

# REDUCING NHS PRESSURES THROUGH LEADERSHIP SUPPORT TO CARE HOMES

*Our vision is a world where all care homes are great places to live, die, visit and work.*

**My Home Life ([www.myhomelife.org.uk](http://www.myhomelife.org.uk)) is an international initiative delivering positive change in care homes.**

- We have supported over 1500 care home managers and deputies in their skills development, confidence and engagement with their teams with a knock on impact for residents and relatives.
- **Recent evidence from 'NW London CCG Collaborative' suggests a wider impact of the programme in terms of reduced pressures on the NHS.**

## Appendix to a report on the impact of the My Home Life NW London Programme

Data gathered by NW London CCG Collaboration and shared with City, University of London, to assess whether, beyond the significant impact delivered to managers themselves, the My Home Life Leadership and Professional Development programme, delivered to 42 care home managers across 2018, led to any wider changes in relation to A&E and hospital admission/ ambulance call-outs during the period of the intervention.

**The data captured indicates that for care homes participating in My Home Life there is a reduction in ambulance callouts, conveyances and A&E attendances compared to care homes which did not participate.**

## Attributable to My Home Life?

Many factors will affect conveyancing and admissions rates and in NW London there have been a number of improvement initiatives which could also have contributed to the trends above. It is likely that My Home Life is having a positive contributing impact on these trends particularly given other data that supports this:

- 59% of participants (care home managers) reported a reduction in inappropriate hospital admissions (n=31)
- 83% reported perceived improvements in the overall level of quality of practice in their care setting
- 83% reported increased confidence in staff's ability to take the initiative
- 90% reported increased confidence as a professional
- 67% of participants reported that their understanding of what local health services exist that I can access had increased during the programme.

### Annual trends for 2018-19 compared to previous 2 years

	Care homes involved in My Home Life across NW London	Care Homes <u>not</u> involved in My Home Life
Ambulance callouts	14% decrease	9% increase
Ambulance conveyances	16% decrease	11% increase
A&E attendances	9% decrease	2% increase
Non-Elective admissions	5% decrease	6% increase

Source: NW London CCG Collaboration.



## Other Data:

### Interviews with individuals from CCGs and Local Authorities with a role in supporting care homes had similar feedback.

One suggested a 14% reduction, month on month for the last six months, of inappropriate ambulance conveyances from care homes as a result of more collaborative, less defensive partnership-working which they attributed to the improved leadership of MHL care home managers.

Another individual commented; *'Because the Care Home Managers feel safe and able to speak freely [in My Home Life], this [intelligence] can then be fed back to everybody... to help us to manage the market and prevent provider failure – staff retention, recruitment, increasing quality.'*

*It can highlight to Commissioners and Local Authorities what is and isn't working well and then what is incumbent on them in addressing changes...'*

## Overall

- There is general recognition that managers are pivotal to quality in care homes and **stronger, more confident leadership can only help improve the confidence of staff to make the right decisions around patient/resident care.**
- Emphasis within the MHL programme on resilience, delegation, models reflective practice, questioning and the need for relationship-centred care can reduce high levels of anxiety and calls for emergency support.
- As managers elsewhere have reported, if they are less stressed, the staff are also less anxious and so less likely to overreact to issues that arise.
- Staff can make better quality decisions about the actions to take in unsettling situations.

### Contact us:

For further evidence of the wider impact of the My Home Life Leadership Support programme click [here](#)

For more information on the programme or to discuss how My Home Life might be able to support you, contact [tom.owen.1@city.ac.uk](mailto:tom.owen.1@city.ac.uk)

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