6. PCN 2024/25 DES Assurance - Enhanced Health in Care Homes & Proactive (for Frailty)

Overview

Please complete the following short survey as part of the 2024/25 PCN DES Assurance process.

This is one of six short surveys which are required to be completed by PCNs by 31st March 2025.

Please see below 'Related' section which provides:

- PCN DES - 2023-24 Good Practice and 2024-25 Assurance Approach
- 2024-25 PCN DES - Part A Clinical & Support Services - Section 8
- 2024-25 PCN DES - Contract Specification - PCN requirements and entitlements
- London Enhanced Health in Care Homes (EHCH) Dashboard

Enhanced Health in Care Homes & Proactive Care (for Frailty)

1 What is your name?

2 What is your email address?

3 Which NCL borough is your PCN located?

Please select only one item

- ◯ Barnet
- ◯ Camden
- ◯ Enfield
- ◯ Haringey
- ◯ Islington

4 What is your PCN name?

5 What is your PCN code?

Proactive Care (for Frailty)

Proactive care is personalised and co-ordinated multi-professional support and interventions for people living with complex needs. Many systems are already delivering proactive care.

The specific aims of proactive care are to improve health outcomes and patient experience by:

delaying the onset of health deterioration where possible
maintaining independent living
reducing avoidable exacerbations of ill health, thereby reducing use of unplanned care

6 How many practices are in your PCN?

(Required)

[   ]

7 Do care plans include actions/steps for management of any of the following

Please select all that apply

☐ Hydration

☐ Oral Health

☐ Nutrition

8 Are PCNs using MDT arrangements to refresh (where required) personalised care and support plans for patients who are residents in PCNs Aligned Care Homes?

Please select only one item

○ Yes

○ No

9 Does your PCN support Care Homes?

(Required)

Please select only one item

○ Yes

○ No

Enhanced Health Care in Care Homes

The Enhanced Health in Care Home(EHCH) Framework supports the delivery of minimum service requirements by Primary Care Networks (PCNs) described in the Network Contract Directed Enhanced Service (DES) for 2024/25: sections 8.1.9 Targeting resource and efforts

The complementary EHCH requirements for relevant providers of community physical and mental health services are included in the NHS Standard Contract.

10 Is every care home aligned to a PCN?

Please select only one item

○ Yes

○ No

11 Has every care home been assigned a named clinical lead?

Please select only one item

○ Yes

○ No

12 How many care homes in your PCN have a GP as the named clinical lead?

Please select only one item

○ 1
○ 2
○ 3
○ 4
○ 5
○ 6
○ 7
○ 8
○ 9
○ 10
○ 11
○ 12
○ 13
○ 14
○ 15
○ 16
○ 17
○ 18
○ 19
○ 20
○ 21
○ 22
○ 23
○ 24
○ 25
○ 25

13 How is the weekly "home round" or "check-in" with individual residents decided?

Please select all that apply

☐ Care Home staff request/advice

☐ MDT clinical judgement

☐ In-reach team request

Other. Please specify

[   ]

14 How often is the check-in to care home residents via video calls, over the phone or in person. (please select % in a typical month). Selection Total should not exceed (100)

	10%	20%	30%	40%	50%
Face to Face *Please select only one item*	○	○	○	○	○
Video (Teams/Zoom) *Please select only one item*	○	○	○	○	○
Telepone *Please select only one item*	○	○	○	○	○

15 Do all residents have a person-centred holistic health assessment of need within 7 days of admission or re-admission into a care home? Note: Assessment should include physical, psychological, functional, social and environmental needs of the person

Please select only one item

○ Yes

○ No

16 Do all residents have a personalised care and support plan(s) based upon their holistic assessment, in place within 7 days of admission or re-admission into a care home?

Please select only one item

○ Yes

○ No

List examples of personalised care and support plan put in place

[text box]

Please attach a copy of any documents you wish to include to this printout.

Please upload any supporting evidence

17 Are residents who will benefit from a Structured Medication review (SMR) prioritised, in line with the Network Contract DES contractual requirements?

Please select only one item

○ Yes

○ No

Please attach a copy of any documents you wish to include to this printout.

Please upload supporting evidence

Enhanced Health Care in Care Homes
Below are some questions related to the Investment and Impact Fund

18 Has the PCN worked with community providers and other system partners to establish and coordinate MDTs to deliver EHCH requirements?

Please select only one item

○ Yes

○ No

19 Are the established protocols between the care homes and system partners still in place for:

Please select all that apply

☐ information sharing

☐ shared care planning

☐ coordinating MDTs to deliver EHCH requirements

☐ use of shared care records

☐ clear clinical governance arrangements

20 Are PCN practices able to access the clinical support needed for residents?

Please select only one item

○ Yes

○ No

If no, please let us know what the issues are.

21 What benefits have you seen in care since the DES has been in place?

Please select all that apply

☐ Better use of technology

☐ Improved quality of care for residents

☐ Increased staff knowledge

☐ Joint workforce care planning

☐ Time saving for staff

Please provider further information below

22 What are the top 3 direct benefits or challenges of delivering these interventions to the PCN ?

Benefit - 1

Benefit - 2

Benefit - 3

Challenge - 1

Challenge - 2

Challenge - 3

23 The digital programme comprises of a number of support offers including Whzan, acoustic monitoring and Lilli (in some boroughs). Do these activity-based processes lead to a direct cause of improvements in patient wellbeing?

	Strongly Agree	Agree	Disagree	Neither Agree nor Disagree	Strongly Disagree
Falls Prevention Acoustic Monitoring *Please select only one item*	◯	◯	◯	◯	◯
Whzan *Please select only one item*	◯	◯	◯	◯	◯
Lilli *Please select only one item*	◯	◯	◯	◯	◯

24 Please share your views on any gaps, issues or comments you would like to feedback on the specific questions areas in this survey. e.g. Do you require any additional support or have you identified any unmet training needs.

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25 Please check your data on "PCN Dashboard" - https://apps.model.nhs.uk/a-z#P . Has your PCN met this target?

Please select only one item

◯ Yes
◯ No