

# Health *Call*

## **How the Service has been Adopted to Suit the Needs of NHS Tayside**

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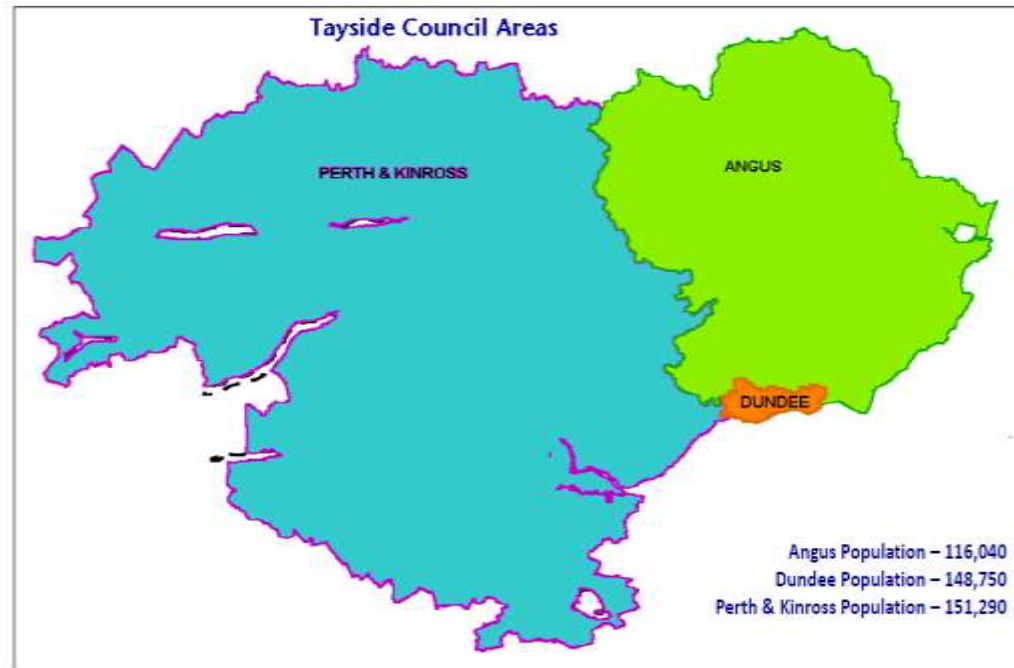
# Overview

- Why change
- Approach taken to service transformational
- Key transformation activities
- Outcomes
- Next steps

# Tayside demographics



## Tayside's population



Data source: GRO 2018 mid-year population estimates

Total population 416,080

# Why Change?

- **30% in residents** versus **4% in the general population** (BAPEN, 2015)
- ONS spend high - (£1.2M) £320K per annum / 800 patients (20%) (PRISMs 2016/ SG SLWG ONS 2016/17 Report)

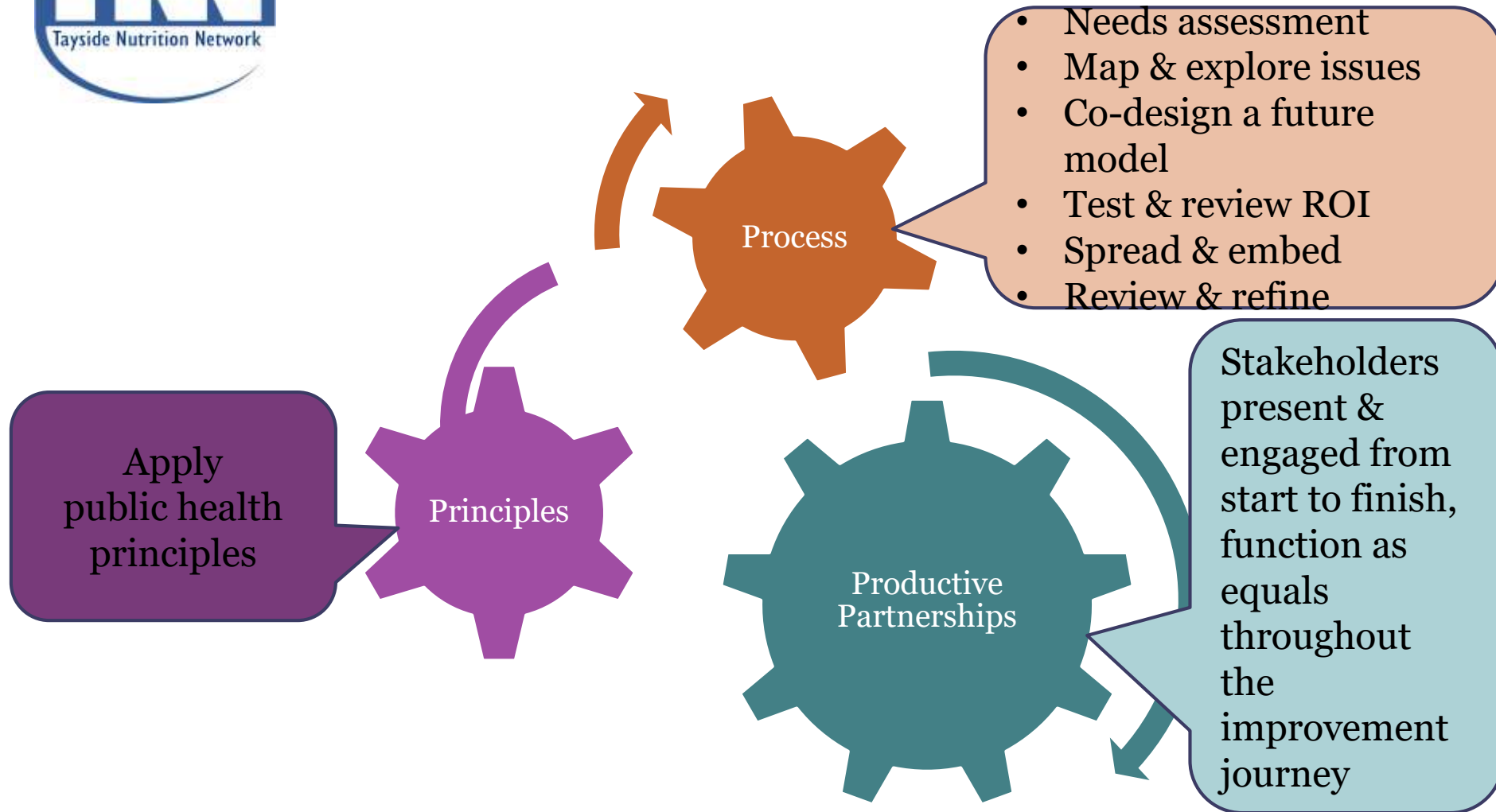


# ONS in Tayside Care Homes - Aim

- Reduce spend
- Implement dietetic led co-produced model
- Improve governance
- Reduce GP time
- Reduces waste
- Meet Care Inspectorate Standards



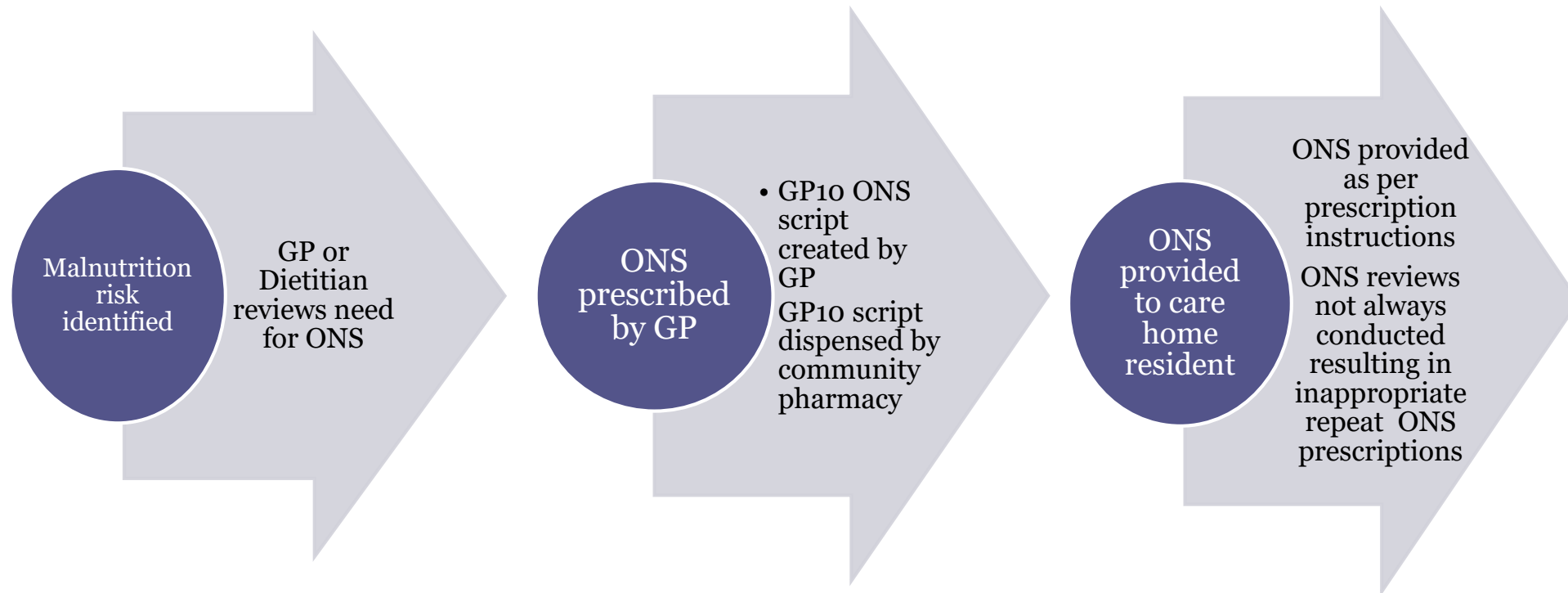
# Transformational Public Health



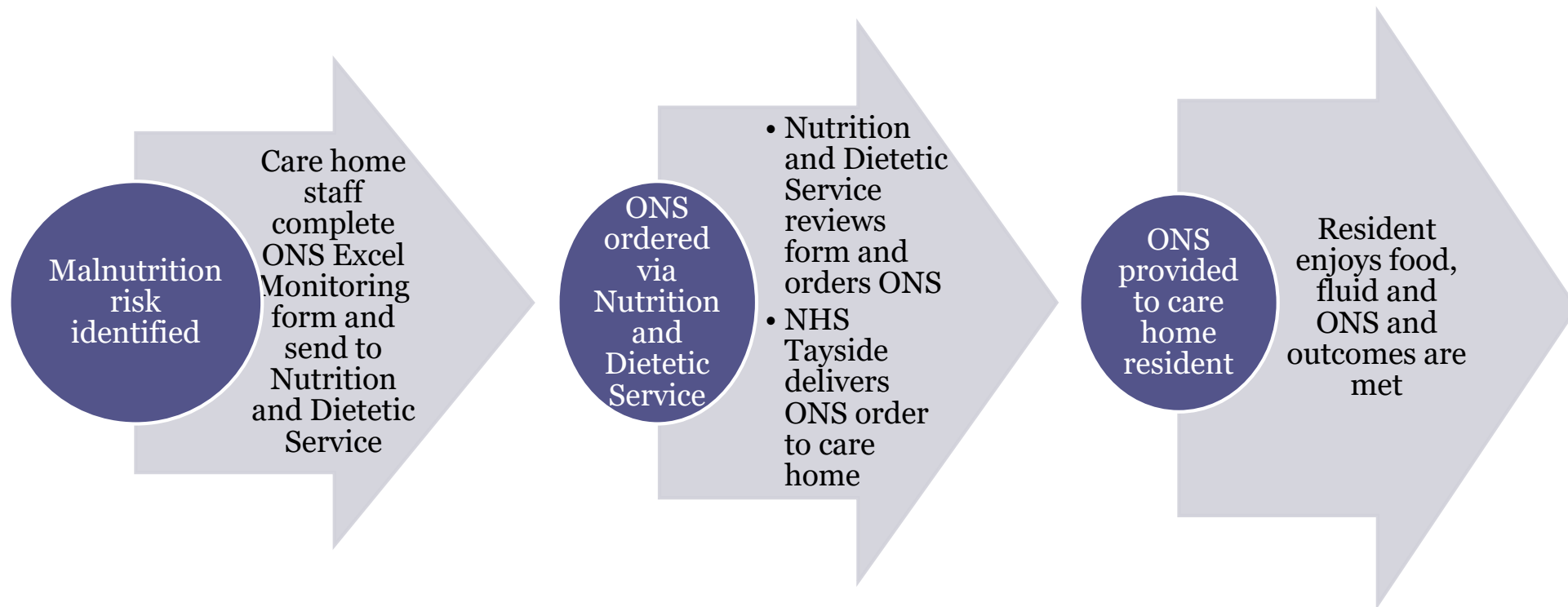
## Programme Management

Planned - Outcome Focused – Reported - Communicated - Risk Assessed

# Current ONS Model

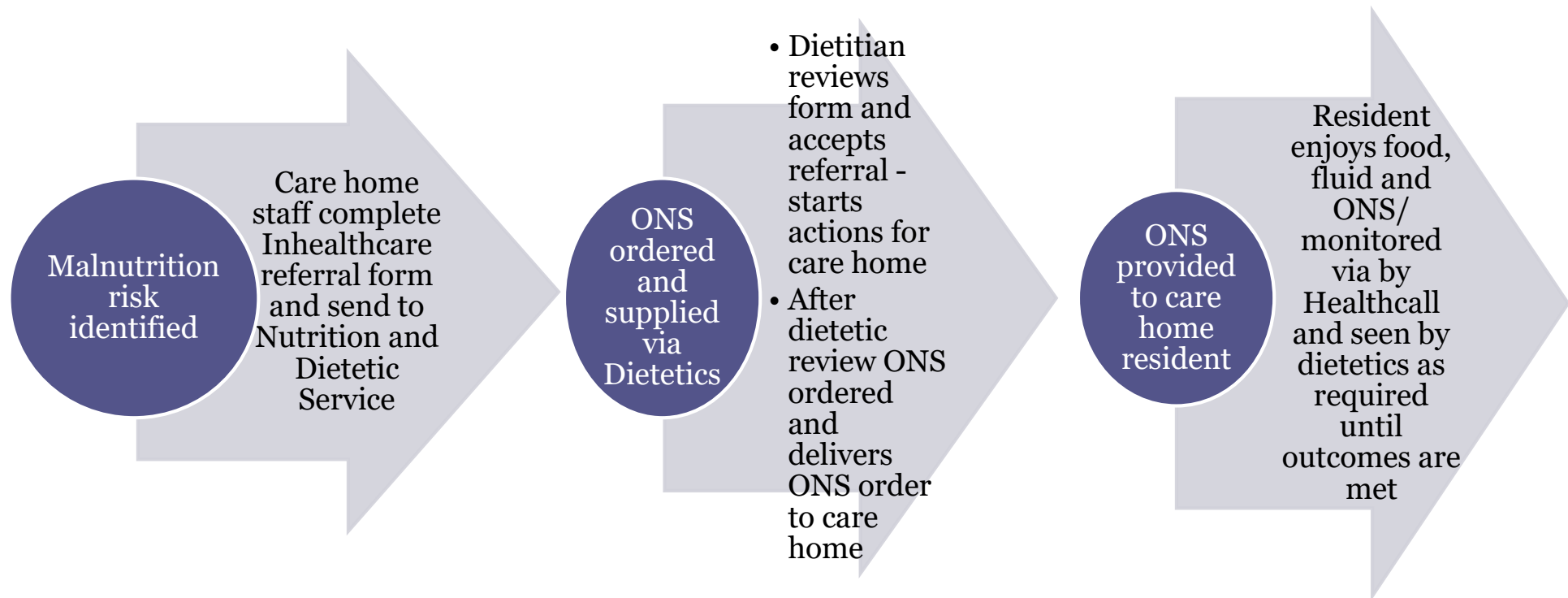


# Interim ONS Model 2018

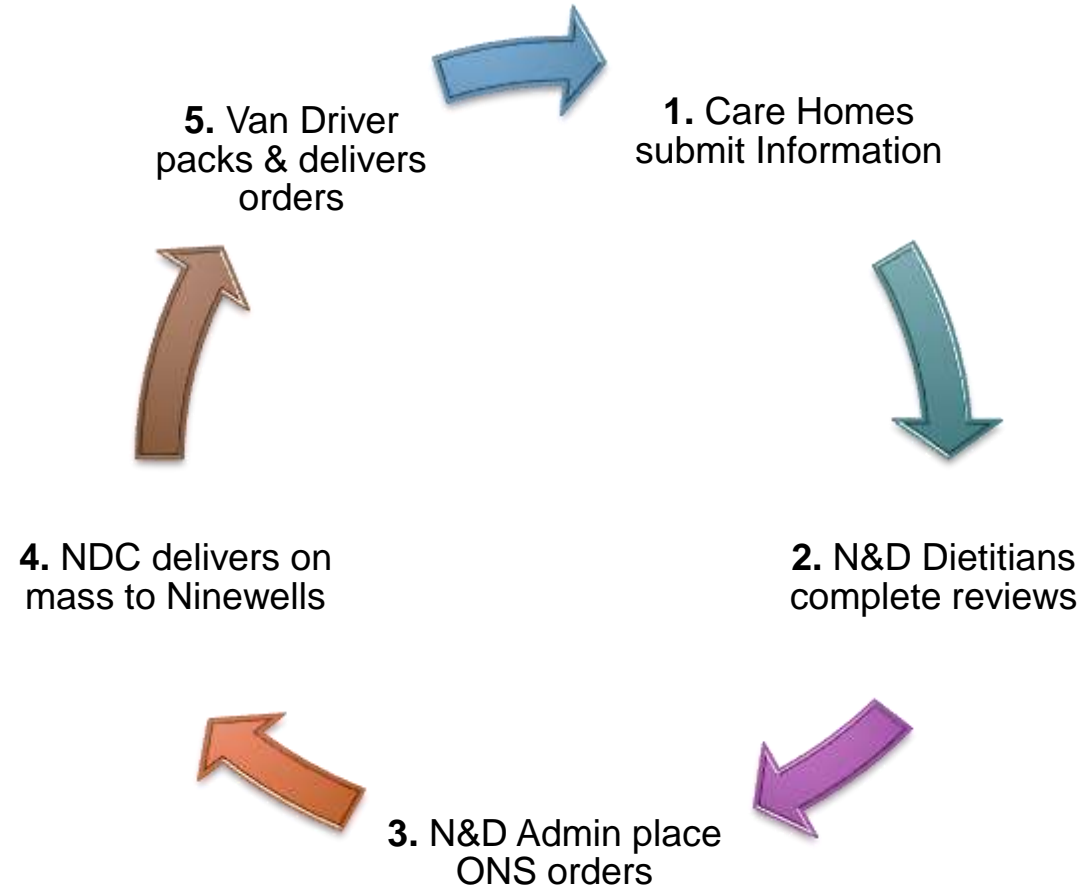




# New ONS Model 2019



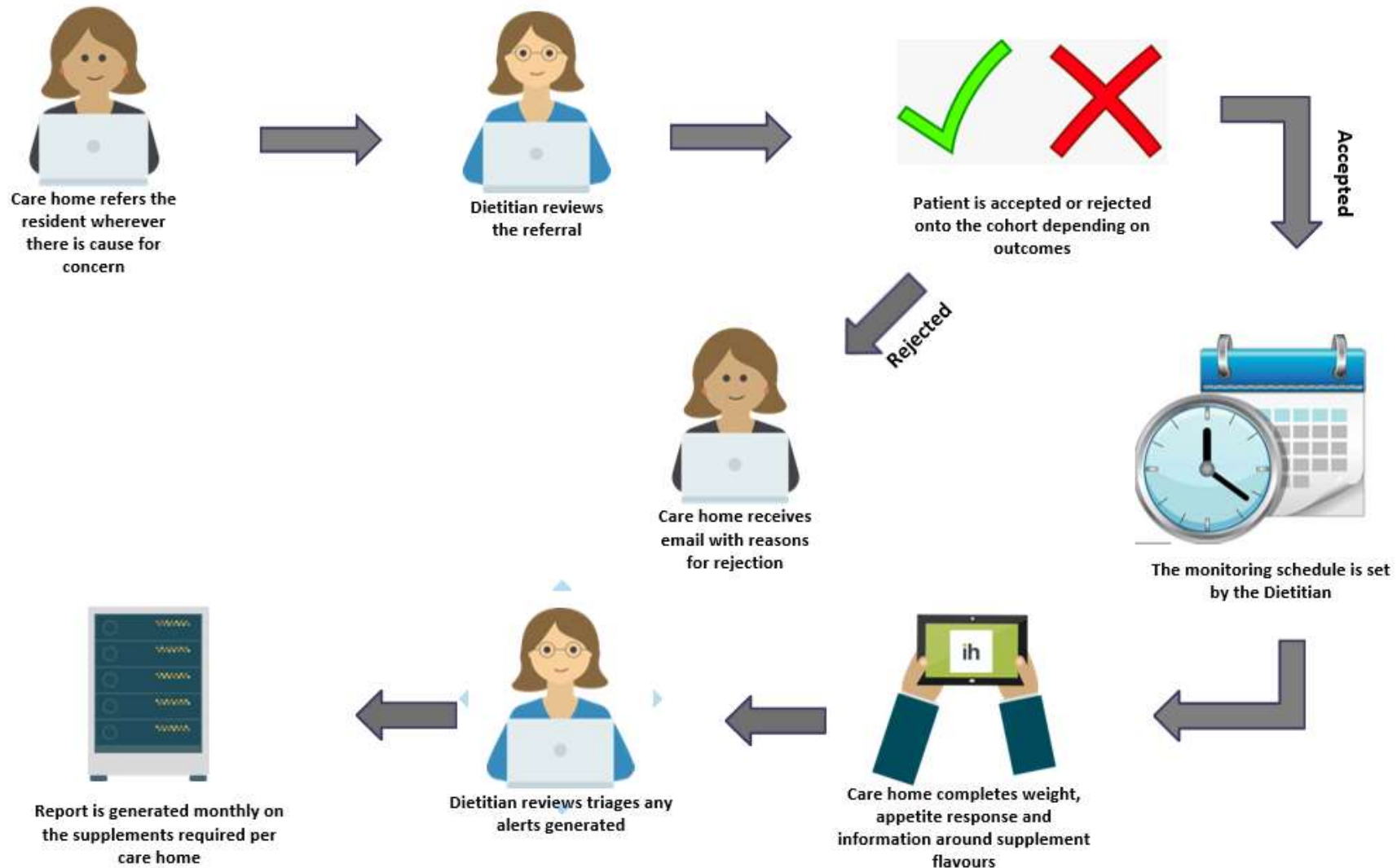
# ORDERING AND DELIVERY



***Interlink:***

*Steps cannot happen until the previous one is completed*

# Tayside monitoring pathway



# ONS Ordering

Care home provides flavours of the prescribed supplements which generates a report for ordering

TaysideFinal\_V10.33 Nutritional Care Plan

Please comment on the success of the above nutrition care plan, indicating what has worked and what hasn't worked

You have been recommended to take **2 each day** of **Ensure Compact**. How much of these are you managing to take?

- Taking about all
- Taking about three quarters
- Taking about half or less

Please ensure the correct product and flavour is chosen as this will determine the products you receive and therefore influence patient care

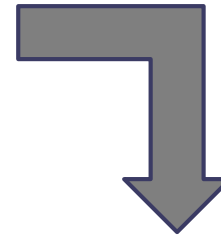
Please select the supplement advised by the dietitian, as above, from the drop down list and indicate the residents flavour preferences.

Ensure Compact ▾

Preferred flavours (more than one may apply)

- Banana
- Cafe Latte
- Strawberry
- Vanilla

Exit Back



Patient	Supplement	Per day	4 weeks	Case size	Cases
111111111	Ensure Plus Milkshake - Banana	1			
222222222	Ensure Plus Milkshake - Banana	1			
333333333	Ensure Plus Milkshake - Banana	2			
	Ensure Plus Milkshake - Banana (Total)		112	30	4
111111111	Ensure Plus Milkshake - Strawberry	3			
555555555	Ensure Plus Milkshake - Strawberry	4			
	Ensure Plus Milkshake - Strawberry (Total)		196	30	7
111111111	Fresenius Kabi Fresubin - 2kcal Drink - Peach	1			
	Fresenius Kabi Fresubin - 2kcal Drink - Peach (Total)		28	24	2

# 6 Steps to implementation of new ONS Service for Care Homes

1. Care Home informed of start date
2. Care homes trained staff –MUST and Food First
3. GDPR documentation completed (Data Protection Number obtained)
4. Dietitians review residents on ONS, provide documentation and stock care home with ONS
5. Dietitians write to GP cancelling future ONS
6. Next order is via new model

# Care Home Perspective, Care Home Manager View

- Pilot started in November 2017
- Successful pilot and clients have reaped the benefits
- Enhanced closer clinical monitoring of clients and their dietetic needs
- No delay in obtaining supplies
- Able to commence clients on ONS as soon as it was noted they had lost weight and their MUST score changed

## *Care Home Perspective continued...*

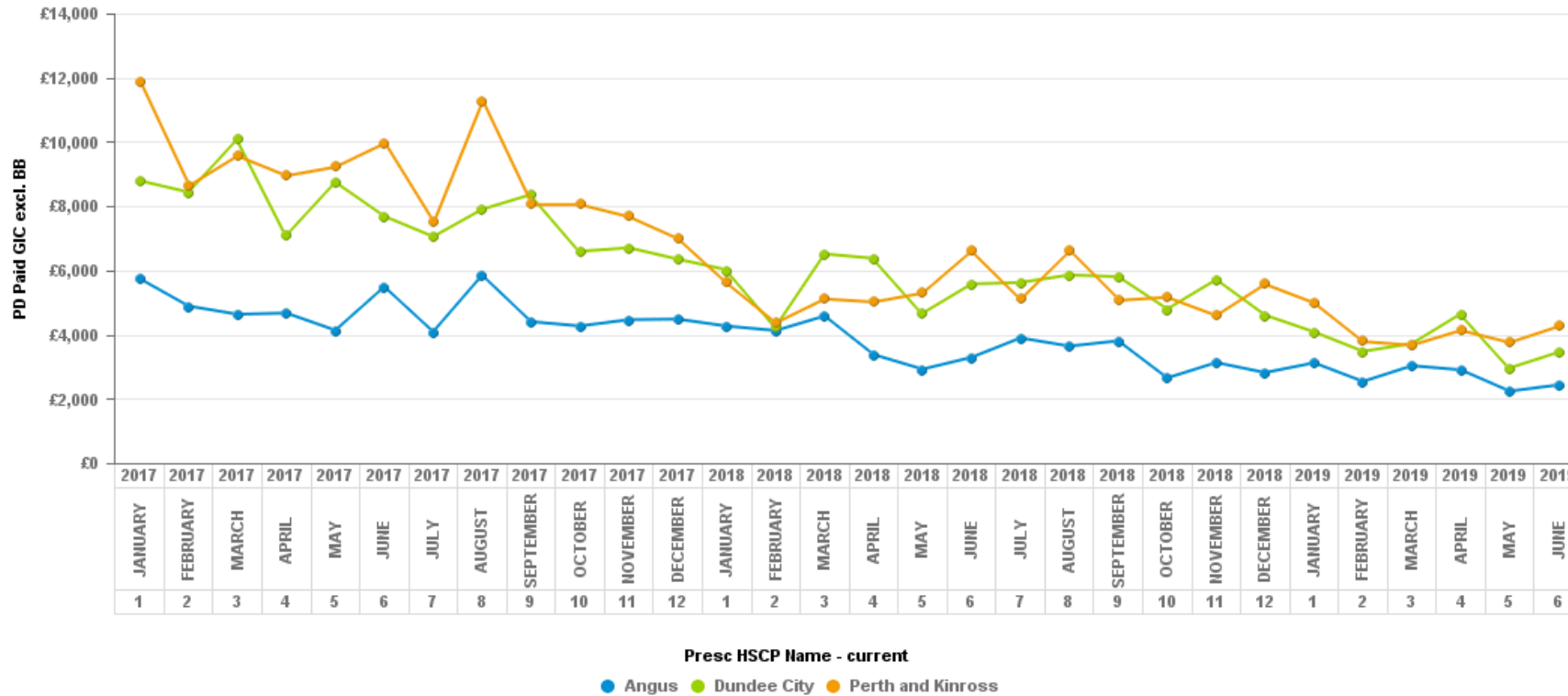
- Closer working relationships with the dietitians
- Ability to try many ways to encourage clients to consume ONS such as heating, freezing, adding to porridge
- Constant support from the dietitians

## *Care Home perspective continued...*

- Identified triggers when there was weight loss across a proportion of clients much quicker due to the input of data – and being able to sort the issue
- This in turn led to clients being treated faster
- Logistically – very smooth service, delivery very good, easy to use and space friendly , fantastic support



# Spend Impact 2017-June 2019 (PRISM Data)



# Timescales

- ONS Reviews – Dec 2017- July 2018
- Training – May 2019 onwards
- Transfer over – End June 2019 onwards
- Monitor improvement – constantly
- Roll out pan Tayside by Xmas 2019

Any questions?



Thank you for your time and for  
your feedback.