

Enter and View Report

Lichfield and Burntwood Primary Care Nursing Team

7th March 2023



Healthwatch Staffordshire

0800 051 8371

Support Staffordshire, Civic Centre, Riverside, Stafford ST16 3AQ

Website

www.healthwatchstaffordshire.co.uk

Email

enquiries@healthwatchstaffordshire.co.uk

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Report on Enter and View Visit Undertaken by Healthwatch Staffordshire on 7th March 2023

Service Visited:

Lichfield and Burntwood Primary Care Nursing Team

Greenhill Health Centre, Church Street Lichfield Staffs, WS13 6JL

0300 124 0347

Context of Visit

Community nursing services are part of a vital support system to many housebound residents who have complex medical needs, maintaining them in the community and supporting hospital discharges. This has been acknowledged by members of the public through Healthwatch Staffordshire's engagement activities.

Review Method

This visit was done jointly between Midlands Partnership Foundation Trust who were conducting an internal quality visit and Healthwatch Staffordshire who were conducting an independent Enter and View. By combining the visits, the aim was to gain a comprehensive view of the service with minimal disruption to operational delivery.

Prior to the visit, the Healthwatch Engagement Officer had heard from service users and carers via the Healthwatch Enquiries Line and from engagement with local community groups and voluntary organisations.

The visit was broken down into an overview meeting with the operational manager and the review team, followed by the team splitting up and talking to various members of staff. Healthwatch met with the case manager for the Lichfield Team while others met with wider members of the team, including attending some home visits. The review team then met up again with the operational manager for final clarification and feedback.

Both Healthwatch and the MPFT Quality Team are producing their reports individually and this report is an independent view from Healthwatch. Thanks goes to all MPFT staff who made us welcome and participated in the process.

The Review Team

The visiting team consisted of:

- David Bassett, Engagement Officer for SE Staffordshire, Healthwatch Staffordshire
- Quality Assurance and Effectiveness Officer MPFT
- Professional Lead for District Nursing MPFT
- Clinical Lead for District Nursing MPFT
- Trust Governor MPFT

Service Outline

District Nursing is part of Community Nursing and provides nursing and end of life care to patients in the community. The team provides a service between 08:00 and 18:00 daily. An out of hours service is provided by another team.

The client group is patients over the age of eighteen (usually housebound) that require a nursing skill or procedure to be carried out in their own home.

District nurses visit patients in their own homes/residential care homes, assess their healthcare needs, monitor the quality of care they receive, support their family members and are professionally accountable for delivery of care.

As well as providing direct patient care, district nurses also have a teaching role, working with patients to enable them to care for themselves or with family members teaching them how to give care to their relatives.

District Nurses play a vital role in keeping hospital admissions and readmissions to a minimum, ensuring that patients can return to their own homes as soon as possible.

The services which the District Nursing Team provides include:

- Assist patients to be independent and improve health.
- Complex care.
- Co-ordinate care and work with other agencies.
- Long term conditions.
- Palliative and terminal care.
- Skilled nursing assessments.
- Supported discharge.
- Wound care/tissue viability.

Staffing

The Lichfield and Burntwood team are led by an Operational Lead and the team is made up of a mixture of grades of nurses plus healthcare assistants. Staff work specifically in each area to facilitate consistency, providing staff with a regular group of patients and accountability.

There is currently a 16% vacancy rate, which creates challenges in managing demand and capacity. We were told that these are being successfully contained by the team, with positive staff support and continued efforts to recruit to vacancies.

Highly skilled nurses are in great demand, particularly those who have undertaken nurse prescribing training, so recruitment and retention is difficult.

Contact Details for Professionals and the Public

The service is contactable through the Tamworth, Lichfield and Burntwood Access Point in the first instance. From here referrals are passed on to the duty nurse for the Lichfield and Burntwood Team for assessment and allocation.

Tel: [0300 124 0347](tel:03001240347) - 24-hour contact number; also applies to out-of-hours calls (6pm-8am)

Email (8am-6pm): bltlap@mpft.nhs.uk

Out-of-hours email (6pm-8am): SouthOOH@mpft.nhs.uk

Patients on the team caseload can access contact details for their local District Nursing service within their yellow notes folder which is kept in the patient's home.

Referrals and Wait Times

Referrals are received by the duty nurse, assessed, prioritised according to need, and allocated within the team. Caseloads are regularly monitored, with electronic case notes updated after each visit. The staff report some reliability issues with IT links on occasions.

There is prompt access to community equipment and the team has a sufficient stock of nursing equipment such as syringe drivers. These are tracked and successfully retrieved from hospitals should patients need to be admitted for any reason.

Service User Experience

Feedback received from patients and carers prior to the visit was positive and it was evident on the visit that the nursing team are caring, compassionate and professional in the delivery of the service.

Patients felt supported in managing their own health as far as possible.

Strengthened Partnerships

The team are working hard to strengthen local partnerships within the community. Of note is the team's regular liaison meeting with St Giles Hospice regarding the ongoing management of patients who are receiving palliative care. The outcome of such meetings is well coordinated and responsive in delivering holistic care to patients and their families.

Maintaining People in Community Settings

There was clear evidence of close working with local GP practice teams including clear protocols for managing wound care.

Close working is reported with local domiciliary care agencies and with Social Care.

Communication with the out of hours nursing service is clear and consistent.

There was a clear understanding of how to access NHS Continuing Care using the national assessment tool, when appropriate.

Summary and Recommendations:

Strengths:

- The nursing team are delivering a responsive high-quality service while managing staff shortages.
- The team is caring, compassionate and professional.
- The team are well connected within the communities of Burntwood and Lichfield and use strong partnership working to enhance the experiences of their patients.

Needs:

- Staff recruitment is a constant challenge with a 16% vacancy factor.
- Staff report that they have issues with the reliability of the Wi-Fi system in the office that they rely upon.