

# The Care Home Perspective



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# National Care Forum (NCF)

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- Aims to be the leading voice of the not-for-profit sector
- Seeks to promote quality care for all its customers
- Embraces wide range of services
- Across membership:
  - 1000 + Care Homes
  - 45,000 Employees



Heart of England

HOUSING AND CARE LTD

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- 9 Care Homes in Worcestershire
- Provide Personal Care and Dementia Care
- 449 Resident places
- Employ c525 people
- End of Life project.

# Aims of Care Home Providers

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- To see the person **NOT** the disease/disability/diagnosis
- To provide a 'real' person centred approach
- To Promote & implement a person centred culture
- To enable the person to live a fulfilling life.



# Mental Capacity Act

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- Supports the person centred approach
- Provides a framework for peoples opinions/decisions to be heard and acted upon
- Provides protection for the person and for those caring for them
- Puts 'tough' subjects on the table

# Challenges

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- Advanced Care Planning
- Resuscitation policies
- Pain Control – access to appropriate medication
- GP's
- Resources
- Specialist help

# Opportunities

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- End of Life Project –example
- Empowering for Individuals and Carers
- Holistic approach – professionals must work together for the interests of the person
- Joined up thinking with the person at the centre.