call 999 - <http://www.suffolkas.org/>

Please complete the online referral form with as much information as you have. If you have difficulties completing the referral form, or you have not been contacted within 48 hours after making the referral, please telephone **Customer First on 0808 800 4005**.

For 'out of hours' and/or 'urgent' referrals please call the **Emergency Duty Service on 0808 800 4005**.

Make a referral

https://secure.suffolkcc.gov.uk/customerservice/CSD/SCC/product.aspx?ProductID=SCC_Adult_Safeguard_RF

6. Care Quality Commission- Notifications for non-NHS trust providers

6.1. All care providers must notify CQC about certain changes, events and incidents affecting their service or the people who use it. For forms to download or print and where to send them see

- <http://www.cqc.org.uk/content/notifications>
- fax - 0300 616 171
- email – HSCA_notifications@cqc.org.uk

7. Relatives / Representatives

When relatives and representatives are going to be on holiday and away for the festive season and new year accurate contact details are essential. It is advisable to check the contact details of relatives and representatives prior to the festive season.

- Phone (mobile / landline) contact
- Email address
- Emergency plan and phone contact in case usual relatives / representatives are not available.

8. Nutrition

8.1 Oral Nutritional Supplements (ONS)

From 01 September 2016, both the Ipswich & East and West Suffolk Clinical Commissioning Groups do not support the prescribing of ONS for residents in care homes, unless one of the exclusion criteria listed below applies. Residents with a poor intake should be commenced on homemade milkshakes and food first instead of Oral Nutritional Supplements.

8.2 Oral Nutritional Supplement Food alternatives

- Food First

<http://www.ipswichandeastsuffolkccg.nhs.uk/Portals/1/Content/Members%20Area/Clinical%20Area/Medicine%20management/Care%20home%20information/Food%20First%20Recipes.pdf>

- Homemade Supplements

<http://www.westsuffolkccg.nhs.uk/wp-content/uploads/2016/07/Homemade-supplements.pdf>

- Food fortification

<http://www.ipswichandeastsuffolkccg.nhs.uk/Portals/1/Content/Members%20Area/Clinical%20Area/Medicine%20management/Care%20home%20information/Food%20fortification.pdf>

- Drinks

<http://www.ipswichandeastsuffolkccg.nhs.uk/Portals/1/Content/Members%20Area/Clinical%20Area/Medicine%20management/Care%20home%20information/Drinks.pdf>

- Snacks

<http://www.ipswichandeastsuffolkccg.nhs.uk/Portals/1/Content/Members%20Area/Clinical%20Area/Medicine%20management/Care%20home%20information/Snacks.pdf>

- Recipes

<http://www.ipswichandeastsuffolkccg.nhs.uk/Portals/1/Content/Members%20Area/Clinical%20Area/Medicine%20management/CCG%20formularies/Dietetics%20formulary/IESCCG%20Supplement%20recipes.pdf>

8.2. Food Handling and Safety

- Campylobacter - <https://www.food.gov.uk/news-updates/campaigns/campylobacter/fsw-2014> and <https://www.food.gov.uk/news-updates/campaigns/what-is-campylobacter>
- Christmas - <https://www.food.gov.uk/news-updates/campaigns/christmas>

9. Hydration

Dehydration is one of the most common indicators of transfers from a nursing home to hospital. Adequate fluid consumption in older adults is associated with fewer falls, lower rates of constipation and laxative use.

- **What are the causes of dehydration?** Not drinking enough fluid to replace what is lost. Older people may lose their thirst sensation, mouth discomfort may limit fluid intake and reduced fluid provision or lack of encouragement to drink can all result in dehydration. Increased fluid losses may also result from vomiting, diarrhoea or sweating from fever.
- **What are the signs of dehydration?** Thirst, dark strong smelling urine, dry mouth and skin.
- **Other signs of dehydration:** Increased irritability, confusion, sluggishness, light headedness / feeling faint when standing headaches, constipation, nausea, impaired cognition, tiredness, blurred vision and increased risk of slips, trips and falls.
- **How much should we drink?** For people over 60 years of age should drink 30ml/kg - An average 50kg person will need to drink 1,500mls of fluid per day to retain good hydration (residents with cardiac or renal failure may be advised to restrict fluids).
- **Sources of fluid:** Cold drinks include water, diluted squash, fruit juices; hot drinks including tea and coffee; thickened fluids for residents with dysphagia. Some foods have good fluid content such as jelly, ice cream, custard, yoghurt, soup, tomatoes and cucumber. Alcohol does not count as it has a diuretic effect.

If you would like information on food and fluid requirements for your residents please contact Susan Clarke, Dietetic Advisor, on 01473 770113. By Susan Clarke, Dietetic Advisor, Suffolk CCGs.

10. Contacts

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