

GENERAL PRACTICE NURSING NEWSLETTER

SUMMER 2019



I wrote an article for the winter newsletter about the “House of Care” and I thought I would give an update on how things are progressing. Thanks to those who got in touch after the article and I hope I answered your queries.

The “House of Care” is a person-centred framework; a care and support planning model to support individuals with the aim of improving both psychological and physical health as well as well-being. I first heard about the “House of Care” model at an NHS Education for Scotland event, within my role as a NES GPN Educational Advisor. I was inspired, and I felt this person-centred approach would not only benefit individuals registered at our practice but also the practice team and the population.

With ever growing health and social care needs something needed to change. I completed the innovating and inspiring QNIS programme in December 2018 and the programme supported me in my quest to change the model of care at my own practice. The purpose of QNIS programme is to enable nurses who work in Scotland to promote excellence within their communities in order to make a difference.





So where are we now...

The practice (Macduff Medical Practice) went “live” at the end of July 2018. Patients with long-term condition were sent their results for the very first time. This allowed individuals time to digest the information about their health and discuss with family / friends as need be – gaining from other’s perspectives prior to a care and support planning appointment a week or so later. A prepared patient lends to equality within the consultations and individuals can explore their own concerns which in turn can be married to the health professional team’s agenda. Patients can be signposted to third sector agencies or health and social care organisations if necessary in order to support individual needs.

The Grampian House of Care Evaluation Team carried out a six month interim review on the early adopter sites. Macduff Medical Practice had a total of 1,786 patients involved within the House of Care model. For the first six months a proportion of the total number of patients completed their care and support planning appointment and revealed a staggering 95% patients felt more involved with their care. This was a very important early indicator that the new model was already having an impact within one year. Keen to spread the word, the Alliance Scotland came to film promotional videos of myself, a patient and GPN Rebecca Jack – to gain further insight into the House of Care.



From strength to strength...

Working closely with public health colleagues opened a new door to me personally as Alison Hannan, Public Health Practitioner – Advanced, approached me to consider doing further training to be part of a team within Grampian to train others in the “House of Care”. She works for the Public Health Directorate within the Health Improvement Team. As part of the Supported Self-Management agenda, Alison project manages the House of Care implementation across Grampian. Being empowered by the evaluation and seeing the “House of Care” in action inspired me to apply and Alison and I funded by Public Health NHS Grampian, travelled to Newcastle for a formal “Year of Care” (English model) two-day course. We both enjoyed the training and felt we were beginning our journey to train other practices and hopefully inspire others.

We have started to put our training into action and are undergoing “Year of Care” verification before we are quality assured trainers. It has been worthwhile sharing the journey I have had from a clinical point of view with other teams and I find teams are eager to know more about the ins and outs of how it all works from an operational point of view. Alison is able to help teams with the strategic side of things, so together, alongside other trainers we complement each other.

Macduff has undergone organisational change from the 1st of May this year, by taking over a neighbouring practice. The list has doubled and is now at over 12,000 patients. Alison and I, alongside a “Year of Care” trainer, trained the other team at the end of April. It was good the neighbouring team under so much pressure at the time really bought into the ethos behind the “House of Care”. It is a positive outcome that another 6,000 patients and their families will benefit from “House of Care” approach and move towards self-management of their long-term conditions.



How do I feel after the House of Care is growing?

The practice doubling overnight in May has forested growth of the “House of Care” overnight as well – which can only be positive. The training Alison and I did in Newcastle has also strengthened the growth of the “House of Care” and inspired others. Hearing stories about how the “House of Care” has impacted upon individuals has been really inspiring and so much has been accomplished in such a short period of time.



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A main theme has been of increased morale and job-satisfaction from team members. Another strong theme is that patient-safety has increased as some patient previously lost to follow up have been found. Some patients as I mentioned in the last newsletter (who previously didn’t engage in health care) are engaging now – one after 7 years of “normal” invite letters versus the “House of Care” style letter.

Person-centeredness is crucial and perhaps the invite letter itself gives individuals a sense of being valued. The majority of patients themselves have been empowered by receiving their results by post and have been enabled to become equal partners in decisions about their care. The nurses have expressed they have increased job-satisfaction and feel the care they deliver is so much more holistic and makes them feel positive about health-care delivery.



The QNIS programme helped support me in the nurse-led approach and it was empowering for myself that the seed that was planted a couple of years go is now flourishing in such a small space of time – not only within my own practice but to others within Grampian and beyond. The hope is that the “House of Care” model impacts upon the lives of others for generation after generation nationally. Within a year positive outcomes are being achieved and if patients feel more involved in their care the hope is that partnership working enables individuals to thrive in their communities with support.

Please get in touch with me if you need further information or advice:



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Any practice in Grampian interested in adopting the “House of Care” can submit a note of interest to Alison as well.



Further information / resources can also be found at:

1. The Health Foundation has a good resource on Person Centred Care and Self Management: <http://personcentredcare.health.org.uk/>
2. The Coalition for Collaborative Care in conjunction with NHS England have produced a handbook for care and support planning: <http://coalitionforcollaborativecare.org.uk/news/personalised-care-and-support-planning-handbook-launched/>
3. The Year of Care Partnership is a valuable resource for practitioners wishing to find out more visit: www.yearofcare.co.uk/
4. RCGP also has an excellent resource including a YouTube video on Care and Support planning: www.rcgp.org.uk/clinical-and-research/clinical-resources/collaborative-care-and-support-planning.aspx
5. The Kings Fund has a nice critique of the House of Care from Angela Coulter: www.kingsfund.org.uk/blog/2013/10/supporting-people-long-term-conditions-what-house-care

