

Dear Care Home Manager

What a year 2020 has been and Care Homes in particular have had to adapt and cope with the most challenging of circumstances. Your strength and resilience has been remarkable, but again we have been reminded of your extreme commitment in keeping your residents safe and at the core of everything you do. Thank you for everything you have done and sacrificed.

As a health and social care system, relationships and processes have progressed significantly and we are in a good place to both cope with future Covid-19 surges, as well as enhance the quality of support and service improvements. This letter acts as a summary of one such development which we are certain will be a very welcome improvement and support for your residents and Care Homes.

Last year 14 Primary Care Networks (PCNs) were formed across Cornwall, whereby GP surgeries joined together and formed groups based on geographical area. Each PCN has a Clinical Director and each home a Clinical Lead who are there to offer structure and leadership in both strategy and managing Clinical challenges. During Covid these roles became vital. The PCNs are now being asked to deliver a Directed Enhanced Service (DES). An element of this will be the Enhanced Health in Care Home (EHCH) Programme which is well established in Cornwall. We are delighted to have the support of the GPs and the footprint of the PCNs to embed it further. It has the health and wellbeing of residents at its core, and is a programme designed to support care home staff.

We consider it extremely important that you are in the loop with these changes so that we can co-design what this may look like and help shape it so it suits you and the people that live in your care homes.

Over the next 6 months the PCNs and your GPs will be working to:

1. Have more regular and structured 'check-ins' with Care Homes.
2. Develop more integrated and accessible Multi-Disciplinary Teams (MDTs) to anticipate needs and support residents better.

To help us do this in the way that best meets your needs, we ask that you kindly complete this very quick online survey <https://www.netigate.se/a/s.aspx?s=898728X233541258X82347>. We want to hear who you think should be involved and how frequently MDT meetings should take place. This information will help shape the local PCN strategy which will need to be bespoke to Care Home, resident and area. This is why it is so important your voice is heard, that we keep you briefed and ensure that it is a co-designed process at every stage.

Please get in touch with us with any ideas, queries or just to bounce thoughts. We truly acknowledge how you go above and beyond every day for the people that live in your homes, and hope that these developments will make you feel more supported and appreciated.

Very best wishes



Dr Stewart Smith
CCG Covid in Care homes Lead



Louisa Forbes
Enhanced Health in Care Home Nurse Manager