



# Keeping frail elderly patients safely at home and out of the ED





# **NELFT & London Ambulance Service**

## **Community Treatment Team (CTT) and London Ambulance Service**

### **LAS Car**

### **K466**

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North East sector (LAS)**

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**Occupational Therapist (NELFT)**





# What is the Community Treatment Team?

- **Established in January 2013 to assist in preventing unnecessary admissions to BHRUT**
- **To provide care to people in their homes when experiencing a physical health crisis that does not warrant hospital admission**
- **Service operates 7 days a week, 365 days a year. 8am – 10pm.**
- **Service is available to adults over the age of 18 in the boroughs of Barking and Dagenham, Havering and Redbridge**
- **Service is nurse led but has input from geriatricians, nurse prescribers, occupational therapists, physiotherapists and health care assistants**





# Type of Patients

- **Generally older people but all adults**
- **People injured as a result of a fall (but no obvious bony injury or major trauma)**
- **Delirium/confusion**
- **Urinary Tract Infection**
- **Chest Infection**
- **Acute exacerbation of chronic condition (e.g. COPD)**
- **IV antibiotics for cellulitis**





# Three Ways to Access the Service

## 1. Community hub

- Patients referred by themselves, carers, GPs, other health care professionals to avoid admission to hospital
- 2 hour response time, at least by telephone. Average response time 29 minutes.
- Assessment, treatment and follow up
- Referral on to other services (i.e. Integrated Care Management)





# Three Ways to Access the Service

## 2. Acute hub

- Those patients who bypass the community route and present in ED
- If medically fit, assessment by OT and/or social worker for fitness to return home
- Average response time 8 minutes
- Referral on to other services, including CTT in the community for review





# Three Ways to Access the Service

## 3. 999

- **K466 CTT / LAS Car**
- **Patients over the age of 60 who have fallen who are still on the floor with no obvious bony injuries**
- **Patients who we can manage and treat at home to reduce unnecessary hospital admission**





# Inception of CTT/LAS car – K466

- **An audit in October 2013, demonstrated that 34% of all patients conveyed to Queens Hospital ED by LAS were aged 75 and over. A significant proportion of these were due to falls. As a result we were brought together to develop a service to improve care for frail and older people.**
- **Product of the Frailty Academy and collaboration between the Community Treatment Team and London Ambulance Service**
- **Falls response car K466 – nurse and paramedic**
- **K466 went live in October 2014**
- **Operates from 07:00 – 19:00hrs 7 days a week**





# Types of Calls

- People aged 60 years and over
- Patients still on the floor who are unable to get up or stuck on the commode, in a chair, bed or bath
- Fall with no obvious bony injury
- Suspected infections e.g. urine, chest or skin
- Head injuries, but NOT those who are taking anti-coagulant drugs e.g. Warfarin, Rivaroxaban, Aspirin, Apixaban, Dabigatran
- Injuries such as cuts, bruises and skin tear lacerations
- Social problems such as patients who require increase in their care package





# Challenges and how we addressed them

- **PDSA cycles**
- **CCG expectation for pilot**
- **Information Governance**
- **Facebook use**
- **Telephone conference calls**
- **Training sessions – NHS 111, local telecare providers**
- **Training for staff – pharmacy, OT, Geriatrician**
- **Clinical and Information Governance**

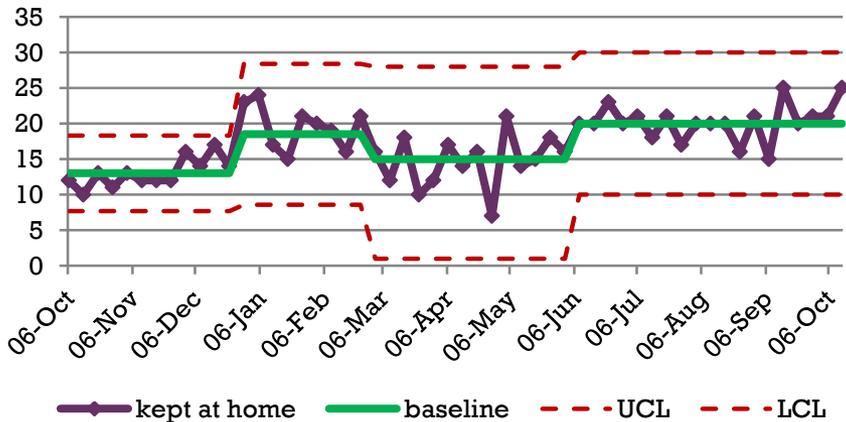




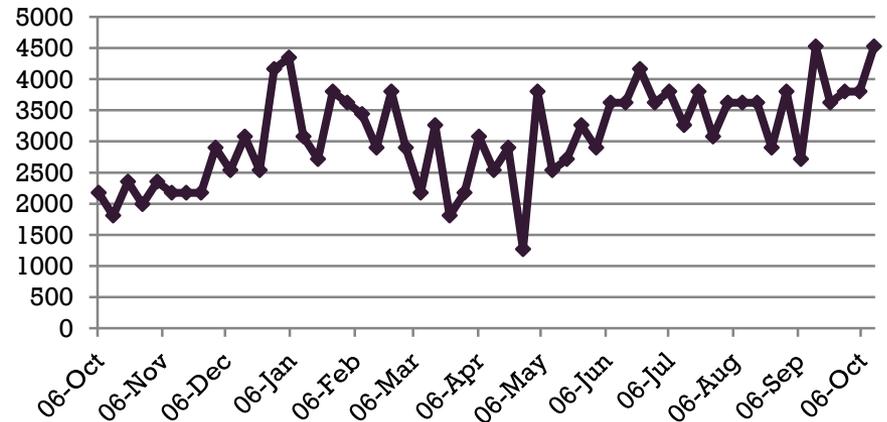
# Supporting Data

- 3099 patients seen by K466 (up to 22<sup>nd</sup> January 2017)
- 2136 patients kept safely in their own homes, releasing frontline ambulances to attend other calls (65%)
- £388,245 saved (net) for the local health economy
- 1708 Bed days released

### weekly number kept at home

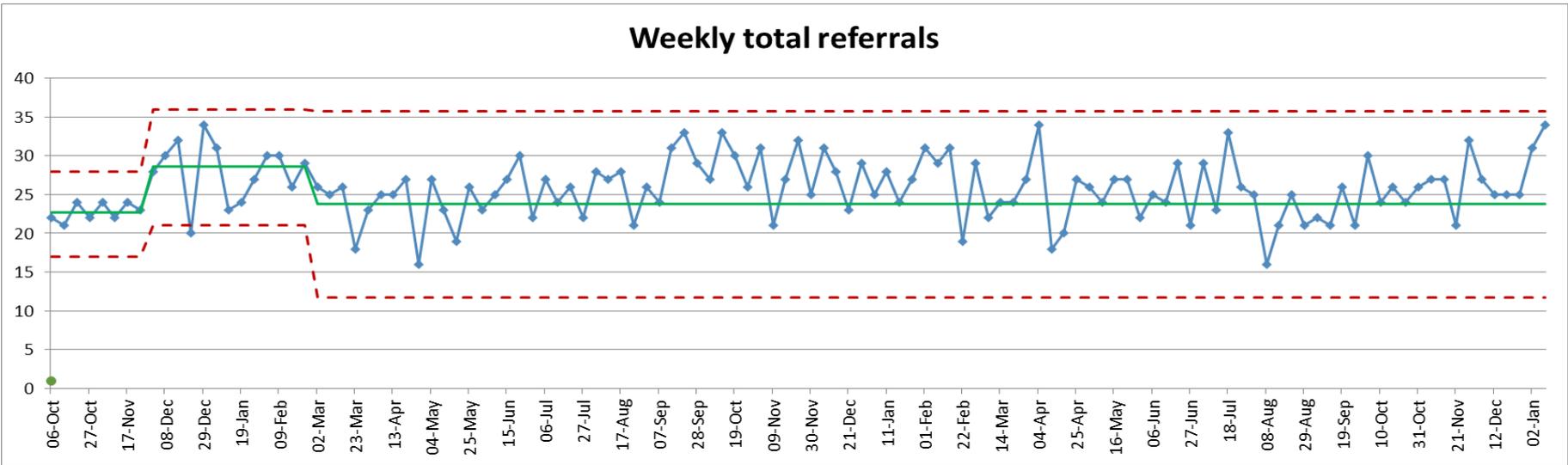


### K466 weekly £ saved (net)

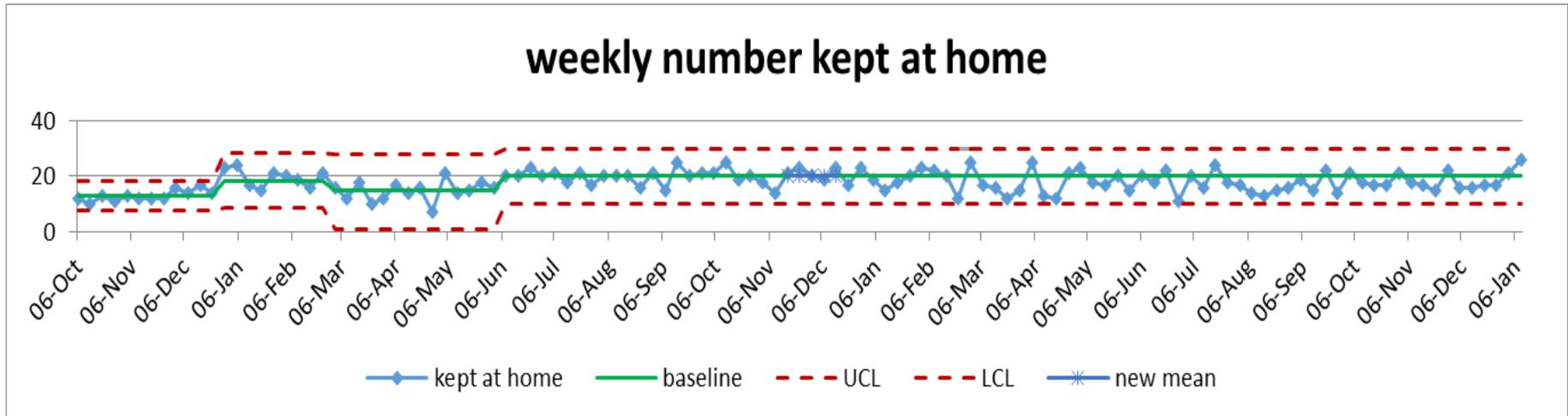




### Weekly total referrals



### weekly number kept at home

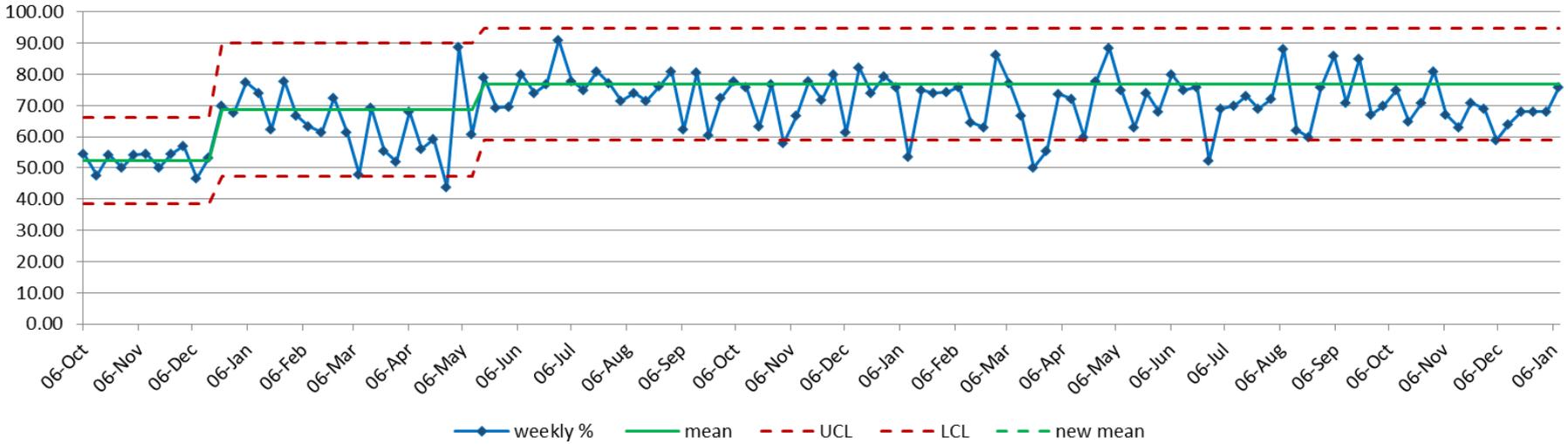


◆ kept at home    — baseline    - - - UCL    - - - LCL    \* new mean

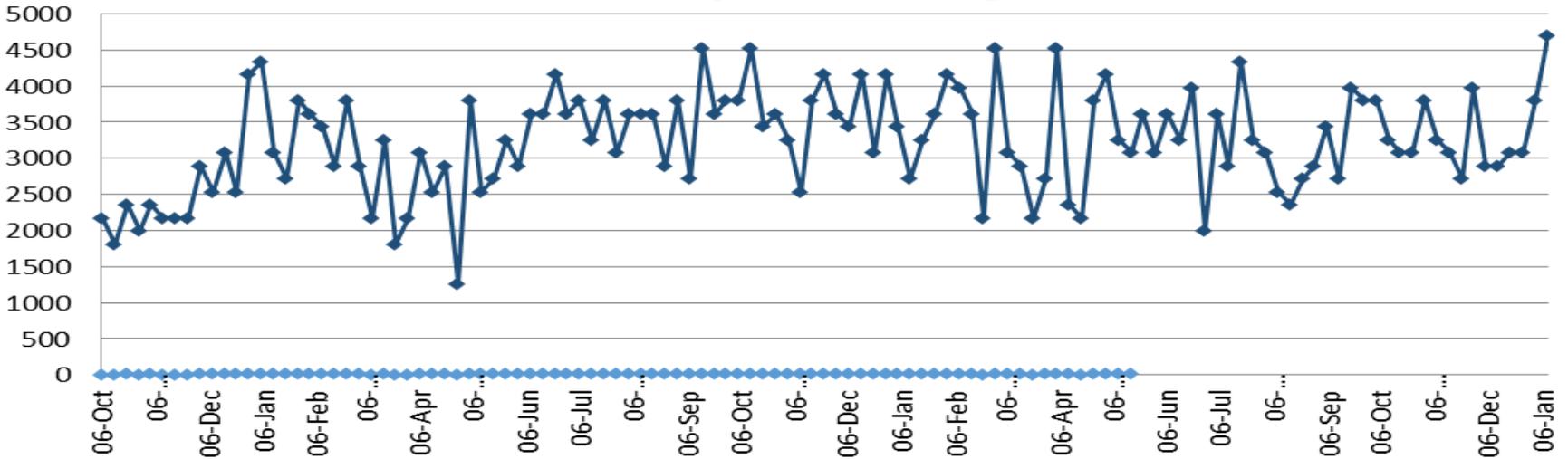




### weekly % kept at home



### Weekly Net Savings





# What Do Patients Think?

**“These girls made my day! I was in such terrible pain and they helped me so much.”**

**“It was absolutely brilliant. They work as a team and explain everything.”**

**“My Grandad would have got worse and would have been left on the floor for longer.”**

**“This service should be in place, great idea, great service and would save lots of elderly patients from enduring A&E for hours.”**





# K466 Achievements

- **Shortlisted Health Service Journal Award (Sep 2015)**  
**Value and Improvement in Community Health Service Redesign**
- **Winners Patient Safety Congress and Award (Jul 2015)**  
**Improving healthcare processes and outcomes category**
- **Winners of the Doctors Advancing Patient Safety awards (Nov 2015)**  
**Most sustainable QI project**
- **Article published in the Guardian January 2016**
- **Winners of the BHRUT Quality Improvement Awards (July 2016)**





# Questions?

