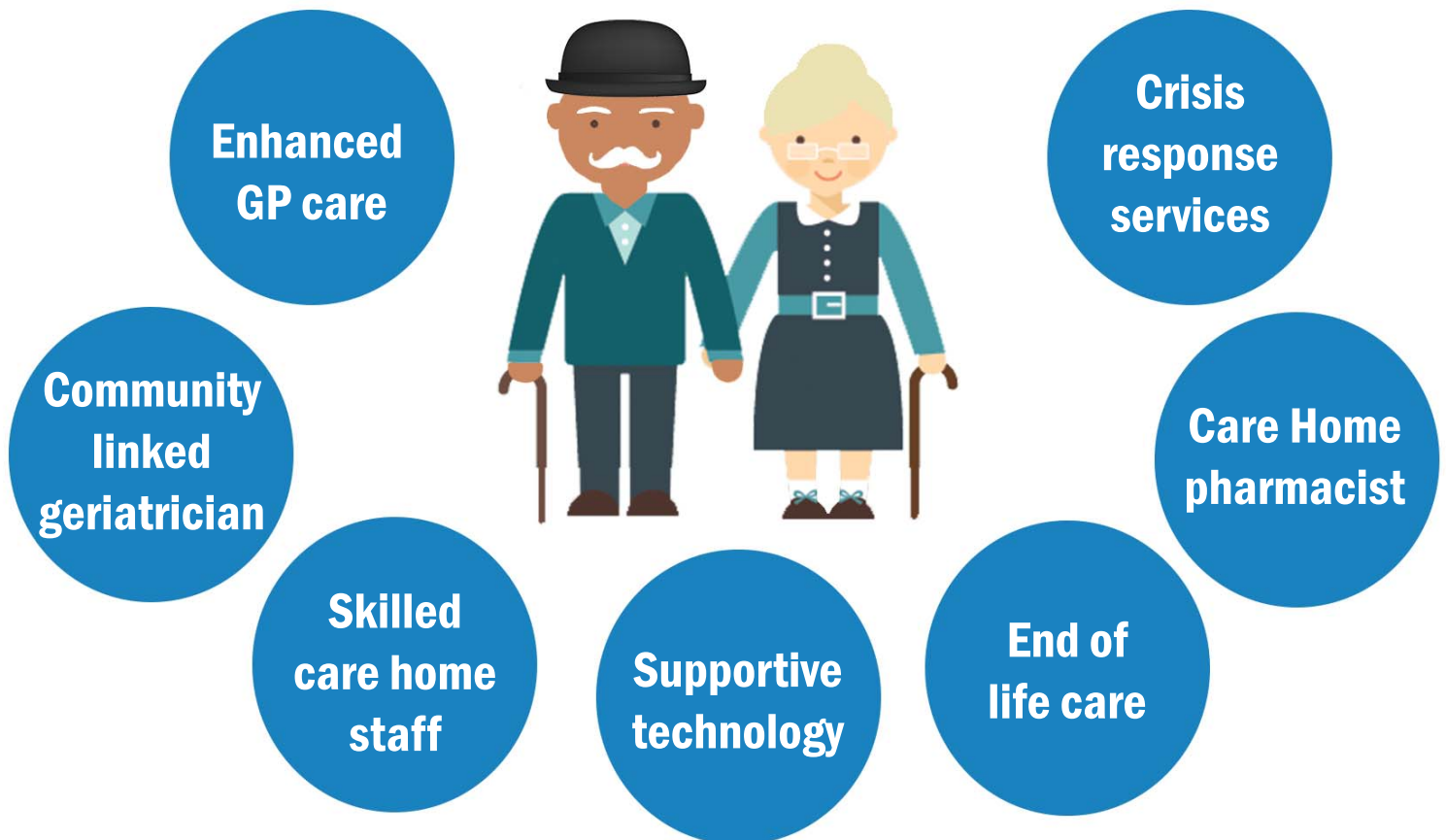


# Better care for Hertfordshire care home residents

Co-ordinating care around the needs of individuals



## Four strands of the vanguard care home improvement project

<b>Confident Staff</b> Upskilling staff to feel more confident about supporting residents' health and wellbeing	<b>Multidisciplinary Teams</b> Support and advice from pharmacists, dietitians, geriatricians, mental health professionals, doctors, therapists and nurses	<b>Rapid Response</b> Frailty vehicle delivering expert care, supported by teams of healthcare professionals, doctors and nurses	<b>Effective Technology</b> GP access to patient information when they visit them in their care homes
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# If our project is successful we would expect to see:

## CARE HOME IMPROVEMENT PROJECT (VANGUARD)

### Fewer

- 999 calls
- A&E attendances
- Emergency admissions to hospital
- Short stays in hospital
- Calls to the out of hours GP service from care homes
- 'Delayed transfers of care'
- Medication errors and problematic polypharmacy

### More

- People living healthier lives for longer in care homes
- Calls to NHS 111
- Staff, residents and families reporting satisfaction with care
- Care home staff choosing to stay longer in their jobs
- People dying in their preferred location

[www.enhertsvanguard.uk](http://www.enhertsvanguard.uk)

[www.england.nhs.uk/vanguards](http://www.england.nhs.uk/vanguards)



Working in partnership with:

Herts Urgent Care, Hertfordshire Community NHS Trust,  
East and North Hertfordshire NHS Trust, East of England Ambulance Service NHS Trust,  
Hertfordshire Partnership University NHS Foundation Trust