

## Introduction

NHS staff have been working with the local community in the North Cotswolds to develop new ways of delivering health services and providing care as close to home as possible.

The services provided at Moore Cottage Hospital in Bourton and Moreton District Hospital continue to play an important role in providing care and treatment for patients in the North Cotswolds.

Staff at Bourton are supporting patients in their recovery from periods of serious illness and operations and providing support to those people who are unable to cope at home.

The Intermediate Care Teams of nurses, doctors, physiotherapists, occupational therapists and social workers provide intensive rehabilitation services, which support people to regain their independence and return to their own homes.

Staff at Moreton are providing care and treatment for patients who require a higher level of nursing care with medical support (semi acute). The Minor Injuries Unit (MIU) service for the North Cotswolds is now being provided at Moreton. This is helping to ensure a high and consistent level of nursing and medical care, with dedicated staffing by Emergency Nurses Practitioners.

Both sites continue to provide a range of outpatient services. Many staff from health and social care are involved in providing community services to help people to stay in their own homes or receive support in other places of care outside the hospital environment.

During the last 18 months, local NHS staff have been changing their place of work to reflect the way services are now provided and to ensure that the right skills and expertise are available in the right place for patients.

## What's happening now?

Late last year, the Department of Health announced funding to support the development of services in the North Cotswolds.

This will help the local NHS to provide services in state of the art facilities fit for modern healthcare alongside a greater range of community health and social care services in the North Cotswolds leading to fewer and shorter journeys for local people.

In Moreton, the new campus will include inpatient services, diagnostic facilities such as x-ray, along with a Minor

Injury Unit, outpatient services and minor surgery. We are looking at ways of increasing the range of outpatient clinics, new day case procedures and the provision of mobile services. The plans also incorporate replacements for the White House and Mann Cottage Surgeries.

At Bourton, there will be intermediate care and rehabilitation services (care to provide a bridge between hospital and home) developed in partnership with other local care providers, and a base for the local health

and social care team including trained nurses, occupational therapists, physiotherapists and rehabilitation assistants. There will also be a number of outpatient services, including therapy services.

The community teams of health and social care staff will continue to work jointly to support people in their own homes, using new technology such as telecare. This kind of intensive support provided locally helps keep many people out of hospital and reduces the number of patients who have to be admitted.

## Next Steps

We will now progress the business case to the next stage, which will include considering the best service model and suitable sites. It is anticipated that new facilities will be open towards the end of 2011.

We are committed to working with the local community to develop the service model further with the aim of providing increased levels of

community based services and treatment in the North Cotswolds area. More patients will be cared for in the North Cotswolds and fewer patients will need to receive care and treatment outside of the locality.

We have set up a Project Steering Group, which includes representatives from the PCT, local GPs and health and social care staff and we now have volunteers for our Project

Participation Group to ensure that we fully engage with NHS staff, local people and community partners as we move forward.

Regular question and answer sheets will be included in future editions of Community Involvement News.

If you would like to submit a question for the next edition, please use the contact details on the back page.

## Some examples of how care can be provided

When planning for the future, we will be considering how health and social care services can best be provided for the local community. Here are some examples of how care can be provided.

### William receives support after a fall

William is 83 and lives in Bourton on the Water.

Late one evening, William trips over coming down the stairs and breaks his hip. After alerting a neighbour an ambulance is called and William is admitted to hospital to have his hip fixed.

After a short spell at Cheltenham General Hospital, William transfers to local supported beds at Bourton, where he receives support from the Intermediate Care Team. They work to ensure that the right rehabilitation plan is in place and provide intensive rehabilitation support. This speeds up his recovery and helps him feel more confident about returning home.

After a short time, William is ready to go home. The Intermediate Care Team continue to provide support to William within his own home and help him to adjust so he is ready for independent living again.



### Brian regains his independence

Brian is 74, and lives alone in Donnington.

He has requested a home visit from his GP as he has been feeling unwell and is unable to get to the surgery.

The GP visits that day and determines that Brian is suffering from a chest infection which has affected how he manages his everyday activities and his stamina levels.



To ensure that Brian receives appropriate treatment and support, the GP refers him to the intermediate care team.

An assessment is carried out in Brian's home by a trained nurse to identify his needs and ensure he has the right support to live as independently as possible.

Brian is supported in his recovery with visits from a rehabilitation assistant to help him with everyday social tasks and he is also visited by the community nursing team who provide regular nursing care.

Before long Brian has fully recovered and starts to get into his usual routine again, which includes visiting the local luncheon club once a week.



### **Isobel gets a helping hand by the team in Moreton**

Isobel is 22 and lives in Stow on the Wold.

One afternoon, Isobel falls from her horse during a ride in the country. After coming down quite hard on her right side, she starts to feel some pain in her wrist.

After calling her friend, she is driven to the health and social care campus in Moreton. She is assessed by a nurse in the Minor Injuries Unit and referred for an x-ray.

The Radiographer is in attendance and after an x-ray concludes that Isobel has suffered a fracture and a plaster cast is fitted.

A few weeks later, Isobel returns for a review at the fracture clinic at Moreton and the consultant confirms that Isobel's wrist is on the mend.

The following month, Isobel is ready to ride on her horse again.

### **Kathy benefits from care at Moreton**

Kathy is an 83 year lady who is normally independent and active, but has been feeling unwell for several days.

She makes an appointment to see her GP at the surgery on the campus site at Moreton and asks her neighbour to take her as she is feeling too weary to walk there.

At the surgery, Kathy is diagnosed as having a urinary tract infection and as she lives alone and her daughter who lives in Oxford is away, she is admitted to the hospital for interim care and antibiotic therapy.

Kathy makes a good recovery and is discharged home after five days. She is grateful for the care she has received, but is keen to regain her independence.



# Questions and Answers

A number of important questions have been raised with the PCT by members of the local community. We thought it would be helpful to set them out below:

## **Q1** Will 'end of life' care continue to be provided in Bourton and Moreton?

End of life care (palliative care) will continue to be provided in more than one location in the local area, with beds to support this service and services provided in people's own homes.

## **Q2** Why did the Minor Injuries Unit close in Bourton?

At both Moreton and Bourton MIUs, the attendance was very low and revised standards meant that there were insufficient staff with the necessary advanced qualifications and practical experience to maintain those skills to allow the service to continue safely. The changes have helped to ensure a high and consistent level of medical and nursing care with dedicated staffing by Emergency Nurses Practitioners.

## **Q3** Will patients in the North Cotswolds still have access to local beds?

Residents in the North Cotswolds will still have access to local NHS beds and the NHS will be providing facilities and services dedicated to meeting the specific needs of patients.

## **Q4** For how long will I receive rehabilitation care at home?

Support is provided based on an assessment of an individual's needs and will continue to be provided where a need is identified.

## **Q5** Do you have enough community staff to provide services?

We regularly review staffing levels within the community to

ensure we are able to provide services to meet the needs of local people. Staff recruitment and retention is a high priority for the PCT and we carry out a range of activities to ensure we are replacing any vacancies, including recruitment days and local and national advertising where required.

## **Q6** Will consultants see patients at outpatient clinics?

This will ultimately depend on the type of clinics provided, but where a clinic requires consultant input this will happen.

## **Q7** Can you set out some key milestones for the project?

The Locality Service Model (that describes how services will be provided in the North Cotswolds) is being refreshed and updated from the original Strategic Outline Case that resulted in the project funding.

We are continuing to work with staff to develop the service model, their operational policies and accommodation schedules before appointing an expert design team to prepare outline designs.

We will also be consulting with local planners and carrying out impact assessments which look at issues such as the environment and highways.

Our Outline Business Case will then be developed and presented to our Board in the Winter. If approved, the detailed design work would begin in early 2009. Planning applications will need to be submitted, designs will become more detailed, and a Full

Business Case prepared by September 2009.

If all goes to plan, work on sites should begin in Spring 2010, with completion towards the end of 2011.

## **Q8** Will it be the Steering Group's role to decide on what services will be provided and discussing this with staff?

As described above we are currently updating the Locality Service Model that describes the services that will be provided. In doing this we will need to work closely with our staff as well as our local GPs and other services or agencies that we work with, involving patients and the public wherever possible.

## **Q9** Many older people suffer from a disability which prevents them from being able to have a bath in their own homes. There are hoist facilities in both Bourton and Moreton so could some provision be made for disabled people in the local area to have access to these facilities at specified times, even if it meant paying a small charge?

At present we do not have any plans to offer bathing services. However, we can work with colleagues in the voluntary sector to explore developing a bathing service for disabled people within the community.

## Contact Us

Community Involvement News is produced by Gloucestershire Primary Care Trust. It is available on the PCT website at [www.glospct.nhs.uk](http://www.glospct.nhs.uk).

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