

APPROACH SURVEY

WELCOME TO THE APPROACH National Care Home Survey and opportunity to win PRIZE of £100 M&S vouchers.

We are inviting you to participate in this study by completing an on-line questionnaire, which should take approximately 15-20 minutes to complete.

There are five sections:

Section A: Primary health care services

Section B: How you work with the NHS

Section C: Experiences of integrated working with the NHS

Section D: Information about your care home

Section E: Care home staff

We have tried to design the questionnaire to be as easy as possible to complete. Most of the questions just ask you to tick a box. Comment boxes have been provided should you wish to add further information to your answer.

All completed questionnaires are anonymous and will be treated with the strictest confidence. Any information given through which your home could be identified will be removed or changed.

Your views are important and we hope that you will take the time to complete the questionnaire. If you would like to discuss any aspect of the study, please do contact me.

We really appreciate your help with this study, and to show our appreciation there is an opportunity to be entered into a prize draw to win £100 of vouchers for Marks and Spencers.

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SECTION A: The following questions are looking at the primary health services your care home receives and how the NHS works with you.

1. Do you CURRENTLY have more than one GP practice working with the care home?

Yes

No

If yes, how many practices work with your care home?

2. If you pay a retainer to your main GP practice, please tick the amount below

No retainer paid

Less than £1,000 per year

£1000-£4,999

£5,000-£9,999

£10,000-£14,999

£15,000-£19,999

£20,000-£24,999

£25,000 or over

Don't know

Any comments

3. Do you pay more than one GP practice a retainer?

Yes

No

Comments

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4. What services do you get from the GP practice you have most contact with?

	Always	Occasionally	Never	Don't know
Visits individual residents when they are unwell	jn	jn	jn	jn
Telephone advice when residents are unwell	jn	jn	jn	jn
Reviews the medication of ALL residents	jn	jn	jn	jn
Reviews the medication of INDIVIDUAL residents	jn	jn	jn	jn
Refers residents to specialist services (e.g. geriatrician)	jn	jn	jn	jn
Provides advice on keeping ALL residents healthy	jn	jn	jn	jn
Provides advice on keeping INDIVIDUAL residents healthy	jn	jn	jn	jn
Offers training and advice to staff	jn	jn	jn	jn

Any comments

5. Do any GPs undertake regular (at LEAST fortnightly) 'clinics' located in the care home?

jn Yes

jn No

Please give details

6. Are residents able to self-refer to the GP 'clinic' in the care home?

jn Yes

jn No

jn Not applicable

Any comments/ further information

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7. Do other health care professionals hold drop in type surgeries in the care home (e.g. nurses, chiropodists, physios)?

Yes

No

If YES, Please give details

8. Which of the following health and social care professionals have visited the care home in the LAST SIX MONTHS? Please tick all that apply

	We have NOT received this service in the LAST SIX MONTHS	On a resident by resident basis ONLY	Provides a designated service to the whole care home	We pay for this service	We support residents to attend services OUTSIDE the care home.
District Nurse	€	€	€	€	€
Pharmacist	€	€	€	€	€
Chiropody/podiatry	€	€	€	€	€
Practice Nurse	€	€	€	€	€
Community Matron	€	€	€	€	€
Older people's nurse specialist (e.g. Tissue viability/diabetes)	€	€	€	€	€
Health visitor	€	€	€	€	€
Care home support team	€	€	€	€	€
Community psychiatric nurse/mental health team	€	€	€	€	€
Old age psychiatrist	€	€	€	€	€
Clinical psychologist	€	€	€	€	€
Dietician	€	€	€	€	€
Continence Team	€	€	€	€	€
Dentist	€	€	€	€	€
Optician	€	€	€	€	€
Hearing aid services (audiometry)	€	€	€	€	€
Hospice Team	€	€	€	€	€
Marie Curie service	€	€	€	€	€
Macmillan nurse/specialist palliative care nurse	€	€	€	€	€
Consultant geriatrician	€	€	€	€	€
Speech and language therapist	€	€	€	€	€
Occupational therapist	€	€	€	€	€
Physiotherapist	€	€	€	€	€

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Intermediate care team	€	€	€	€	€
Falls prevention activities/Exercise co-ordinator	€	€	€	€	€
Admiral Nurse	€	€	€	€	€
Other (please state below)	€	€	€	€	€

Any comments

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9. Of those services that have visited the care home in the last SIX MONTHS, please tick all that apply

	NOT APPLICABLE	The frequency of visits depends on individual residents	We have a named contact for this service	We meet to discuss working together for particular residents	We meet to discuss working together for ALL residents
GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
District Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chiropody/podiatry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practice Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Matron	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people's nurse specialist (e.g. tissue viability/diabetes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health visitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dietician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care home support team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community psychiatric nurse/mental health team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Old age psychiatrist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical psychologist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continence services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing aid services (audiometry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospice Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marie Curie service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Macmillan nurse/specialist palliative care nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultant geriatrician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech and language therapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational therapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physiotherapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate care team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Falls prevention activities/Exercise co-ordinator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admiral Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments

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10. Do you use shared documents with any of your NHS colleagues mentioned above, e.g. care plans and notes.

Yes (Please go to question 11)

No (Go to question 12)

Don't know

11. If yes, which colleagues do you share notes/care plans etc with? (Please list)

- GP
- District Nurse
- Pharmacist
- Older people's nurse specialist (e.g. diabetes, tissue viability)
- Community psychiatric nurse/mental health team
- Care Home Support Team
- Intermediate care team
- Dietician
- Geriatrician
- Macmillan Nurse/specialist palliative care nurse
- Other (please specify below)

Other (please specify)

12. We do learning and training together with NHS colleagues.

Weekly

Monthly

Every now and again

Rarely

Never (Go to question 14)

Comments

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13. Which NHS staff do you do learning and training with? (Please list)

- GP
- District Nurse
- Pharmacist
- Older people's nurse specialist (e.g. diabetes, tissue viability)
- Community psychiatric nurse/mental health team
- Care Home Support Team
- Intermediate care team
- Dietician
- Geriatrician
- Macmillan Nurse/specialist palliative care nurse
- Other (please specify below)

Other (please specify)

	5
	6

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14. Please tick which of the following you use when working with the NHS

	Not sure what this is	Use this for all our residents when appropriate	Use sometimes	Never use it
Integrated care plans with NHS staff e.g. continence care	jn	jn	jn	jn
Assessment tools/shared decision support tools e.g. MUST (nutrition screening tool)	jn	jn	jn	jn
Protocols for addressing behaviour	jn	jn	jn	jn
Dementia assessment tool	jn	jn	jn	jn
Essence of Care	jn	jn	jn	jn
Advance care plans for end of life care	jn	jn	jn	jn
Gold standard framework (GSF)	jn	jn	jn	jn
Liverpool care pathway	jn	jn	jn	jn
Single assessment process	jn	jn	jn	jn
Medication review policy	jn	jn	jn	jn
Infection control protocols	jn	jn	jn	jn

Any comments

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SHARED FINANCIAL ARRANGEMENTS

By NHS we mean GP services as well as other professionals such as district nurses, occupational and physiotherapy etc.

15. Please could you indicate if you receive extra PAYMENT FROM THE NHS (in addition to care home fees) to provide any of the following

	Don't know	Paid for individual residents	Paid to keep beds available in the care home	Arrangement has been in place for less than 6 months	Care home does not provide this service
NHS funded respite care beds	jn	jn	jn	jn	jn
NHS funded palliative end of life beds	jn	jn	jn	jn	jn
NHS funded continuing care	jn	jn	jn	jn	jn
NHS funded rehabilitation	jn	jn	jn	jn	jn
NHS funded beds to reduce hospital bed use	jn	jn	jn	jn	jn
NHS funded day care	jn	jn	jn	jn	jn

Any comments

16. Please indicate how the following services are paid for in your care home?

	NHS	Local authority/social care	Mixed - some residents pay others paid by LA or NHS	Private (individual resident pays)	Part of care home organisation
Podiatry/chiroprody	€	€	€	€	€
Physiotherapy	€	€	€	€	€
Occupational therapy	€	€	€	€	€
Speech and language therapy service	€	€	€	€	€
Palliative care support	€	€	€	€	€
Care home support team	€	€	€	€	€

Any comments

APPROACH SURVEY

17. Of the NHS services you work with, who do you have the best working relationships with?

- GP
- District Nurse
- Pharmacist
- Older people's nurse specialist (e.g. diabetes, tissue viability)
- Community psychiatric nurse/mental health team
- Care Home Support Team
- Intermediate care team
- Dietitian
- Geriatrician
- Macmillan Nurse/specialist palliative care nurse
- Other (please specify below)

Other (please specify)

18. What would you like primary health care services to provide for your care home that you are not currently getting?

19. What would help you to work more closely with the NHS?

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Integrated working can be defined as close collaboration between professionals and teams (in this case your care home and the NHS) to deliver timely, efficient and high quality care.

The following questions look at the ways that integrated working with the NHS may have affected your care home.

By NHS we mean services such as GP, district nursing, occupational and physiotherapy etc.

IF THIS DOES NOT APPLY TO YOUR CARE HOME, PLEASE GO TO QUESTION 23.

20. Are there any NHS professionals or teams that work with the care home in an integrated way? (current or previous)

Yes (Please give details below)

No (Go to question 23)

Please give further details

5

6

21. Integrated working (as described above) between the NHS and my care home has:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Not made the residents more aware of available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided a wider range of choice of services to older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved access to preventative care for residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Had no effect on resident's quality of life and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved the speed of response from primary health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any comments

5

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22. Integrated working between the NHS and my care home has:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Provided opportunities to discuss resident's care together	jn	jn	jn	jn	jn
Led to greater continuity of service provision	jn	jn	jn	jn	jn
NHS staff are reluctant to share information with us	jn	jn	jn	jn	jn

Any comments

23. To what extent do you agree with each of these statements about working relationships between the NHS and your care home?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
NHS staff provide enough support to help us work effectively	jn	jn	jn	jn	jn
NHS staff respect care home staff knowledge and experience	jn	jn	jn	jn	jn
Working with NHS staff takes up too much time	jn	jn	jn	jn	jn
Sometimes working with the NHS feels like they're monitoring us	jn	jn	jn	jn	jn

Any comments

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24. To what extent do you agree that the following factors present BARRIERS to integrated working with the NHS for your care home? Please tick one response per statement

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable
It's difficult to know who in the NHS we can ask for advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care home staff don't have enough say when working with NHS staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a lack of trust between the care home and the NHS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff don't stay long enough to get to know NHS staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is important to have a named person we can contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff don't stay long enough to get involved in training with NHS staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We cannot work together well because of different priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any comments

25. Are there any other BARRIERS that affect integrated working with your care home. Please state

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The following section asks you about your care home:-

26. Which Care Quality Commission region is your care home based in?

East Midlands

Eastern

London

North East

North West

South East

South West

West Midlands

Yorkshire and Humberside

Please insert the first part of your postcode

27. How many beds does your care home have?

28. Which of the following categories of registration does your home provide beds under? Please tick all that apply.

Non-specialised

Dementia care

Intermediate care

Hospice

Respite

Step down

Step up

NHS Beds

Elderly frail

Other (please specify)

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29. Please enter the number of beds you have for these categories:

Non-specialised beds	<input type="text"/>
Dementia care	<input type="text"/>
Intermediate care	<input type="text"/>
Hospice	<input type="text"/>
Respite	<input type="text"/>
Step down	<input type="text"/>
Step up	<input type="text"/>
NHS beds	<input type="text"/>
Elderly frail	<input type="text"/>
Other	<input type="text"/>

30. Care home ownership type

- Local authority
- Voluntary/Charity/Not for profit
- Private/For profit

31. How many care homes are there in the organisation?

- 1
- 2-5
- 6-10
- 11-20
- 21-30
- 31+

Any comments

32. Of the total current residents, how many are in the following funding categories?

Please insert a number

Wholly self funding (or family) funded	<input type="text"/>
Wholly Local Authority funded	<input type="text"/>
Mixed self or family and Local Authority funded	<input type="text"/>
NHS funded	<input type="text"/>
Wholly funded by a charity	<input type="text"/>

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33. Please indicate the outcome of most recent inspection for your care home (Care quality commission) Please select one

**

*

Zero stars

Not known

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About the current staffing in the care home

34. How many full time staff do you have who work with you in the care home (including night staff)?

Please insert the number

Managers	<input type="text"/>
Care staff NVQ2 and above or equivalent	<input type="text"/>
Care staff without NVQ2	<input type="text"/>
Activity co-ordinator	<input type="text"/>
Students on placement	<input type="text"/>

35. How many part time staff do you have? Please insert the number

Managers	<input type="text"/>
Care staff NVQ2 and above or equivalent	<input type="text"/>
Care staff without NVQ2	<input type="text"/>
Activity coordinator	<input type="text"/>
Students on placement	<input type="text"/>

36. Have 50% of your staff achieved NVQ2 or above?

Yes

No

Any comments

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY.

YOUR VIEWS ARE REALLY IMPORTANT.

IF YOU WOULD LIKE TO BE ENTERED INTO THE PRIZE DRAW FOR A £50 MARKS AND SPENCER'S VOUCHER PLEASE GIVE YOUR CONTACT DETAILS BELOW. YOUR DETAILS WILL NOT BE USED FOR ANY OTHER REASON AND WILL BE REMOVED BEFORE ANY ANALYSIS OF THE SURVEY INFORMATION.

37. Please give your name, email / phone number for the draw: