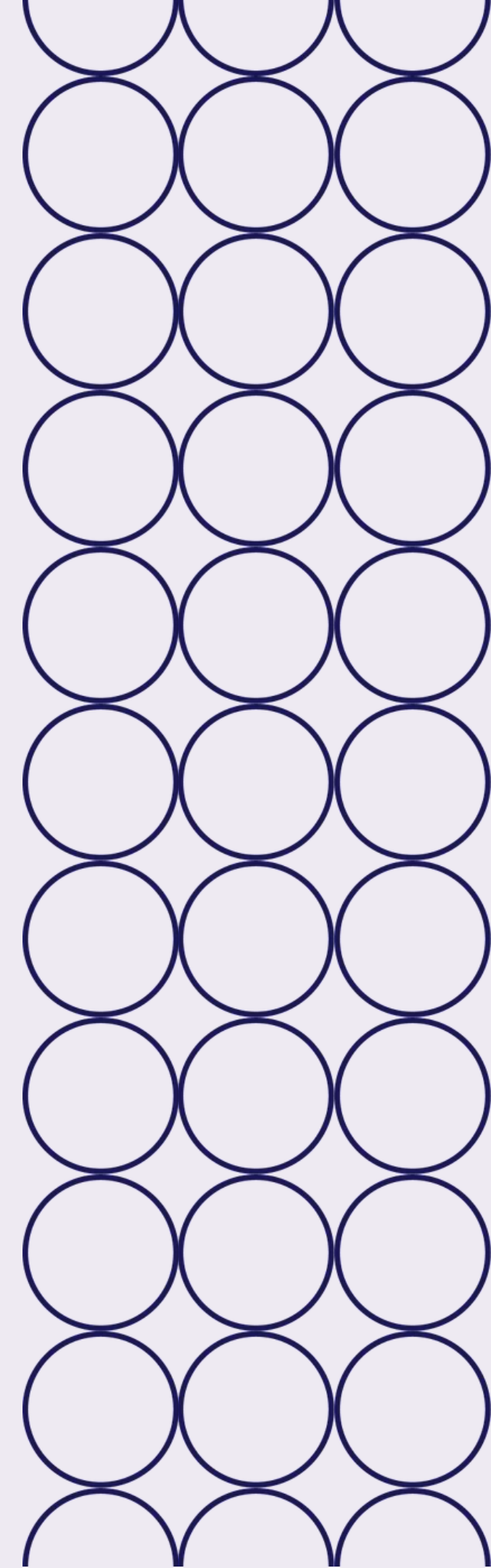


Putting residents first: Personalised care at scale in Southport and Formby care homes



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The Challenge

- Southport has ~2,400 residential or nursing care beds
- Care home residents have complex and changing health and care needs

Our EHCH team was established to focus on proactive care planning and identify concerns before they have a chance to become problems



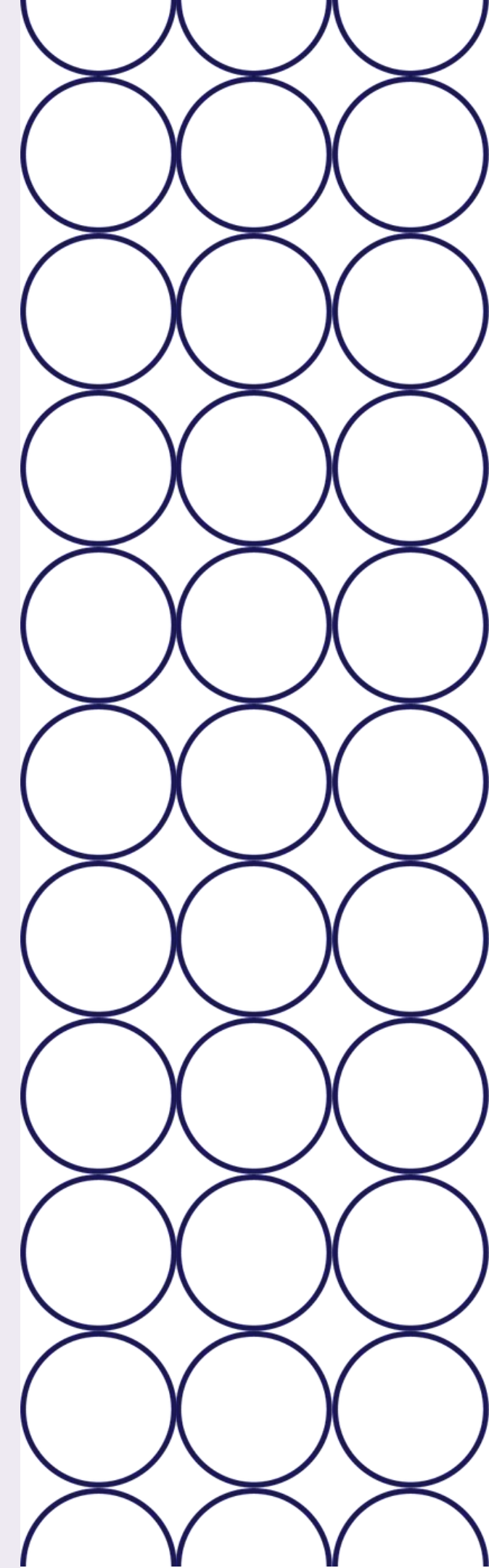
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The Enhanced Health In Care Homes Team

- Clinical Lead GP
- Clinical Pharmacist
- Specialist Frailty Nurses
- Learning Disability Specialist Nurses
- Care Co-Ordinators



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EHCH Assessments

- Residents receive holistic assessment looking at all aspects of their health.
- Includes gathering information on medications, activities of daily living, reducing falls risk, mood, appetite, sleep pattern, pain and assessing memory.
- Assessments Identify any unmet needs and agrees appropriate action plan



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Personalised Care and Support Plans

- Individual Care Plan detailing unique priorities for each patient.
- Includes full details of any circumstances where hospital admission should be avoided.
- Printed Copy stays with patient. PCSP document is shared with Registered GP, Out of Hours GP, Ambulance Service and the frailty team at our local trust.



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Supporting Women with Learning Disabilities To Access Cervical Screening

- A pilot project identifying people living with LD who would benefit from cervical screening.
- Uptake rates are low in this population for a wide variety of reasons. This pilot aims to reduce health inequalities.
- Allows for reasonable adaptations, including arranging for cervical smears to be taken in patient's home residence.



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EHCH

- Currently, 98% of Southport Care Home residents have had contact from the EHCH Team and we anticipate this to improve further.
- In 2025/26 we have produced 1,154 new Personalised Care and Support Plans.
- We have supported 223 patients and their families while making decisions about resuscitation



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EHCH

- We know that effective care planning reduces hospital admissions and length of hospital stay- there is ongoing data analysis and audit to quantify the impact of EHCH on local health infrastructure.
- Feedback suggests EHCH reviews are valued by patients and relatives- average score 4.97 out of 5 in response to our surveys.



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Patient Feedback

- *“I have found this service really excellent and very supportive both to the patient and the family too.*
- *It is very efficient and professional and is really caring and helpful. I am POA for both my parents, my father has recently been moved into your area from the south of England and your service is brilliant, there is nothing like it where he was before.*
- *Thank you to all the Team, you are all a fantastic example of absolute best practise and are extremely contactable, approachable and very caring.”*



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Patient Feedback

- “I think the EHCH is excellent. They called promptly at the agreed time and when leaving messages always flagged “it’s nothing to worry about” which for me when picking up calls in the middle of work is really helpful to hear.
- I also want to send my enormous appreciation and thanks to D for her manner, approach and professional way she covered all the topics. She had clearly seen and interacted with my Dad and taken the time to observe him, so she was very well informed.
- She also dealt so well with difficult and sensitive subjects, didn’t push me into decisions, but gave me relevant information to help me. I am very grateful for her support, work and compassionate approach.”



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Thank you!

Any Questions?



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