

# Care of Frail Older People Formative Review Programme

*WMQRS: Supporting NHS organisations in the West Midlands to improve quality*



**OVERLEAF:**

PREPARATION

VISITING TEAM

BECOME A REVIEWER!

TRAINING DATES

WHAT WILL REVIEWERS ASK?

## Health Economies

### involved:

North Staffordshire  
South Staffordshire East  
South Staffordshire West  
Shropshire, Telford &  
Wrekin  
Dudley  
Coventry & Rugby  
North Warwickshire  
South Warwickshire

### Visit Dates:

Each Health Economy has been offered a date in February /March 2014 and asked to confirm whether this is ok.

Visit dates will be on the WMQRS Website (Frail Older People section) as soon as confirmed.

**Aim:** To improve quality of life, quality of care and outcomes for frail older people and their families

### Objectives:

- A Undertake formative review visits of the care of frail older people within each health economy to:
  - Identify areas which are working well
  - Identify where improvements are needed
  - Inform future commissioning intentions
- B Share good practice in the care of frail older people
- C Possibly, develop Quality Standards suitable for use in service improvement, service monitoring, service specifications and future peer review visits.

### Deliverables:

- A A short visit report for each health economy. This will not be placed on the WMQRS website unless requested by the health economy.
- B A good practice sharing event
- C An Overview Report summarising the findings of the review visits
- D Quality Standards for the care of frail older people



### Want to find out more ?

Contact the lead for the care of frail older people in your Trust or CCG.

If you are unsure who this is, contact  
sarahbroomhead@nhs.net

## !! Become a reviewer !!

If you fall into one of the categories on the visiting team and are interested in being a reviewer— contact your local lead for the care of frail older people or email WMQRS on swb-tr.SWBH-GM-WMQRS@nhs.net

### Preparation:

#### NO EVIDENCE FOLDERS!

A short health economy background report should be sent to WMQRS two weeks before the visit summarising:

- The overall Pathway and strategy for the care of frail older people
- What is working well
- What the health economy wants from the review



### Reviewer training dates:

- ◆ Wed 5th February pm
- ◆ Tues 4th March am

Book a place by emailing:  
[vidushy.auchoybur@nhs.net](mailto:vidushy.auchoybur@nhs.net)

with your name, job title, organization and email address. Places will be allocated on a “first come first served” basis.

### Visiting team:

- Patient and carer representatives (from voluntary sector organisations, *HealthWatch* or other interested individuals)
- Community nurse or allied health professional who works with frail older people
- Representative of a service providing preventive or supportive Interventions (e.g. falls, continence, mobility, tissue viability)
- General practitioner, commissioner or, ideally, someone who could represent both perspectives
- Care of older people consultant
- Ideally, someone representing adult social care

Visit Timetable:	
8.30 - 9.30	Reviewers prepare
9.30 - 2.00	Meetings with a wide range of people interested in the care of frail older people
2.00 - 3.30	Reviewers draw conclusions
3.30 - 4.30	Interactive feedback and discussion session

### What will Reviewers ask?

Reviewers will use a ‘care of frail older people’ review framework. This framework is available on the WMQRS website (Frail Older People section). For each of the six areas of the framework reviewers will ask about:

- Where are services now?
- What is going well?
- What would you like to change or improve?
- Do you have plans for addressing these problems? If so, do all stakeholders support these? Is anything stopping you progressing these plans?
- What are the differences between ‘in hours’, weekdays ‘out of hours’ and weekends ?

What happens afterwards?	
⇒ Short reports of each visit	⇒ Good Practice sharing Event
⇒ Overview Report summarising common themes	⇒ Possibly, Quality Standards for the Care of Frail Older People

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Website: [www.wmqrs.nhs.uk](http://www.wmqrs.nhs.uk)

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