

What people living in Care Homes need from healthcare providers

Sharon Blackburn CBE, RGN RMN
Policy and Communications Director
National Care Forum

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Shape of Care

- * Demographics – 2m over 75 in 10 years
- * Increased focus on nursing provision
- * Frailty/ complexity of comorbidities
- * Changing consumer base – tech savvy, consumer rights based, baby boomers

Workforce

- * Recruitment
- * Retention
- * Apprenticeships
- * Brexit – additional checks on eligibility
- * Nursing
- * Pay, Terms and Conditions
- * Volunteers

Commissioning Behaviour

- * CMA – call for independent body – target fees and determine capacity
- * ADASS report - £824m shortfall
- * Use of precept
- * JR in Essex – challenge in context of care act responsibilities
- * Handing back of contracts

CQC

- * New definition of provider
- * Changes in KLOEs
- * New assessment framework from November
- * Quality Matters

Future Models - Residential

- * Village communities
- * Continued growth of Extra Care
- * Embedding and Integration of Technology
- * Enhanced Care Home Models
- * Care Hotels – International Models
- * Intergenerational – on site nursery
- * Numbers – Household models

So ...

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“Tell me what you want what you really want”

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People who live in care homes

- * People in care homes have the same rights to access health and care as you and I
- * They have a different address
- * They expect health and care professionals to work in their best interests
- * They don't know that we work in silos until they use the service

So ...

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“Tell me what you want what you really really want”

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Want or Expect

Do you know what you don't know?

How will you respond?

How will you be the change you want to see?

Keep in touch!

Sharon.Blackburn@nationalcareforum.org.uk

@NCFSharon

www.nationalcareforum.org.uk

