

DRIVING UP QUALITY IN CARE HOMES

Putting vital support mechanisms in place to increase care home service quality, with a focus on standardising processes, enhancing networks, and delivering robust training and development.



CCGs across Chorley, South Ribble and Greater Preston came together to better integrate the local care home sector with the NHS and social care, with a view to improving quality throughout.

A multi-agency Care Home Quality Collaborative was set up to enhance relationships and networks, enable sharing of best practice and lessons learned. A range of standardisation activity is taking place to ensure that care is being delivered to the quality we expect. This is being delivered through 'care bundle' toolkits and standard operating procedures, as well as quality schedules, frameworks and KPIs.

Investment is being made in technology to improve links between the care homes and GP practices, and a range of face-to-face and online training in areas such as dehydration and nutrition, pressure area care and falls prevention, is soon to be delivered.

With partnership working key to driving up care home quality, new relationships and enhanced collaboration are at the cornerstone of this project. The Care Home Quality Collaborative is at the centre driving new initiatives, while investment has been 'pump primed' in training and technology, to ensure this activity is sustainable for the future as part of 'business as usual'.

One of the Collaborative's new initiatives is an online reporting form that care homes can use to directly to feed back to the CCGs their 'soft' intelligence to help inform service improvements locally:

www.chorleysouthribbleccg.nhs.uk/care-homes-feedback / www.greaterprestonccg.nhs.uk/care-homes-feedback

Testimonials about the Care Home Quality Collaborative

- "Good discussion from different perspectives"
- "Shared decision-making"
- "Focused and well-led"
- "Opportunity to standardise across the local care home economy"
- "True collaborative working with multi-agency colleagues"

