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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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\textsuperscript{nd} 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
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?