

# ADULTS AND OLDER PEOPLE'S SERVICES IN CAMBRIDGESHIRE AND PETERBOROUGH

“providing a lifetime of care”



# ACHIEVEMENTS

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We are extremely proud that Cambridgeshire Community Services NHS Trust became the first community NHS Trust in England on 1 April 2010, which reflected the high quality health services provided by our dedicated staff.

This document looks back on the many achievements of these staff over the last five years, from the development of ground breaking, innovative new services, to the many national awards they have won.

Community services are vital to the health and social care system in Peterborough and Cambridgeshire, supporting thousands of local residents each day to receive care closer to home, retain their independence and, where clinically appropriate, avoid hospital admission.

There is an increasing need for these types of service which will become ever more important with an expanding and ageing population. Cambridgeshire and Peterborough NHS Foundation Trust can rest assured that they will be getting services of the highest standard from skilled and compassionate staff who will continue to excel.

## 2010

### First community Trust launches

Cambridgeshire Community Services becomes the first Community NHS Trust in the country on 1 April 2010.

### New minor injuries unit for North Cambs Hospital

The Trust opens a new, larger Minor Injuries Unit at North Cambs Hospital, Wisbech.

The new unit has six treatment rooms, including a specialist eye examination room and an emergency treatment room. It was jointly funded by the NHS and the Friends of North Cambs Hospital.

### A new service to help you become more independent

The Trust, Cambridgeshire County Council and NHS Cambridgeshire launches a new re-ablement service.

It supports people with poor physical or mental health learn or re-learn the skills necessary for daily living, rather than have someone carry out tasks for them.



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# 2011

## Hospice at Home pilot launches in Cambridgeshire

The Trust and Arthur Rank Hospice Charity launch a two year pilot scheme, which supports people with a terminal illness to die at home.

The pilot is funded by the charity and builds on a smaller service it had been supporting the Trust to provide. The much needed funding enabled the recruitment of additional trained nurses and healthcare assistants to the Hospice at Home team, which provides specialist end of life care to enable people to die with dignity and as comfortably as possible in the place of their choice.

## Helping stroke survivors on the road to recovery

The Trust's adult speech and language therapy team in Peterborough develop a specialist post to help stroke survivors in the community.

Kay Martin, speech and language therapist helps people whose communication skills have been damaged. She also helps with swallowing problems, which can lead to chest infections, choking and affect their ability to eat and drink.

She has worked closely with stroke survivors to develop new ways of working in Peterborough, much of which has been led by patients themselves. This resulted in major changes to the service, with health, social care and voluntary organisations working together more closely.

## New service to help people become more independent proves a success

The latest figures showed that around 60 per cent of patients in Cambridgeshire, who took part in an innovative rehabilitation programme, regained their independence and did not need further treatment.

The Trust, Cambridgeshire County Council and NHS Cambridgeshire joined forces to introduce a re-ablement service to support people with poor physical or mental health learn or re-learn the skills necessary for daily living, rather than have someone carry out tasks for them.

The statistics show that the service helped to improve their quality of life, avoid unnecessary hospital admission and reduced the need for other health and social care services due to the quality of care provided.



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## 2012

### Intensive Case Management Team launches

Peterborough people with long term conditions benefit from the development of a merged team – the Intensive Case Management Team – which brings together an older people specialist team and community matrons.

The older people specialist team was developed in response to the National Service Framework for Older People, to address gaps in health services for people who live in nursing and residential homes.

The multi-disciplinary team includes a modern matron, community psychiatric nurses, healthcare technicians and team administrator who have a wide range of responsibilities, including carrying out long term condition annual reviews, mental health assessments, continence assessments, flu and pneumococcal vaccinations, and nutritional and falls screening.



### New end of life care services launched in Peterborough

End of life care services were redesigned in Peterborough to give more support to patients, families and carers.

New facilities, for some of the time when GP surgeries are closed, and the services of a key worker for each patient, are among the new additions.

The new services launched by the Trust as part of the Marie Curie Delivering Choice for Peterborough programme – Co-ordinate My Care – include a care co-ordination centre, urgent palliative care service and an enhanced transfer of care service.

### Acute Geriatric Intervention Service launches

The Acute Geriatric Intervention Service (AGIS) is an innovative partnership between the Trust and ambulance service.

Building on the success of the award winning Cambridge Falls Partnership Vehicle, AGIS is a multi-disciplinary team that brings together paramedics, physiotherapists, occupational therapists and a consultant geriatrician, to respond to 999 calls from older people who have fallen at home or are acutely unwell.

The team supports the acute and urgent needs of older people and older people living with frailty, by bringing together services that previously worked independently.

It builds on the success of the Cambridge Falls Partnership Vehicle (FPV), with a more comprehensive approach to healthcare provision for a wider demographic of older patients.



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## 10th Anniversary of Assistive Technology and Telehealthcare in Cambridgeshire

A team which provides expert support on a wide range of technological devices to help people self manage their health conditions, so they can live as independently as possible, marked its 10th anniversary with a special event.

The Trust's Assistive Technology and Telehealthcare Service organised a birthday party to celebrate a decade of helping local people, which has seen referrals rise from just over 200 in the first year to 2500 a year now.

## 2013

### Feet Focus Foot care service extends to Cambridge

An innovative foot care service, which proved a huge hit in Huntingdon and St Ives, launches in Cambridge.

The Feet Focus podiatry service is operated by the Trust's podiatry department and offers regular foot care for those who find it difficult to look after their feet properly, and are not entitled to routine NHS care.

Only patients who are at high risk of foot complications can get routine foot care on the NHS.

### New pilot scheme to help older people in Peterborough

A new pilot scheme called The Firm rolls out in Peterborough to support older people to stay in the community to receive medical help, avoid emergency hospital admission where possible and support early discharge from hospital.

The six-month project brought together a team of experienced health and social care professionals including GPs, a community geriatrician, a community matron and a social worker. The service will support acutely unwell patients in their own homes and communities, avoiding hospital admission wherever possible.

Patients are looked after for a period of up to five days. For those whose needs can't be met at home, a short term placement in a local nursing or residential home or a bed in the Intermediate Care Services Unit at the City Care Centre in Peterborough may be arranged.

### Inspirational Leader wins Award

Jane Speake, Lead Practitioner Speech & Language Therapy, is named as the NHS quality champion award winner at East of England NHS leadership awards.



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## Trust welcomes clean bill of health from the Care Quality Commission for two in-patient wards

The Trafford in-patients ward at North Cambs Hospital, Wisbech and the Lord Byron in-patients ward at Brookfields Hospital, Cambridge, met all the quality and safety standards required by its regulatory body the Care Quality Commission (CQC), after a recent unannounced inspection.



## Community retinal screening service launches in Peterborough

The Trust launch a community retinal screening service in Peterborough to aid the early diagnosis of an eye disease caused by diabetes.

Retinopathy – damage to the retina – happens when high blood glucose levels damage the cells at the back of the eye. Without treatment it can lead to blindness, but if caught early it is possible to manage the condition by maintaining healthy blood glucose levels, cholesterol and blood pressure.

## Community Cancer Support Network in Cambridgeshire Pilot

The Trust launch a two year pilot project called the Community Cancer Support Service to explore the best ways to offer community support to people with cancer.

Part of a larger project commissioned by the East of England Strategic Clinical Network, the pilot supports people who have colorectal or breast cancer with secondary disease, and who are registered with a GP practice in Cambridge City, South Cambridgeshire or East Cambridgeshire.

Working in partnership with Addenbrooke's Hospital, the team works in collaboration across the community with general practice, palliative care and acute trusts to provide post treatment care.

## Welney ward re-opens

A 20-bed rehabilitation and end of life care ward at the Princess of Wales Hospital, Ely, officially re-opens, after a temporary closure earlier in the year.

Guests, including new and existing staff, were given guided tours of the newly refurbished facilities, which included redecorating and reflooring the ward and day room, the installation of air conditioning in the day room and the fitting of the latest call bell system.

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## New radiography facilities at North Cambs Hospital officially opened

A generous £55,000 donation from the Friends of North Cambs Hospital, Wisbech, enable the radiography department to purchase the latest advanced digital x-ray equipment.

The new 21st century facilities were officially opened by Eileen Plater MBE, Chair of the Friends Group. The donation has been matched by another £55,000 from the NHS which brings the total investment to £110,000.



It meant the radiography department run by the Trust can instantly send x-ray results and radiological reports by computer to minor injury units and consultants at the Queen Elizabeth Hospital, Kings Lynn, and others. Before the team would have taken x-rays on film sheets, which would have to be transported by road to other hospitals.

## Friends of North Cambs hospital, Wisbech, celebrate 60th anniversary

A vintage afternoon tea party celebrates the 60th anniversary of the Friends of North Cambs Hospital, Wisbech.

The Trust organised tea, cakes and bunting to thank the 'Friends' for their fund raising efforts since 1953. Guests were also treated to singing from Cantus, an all female choir.

## £2 million Doddington community hospital refurbishment completed with a special ceremony

The successful completion of a £2 million refurbishment of Doddington community hospital was marked with a special ceremony.

Guests including staff, GPs, commissioners, patient groups and the Friends of Doddington Hospital were given guided tours of the newly refurbished facilities, which included:

- A new main entrance and reception area, and revamped corridors between departments, including new flooring, lighting, windows and signage
- A new roof on the main building
- Outpatient department, including all clinical and treatment rooms, and the appointments desk
- Minor injury unit, including existing treatment rooms, an additional treatment room and an expanded waiting area, incorporating new patient seating
- New office space
- Landscaping of the hospital grounds, with new footpaths and external lighting
- Additional parking, seating and a cycle shelter.

# ACHIEVEMENTS

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## Cambridge falls service wins NHS Innovation Challenge

A ground breaking service to help patients who have suffered falls won a prestigious national award.

The falls partnership team run by the Trust and the East of England Ambulance Service NHS Trust is the first of its kind in the country and – with falls making up one in five 999 calls – aims to cut down on hospital admissions.

The partnership has been nationally recognised for its work with older people in the Cambridge area, by winning an NHS Innovation Challenge award, receiving a £50,000 prize fund.

## MDT care co-ordinators start

The Trust set up a dedicated team of multi-disciplinary care co-ordinators in Cambridgeshire, following an investment of more than £900,000.

The new 18-strong team works with GPs, district nurses, community matrons, social workers, mental health professionals and others to improve the co-ordination of care for frail elderly people – particularly those at risk of being admitted to hospital.

The recruitment builds on a project where nurses from the Trust attended regular meetings with GPs and other healthcare professionals, to review patients with complex needs to ensure they received the help they needed.

## Community rapid response service pilot launches

A new pilot service helps unwell older people in Wisbech and Ely the urgent support they need to be cared for at home when they need it.

The Trust launched a year long community rapid response scheme for patients registered with GP practices in the Ely area and Wisbech.

GPs, paramedics and other medical professionals contact a senior nurse who arranges for the most appropriate professional from the multi-disciplinary service to visit their patient at home. They then assess them to determine the type of care and support they need to recover – either at home or a short stay in a community hospital. The multi-disciplinary service includes nurses, occupational therapists, physiotherapists and social care managers.

## Peterborough Speech and Language Therapist scoops Excellence in Stroke Care Award

A speech and language therapist who works with people affected by stroke in Peterborough was praised for the quality of her care.

Kay Martin, who works at the City Care Centre, Thorpe Road, for the Trust, received an East of England Stroke Forum Excellence in Stroke





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Care award at a recent ceremony in Newmarket. The Excellence in Stroke Care awards aim to recognise health care professionals who deliver outstanding care for stroke survivors.

## 2014

### Front of house therapy led team launches

The therapy led team launches with the Accident and Emergency Department and the Acute Assessment Unit at Hinchingsbrooke Hospital to provide early intervention to assess patients with complex needs.

This may include people with physical, psychological/cognitive, social issues, or those with long term conditions, such as respiratory/COPD, diabetes and Parkinson's. The aim is to support safe, timely discharge from hospital and/or to identify on-going therapy needs.

### Leadership Award Win

Liz Webb, the Trust's Head of Palliative Care, wins the NHS East of England NHS Leadership Recognition Award for Outstanding Collaborative Leadership.

The award recognises her leadership for end of life and palliative care across Cambridgeshire, including setting up a charities collaborative, securing funding for a Hospice at Home service with the Arthur Rank Hospice Charity and the local Clinical Commissioning Group, and securing funding for a community cancer pilot from the Anglia Cancer Network and Macmillan.

### Trust delighted with Care Quality Commission seal of approval for treating people with compassion, dignity and respect

Community health services are assessed as 'good' by the Care Quality Commission (CQC) following a comprehensive inspection in May.

Inspectors found patients of the Trust were consistently treated with compassion, dignity and respect. Patients were also positive about their experience of receiving care from its services.

### Tissue Viability nurse named as Health Worker of the Year by Cambridge News

A nurse from the Trust is named as Health Worker of the Year by Cambridge News.

Anne-Marie Perrin, lead community tissue viability nurse, scooped the prize at the Pride of Cambridge Community Awards held at Downing College, Cambridge.



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## Community rapid response service pilot wins national award

A new pilot service helping unwell older people in Wisbech and Ely get the urgent support they need to be cared for at home, when they need it, wins a national award.

The community rapid response scheme run by the Trust beat off fierce competition to scoop the March Story of the Month from 6Cs Live! and Nursing Times.

The service was chosen after the care given to an Ely couple who have been married for more than seventy years, and are both 95 years old, who have been able to stay together at home. In this case the couple were supported by Lucy Stewart, Community Matron.

## Minor Injuries Unit at North Cambs Hospital, Wisbech treats more than 150 people at weekends

The Minor Injuries Unit at North Cambs Hospital, Wisbech treats 153 people in just four weekends since it opened seven days a week – and 95 per cent of them avoided a hospital A&E visit.

The unit run by the Trust announced it was to open at weekends between 25 January and 30 March to provide more accessible services to Wisbech residents and reduce the pressures on A&E departments in Kings Lynn and Peterborough during the busy winter period.

## 2015

## Minor Injuries Unit at Princess of Wales Hospital, Ely extends opening times

The Minor Injuries Unit located at Princess of Wales Hospital, Ely extends its opening times between January and March.

The unit run by the Trust opens 8am to 8pm to provide more accessible services and reduce the pressures on local A&E departments, which are greatest during winter.

## Releasing Time to Care Project to support district nurses

The Releasing Time to Care project aims to reduce the obstacles the district nursing teams face, to improve productivity and efficiency.

Key achievements include a preceptorship programme, an innovative rostering tool which helps managers to input real time information about staffing and capacity, pressure ulcer training for care home staff and digital cameras for nurses to photograph wounds caused by pressure ulcers and moisture lesions.

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## Contenance pilot launches in Peterborough

Contenance specialist nurses launch a pilot scheme with GP practices in Peterborough to make it easier for patients to order and receive continence products such as catheters.

This means that patients can order direct from the continence service, instead of their GP. A prescription co-ordinator answers their call who will speak with specialist nurses, pharmacies and delivery companies to ensure they get the products they need quickly. They also ask how patients are managing since their last prescription was issued.

## Additional 17 community beds open at Lord Byron ward, Brookfields Hospital

A rehabilitation ward at Brookfields Hospital, Cambridge, adds 17 community beds after a refurbishment of a previously disused ward.

The 20-bed Lord Byron Ward run by the Trust was expanded after an adjacent ward underwent a major overhaul. The existing 20-bed unit will be referred to as Lord Byron A and the new 17-bed unit will be referred to as Lord Byron B. Extra staff have also been recruited.



## WHAT OUR PATIENTS SAY

“I am now at home and making slow progress. I would like to thank you all for the care I received and the encouragement to get me on my feet again. I am on the mend and I thank you for that.” - **Compliment for the Intermediate Care Team, City Care Centre, Peterborough**

“Thank you so much for supporting us. Your help has been invaluable, even though it was not for very long.” - **Compliment for the Intermediate Care team, Ely and the Fens**

“The reception area in the x-ray department is lovely, clean and inviting. The staff are polite and kind.” - **Compliment for Radiography, Ely and the Fens**

“Over the past few months I have had numerous nurses visit my home to attend to the dressing of my leg. They arrive with a smile and a jovial outlook; nothing is too much trouble and they are friendly, efficient and helpful with everything they do.” - **Compliment for the Wisbech District Nursing Team**

“Thank you for the care you gave him and for being with me when he died. It could not have been easy for you but you were lovely and a comfort to me.” - **Compliment for the March District Nursing Team**

“My own diabetic services are superb, the two nurses I visit at the George Clare Surgery and the podiatry clinic at Doddington Hospital are all thorough, kind and caring. We do have superb services here in South Fenland.”

- **Compliment sent in for Podiatry services, Doddington Hospital**

“It’s very easy to knock the NHS but whilst I was attending a routine appointment my wife collapsed and fell unconscious near the car park. A passing member of staff raised the alarm and nurses ran outside with equipment and oxygen cylinders to attend to her. Within a couple of minutes they brought her round, called an ambulance, put her on a trolley and took her into the hospital. I have nothing but praise for their efforts and their professionalism and will certainly think twice about criticising the NHS in the future.” - **Compliment for X-Ray Dept, Doddington Hospital**

“I have been having physio with Matt Pearson for over 2 months. His hard work has made my mobility extremely better. Before I wasn’t able to walk more than 10 steps. Also the reception staff were great too. Thank you all so much.”

- **Compliment for the Physiotherapy Outpatients Unit at Hinchingsbrooke Hospital**

“I received excellent service from reception, through to the first meeting with the nurse and then the x-ray department. And finally with the diagnosis from the nurse. Thank you all very much.” - **Compliment sent in to the Minor Injuries Unit at the Princess of Wales Hospital, Ely**

“If anyone thinks that caring and compassionate are dirty words in the NHS, they have not met the team of district nurses that come and see me every day. They are fantastic, it’s not “just a job” to any of them it’s a true vocation. They even laugh at my silly jokes! District nurses I salute you!! You are great.”

- **Compliment from patient visited by the Huntingdon District Nursing Team.**

## ADULTS AND OLDER PEOPLE’S SERVICES IN CAMBRIDGESHIRE AND PETERBOROUGH