

Healthwatch Wirral

Care Home Access to Services – Report

August 2026



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Executive Summary

This report presents the findings from a survey conducted by Healthwatch Wirral to understand how effectively healthcare services are supporting Wirral care and residential homes.

The survey was distributed to all Wirral care and residential homes and received responses from 23 homes (22.55% out of 102 homes). All responses have been anonymised; personal identifiable information has been removed. Responses have not been published in their entirety in order to improve readability and maintain breadth, but all key information has been included. Where *Italics* are included in the responses, this means that the content has been edited slightly for moderation purposes.

The purpose of this work was to gather direct feedback from care homes on their experiences with the following services: **GPs, dentistry, community and specialist services, hospital care, teletriage, and ambulance services**. The following questions were asked for all 6 service areas:

1. On a scale of 1-5, how well does this service support your home?
2. How often do you use this service?
3. What works well when you contact or work with this service?
4. What challenges do you experience with this service?
5. What would help this service support your care home better?
6. Anything else you would like to share about your experience with this service.

The responses will be shared with the aim of identifying what is working well and where challenges exist. A summary of each has been included, alongside system-wide recommendations.

The most prominent themes across the system are the following:

- **Variation in access and availability of services**, particularly outside of planned or routine care and during periods of high demand.
- **Communication challenges between services and care homes**, including difficulties in sharing and receiving information.
- **Inconsistency in service delivery**, leading to unequal experiences across different providers.
- **Capacity pressures and delays**, especially in referrals, specialist services, and urgent support.
- **A need for greater understanding of care home environments and resident needs**, particularly for the capacity of the care home and for residents with dementia, autism or learning disabilities.

This report, with its findings and recommendations, will be distributed to the Quality Team within Wirral Council, as well as key providers and commissioners across each service. It aims to improve understanding of the landscape of care homes' access to health services and to support the development of appropriate actions to deliver meaningful improvements.

Executive Summary

GPs

- Clinical engagement with patients, in particular weekly ward rounds, benefit the homes.
- There are some difficulties with getting accessible appointments outside of weekly ward rounds.
- Continuity of medication (communication, ordering) remains a challenge.
- More consistency with appointments and more direct lines of communication would benefit the homes.

Dentists

- Most homes are not 'registered' with NHS dentists and cannot do so. Residents have to go to private dentists, or they don't appear to have access to appointments at all. This appears a significant issue and needs prompt attention.
- There appears to be little to no support for homes to secure appointments with reasonable adjustments to visit the home.

Community & Specialist Services

- There are positive relationships with certain community teams (e.g., district nursing, SALT, falls) which noted good communication and regular support.
- There appear gaps in support from the mental health team: long waiting times, out-of-hours support, capacity issues, advice.
- Across services there appear lengthy referral and wait times.

Teletriage

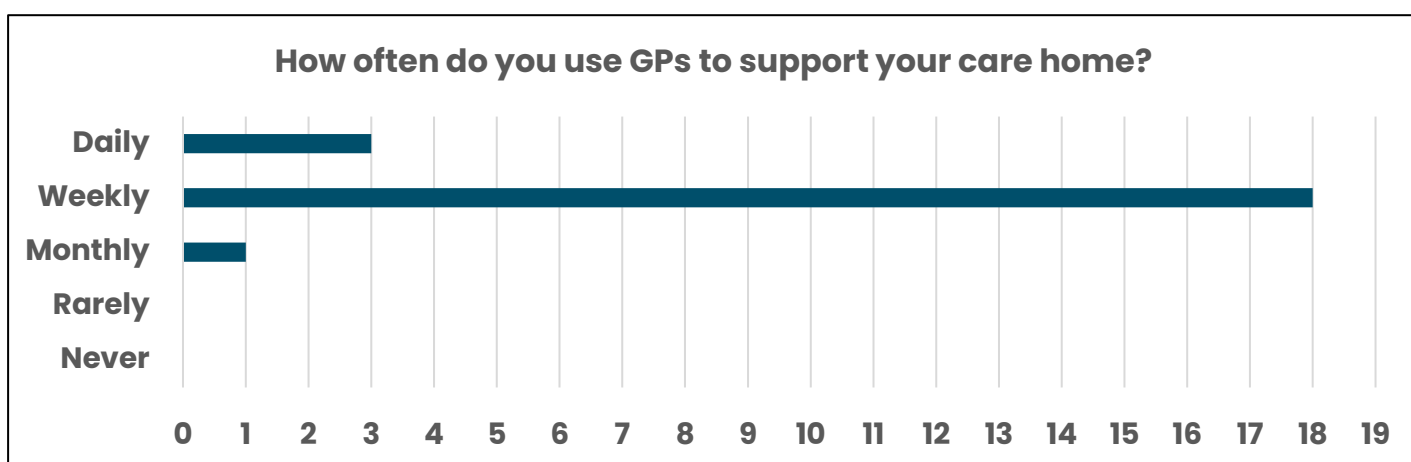
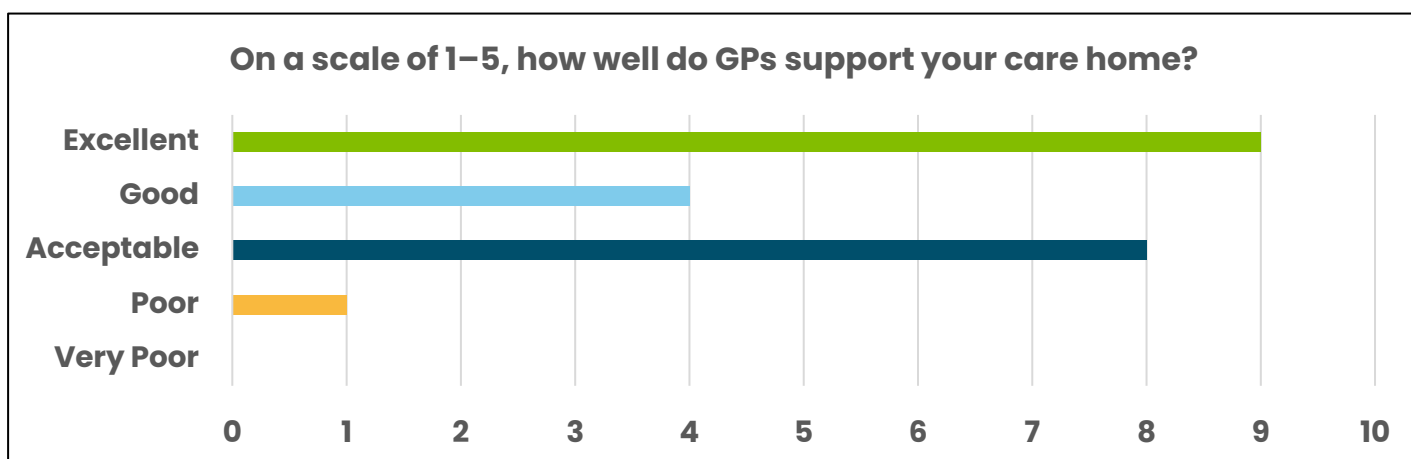
- Many homes gave positive feedback about Teletriage in reference to the quality of advice and the continuity of care. In particular, the responsiveness and availability of the team is greatly appreciated.
- Some homes referenced the lengthy screening process and that remote assessments can limit understanding.
- Some homes mentioned delays in call-backs during busy periods.

Hospital Care (Arrowe Park Hospital – WUTH)

- Some homes expressed positive experiences with staff.
- There are significant challenges in contacting wards, with homes frequently unable to obtain updates—either getting through to the ward, or the wards not having the right information.
- The discharge processes appear a significant concern. Homes reported residents returning without proper medication, documentation, and belongings; some individuals returned unwell and then were readmitted to hospital.
- There appears inconsistent communication, with a poor tracking of patient information given to the hospital teams by the homes.
- There appears limited understanding of needs of the home and its residents. In particular, the lack of support for residents with autism or learning disabilities.

Ambulance Services (NWAS)

- Many positive experiences of friendly and professional staff, as well as good communication and affective handovers.
- Challenges include occasional poor staff attitudes and delays in response times during high demand. Some found difficulties with expectations of care home staff escorting residents to hospital.



What works well when you contact or work with GPs?

Good care	X6	"The team are approachable, helpful and professional when contacted regarding residents' health needs" "we have a dedicated PCN link who attends to all medical needs for our residents" "Very reliable Gp, always there to support."
Positive weekly ward rounds	X12	"GP input, ward rounds and clinical advice are valuable in supporting safe, person-centred care." "Weekly round completed every Friday completed by ANP who is very thorough and has the support of a GP if required" "We have a weekly ward round also and the GP will often visit the home and the surgery will send ward round emails"
Positive relationship with patients	X3	"their knowledge of the residents due to being with them for so long" "they know our client's so well. Nothing is ever too much trouble and they do go above and beyond for our clients."
Good Response times	X10	"[we can use Patches and] GP usually sorts out on the same day" "promptly send review summaries and action agreed changes" "any requests outside [weekly ward rounds] are extremely responsive and dealt with on the day" "if an appointment unavailable will carry out a telephone conversation."
Good communication	X4	"the way they communicate with families is excellent" "Receptionists are all accommodating" "[GPs] are approachable and listen to the nurses"
Good medication	X1	"Prescription are very accommodating"

What challenges do you experience with GPs?		
Delays to visits & appointments	x6	"waiting for updates following ward rounds or reviews" "referrals at times can take a while to be put through/actioned." "some time visit does not happen on same day." "Getting them to come out to see residents that are unwell" "Weekly ward rounds don't happen" "getting an appointment at the surgery"
Continuity of Medication	x5	"we have had instances where medication has been prescribed, and home has not been informed, or medication has been stopped and we have not been informed" "getting the medications into line with our monthly cycles - the current system of proxy is not fit for purpose" "At times, antibiotics are prescribed following a telephone consultation without a face-to-face assessment." "I have requested on a few occasions for annual medication reviews [...] this has yet to happen" "The prescription system doesn't always work with the pharmacy prescription system so sometimes I get medication I haven't ordered, or medication that I have ordered doesn't get delivered." "On occasions, when we submit a [repeat medication] request we are sometimes told it can wait until the ward round."
Poor staff attitudes	x1	"some reception staff are unhelpful, [...] and at times rude"
Continuity of care	x3	"out of hours advice can vary at times" "Surgery are not aware of homes routines or the challenges we face. eg GP may turn up at medication round"
Digital access difficulties	x1	"The blinx system is not the ideal thing for a care home and we are unable to use - the patches system was much better"
Poor communication	x1	"Sometimes GPs who call in do not communicate with us about what steps have been taken or need to be taken."
No challenges	x6	

What would help GPs support your care home better?

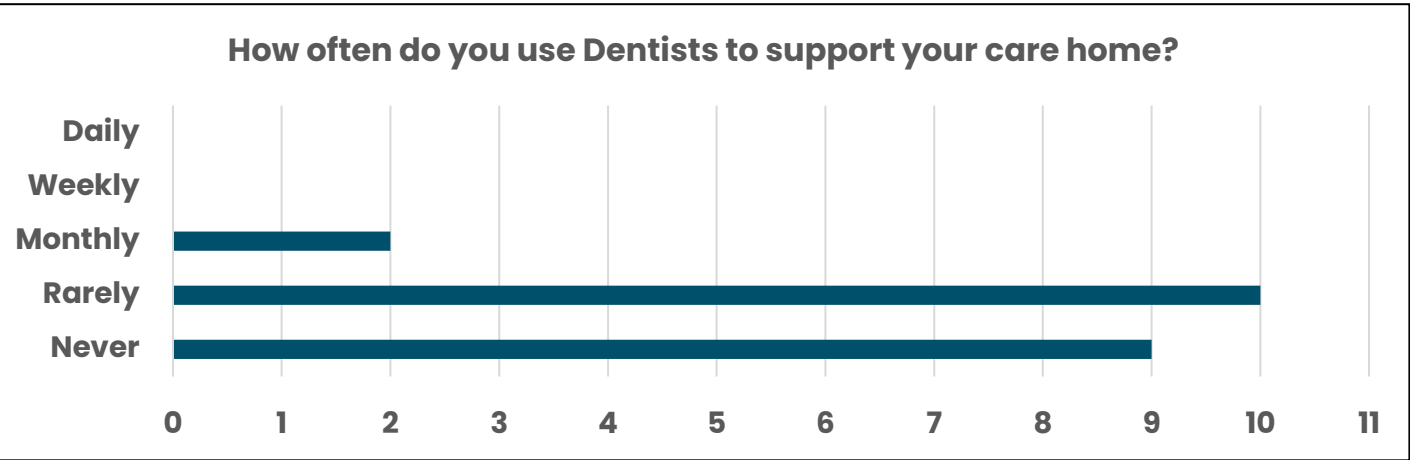
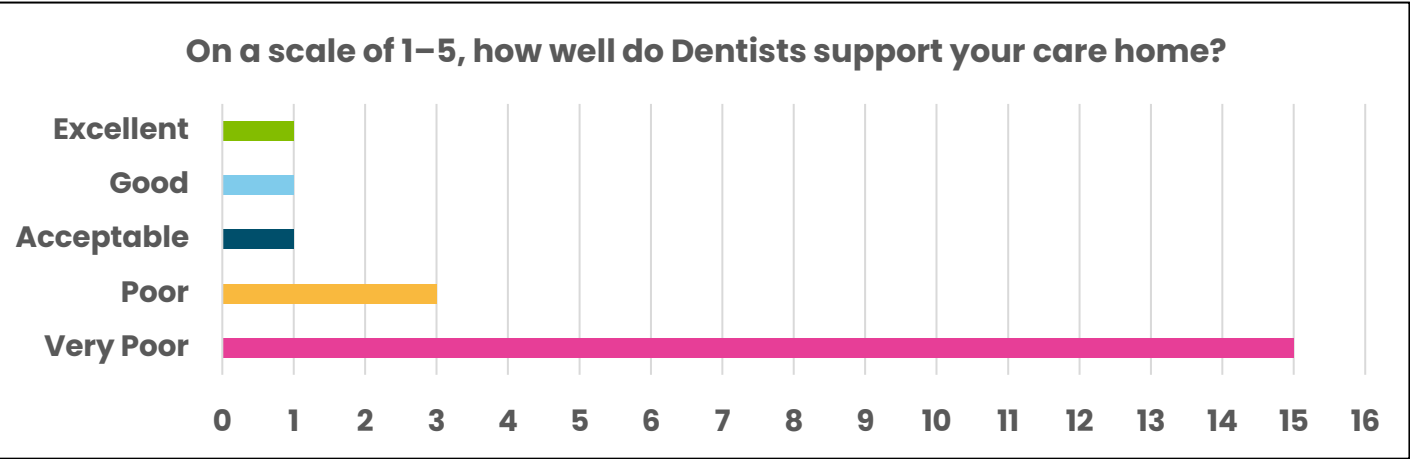
More consistency & flexibility	x8	"if weekly GP visits could remain more consistent" "more seamless out of hours care if that's possible" "more flexibility regarding home appointments" "Increased availability for home visits" "More time and better planning" "more appointments" "Having more time to spend in the home eg full afternoon" "The same GP each time."
Better communication	x3	"if any cancellations or changes could be communicated in advance" "A direct line for care homes to bypass the reception" "Listening to carers and residents about their concerns" "Improved response times to emails and follow-up requests, including requested documents"
Improved staff attitudes	x1	"A more supportive reception team" "probably more staff"
Improved medication	x1	"ongoing support with medication reviews"
No improvements	x8	

Is there anything else you would like to share about your experience with GPs?

Continuity of care	x1	"if [specific GP] is on leave we struggle to get anything sorted"
Attitudes	x1	<i>"Attitudes can be abrupt and condescending to residents, and families want support and advice but often the GP has little time."</i>
Positive care and relationships	x9	



Dentists



What works well when you contact or work with Dentists?		
Residents using private dentists	x2	"If residents do visit their dentist, it is due to them having regular check ups with their private dentist" "Residents that are registered with a practice will attend any appointment accompanied by family."
Positive accommodating needs	x3	"When we can – we will support getting residents to a surgery , occasional home visits if they are able to" "Completely understand and recognise individual needs" "the dentists should understand that getting some residents out of the home is difficult and they may not want yearly consultations"
No positives reported	x12	

Dentists

What challenges do you experience with Dentists?

Dentists can't visit the care home	x7	"No available dentists to complete domiciliary visits" "Difficulties with arranging dentists to come out to see residents in the home for those that can not attend clinic." "that they don't tend to come out to care homes" "no home visits. No wheelchair access" "no scope for them to visit the home and see residents who can't attend appointments" "no domiciliary dental care available on the Wirral for nursing home residents" "Do not have an allocated dentist. very difficult if not impossible to get a dentist to visit the home"
Can't register with an NHS dentist	x14	"Trying to register residents at a dentist is at times impossible" "FINDING NHS ONE'S." "finding one that can support and visit our residents with either minor dental issues or dentures advice" "unable to source a community dentist" "nothing - you cannot register with a dentist on the Wirral [...] its very poor" "the [referral] process has taken over a year and remains unresolved, with further requests now being made for GP referrals" "cannot see a dentist at all unless referred by a GP to the clinic in the hospital" "If a problem occurs we have to try and source a dentist, usually a private one"
Cost of private dentists	x1	"only private [available] and a lot of our client's cannot afford it."
Difficulty getting appointments	x1	"lack of appointments"
Removals from dentistry registers	x1	"They remove people from their lists without notification"
No challenges	x1	"None they have been fantastic"

What would help Dentists support your care home better?

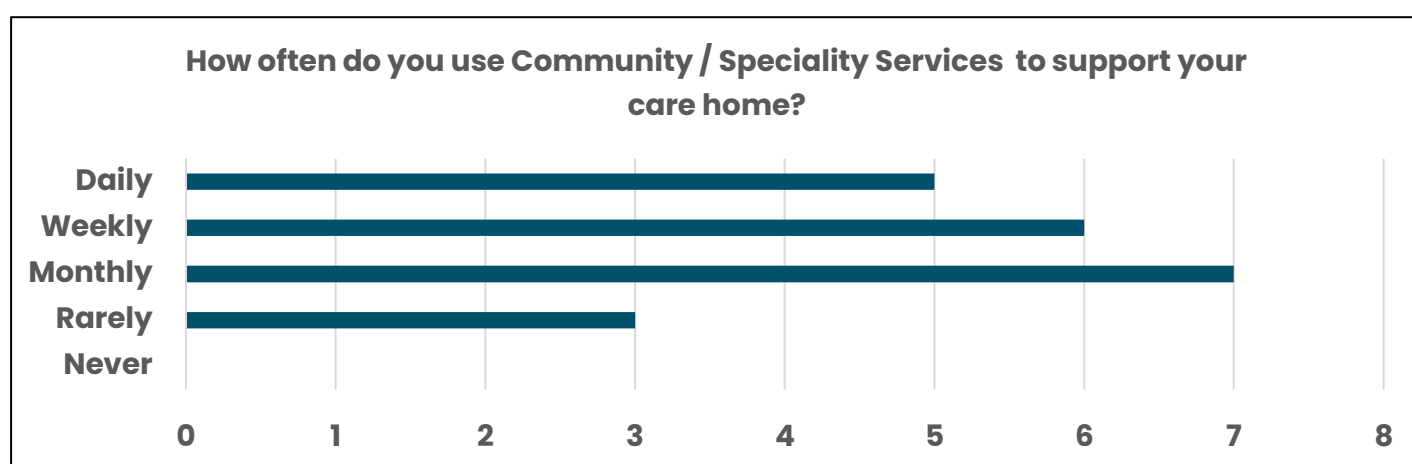
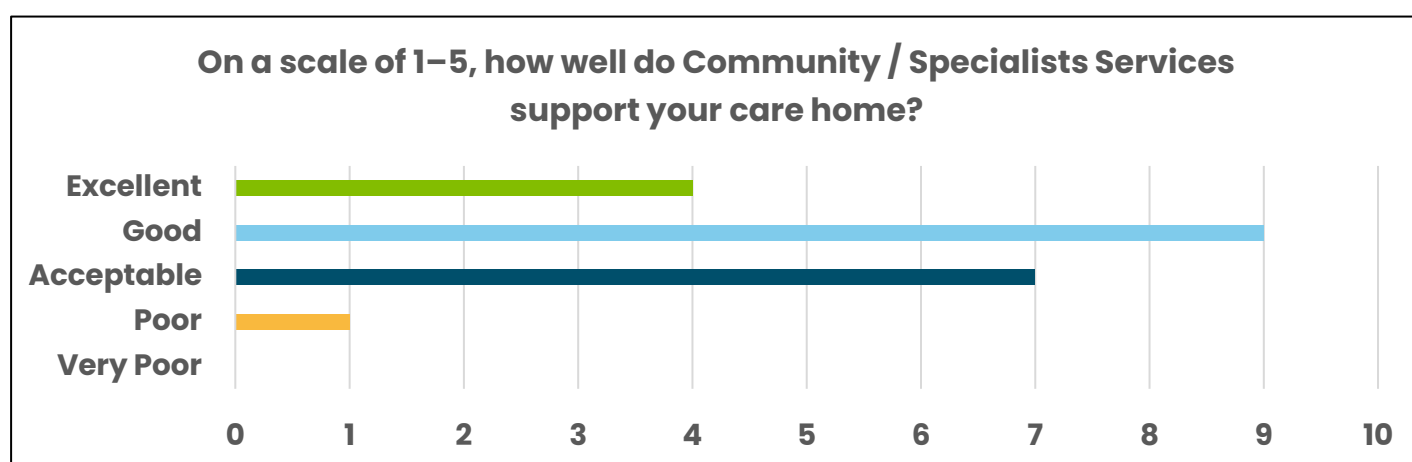
Allowing or improving home visits	x8	"If there was a visiting dentist" "if a local dental practice could provide a regular dental service to individuals living in a care home setting" "Home visits would be amazing"
More options for registering at NHS dentist	x8	"Being able to register residents to dentists" "could there be an on call dentist for people who aren't registered with dentists" "access to a community dentist"
Regular check ups	x1	"Regular check up for all client's if we could source a NHS dentist."
More accessible appointments	x1	"accessible surgeries"
Continuity of care	x4	"link into GP practices better" "Regular contact would be beneficial" "An allocated dentist to support the home" "If it was the same as previously when there was team who visited and completed procedures at the actual care home"
Care home staff training	x2	"training for staff around oral care [...] an actual dentist deliver training"

Dentists

Is there anything else you would like to share about your experience with Dentists?

Cost of registering	x3	"The difficulty we are aware of is registering with a dentist and the cost" "we really struggle to register some residents with dentists and have had to go private for them which incurs quite a big cost financially to them " "We have not got the registered dentist here.
Poor service	x2	"Its a poor service for residents" "stressful"
Incorrect information	x1	"[dental practice] to ensure their contact details are accurate and up to date online, as the current phone number listed is incorrect

Community / Speciality Services



What works well when you contact or work with Community / Specialist Services?

Easy referrals / availability	x4	"Usually straight forward to refer to specialist teams" "District nurses are available when we have needed them" "Knowing if we can do self referrals or if it needs to be submitted via GP." "Short wait times. Some services are better than others "
Positive support / relationship	x3	"DN'S visit our home daily as we have a couple of diabetic clients, they also visit to change dressings" "Support from dietician, falls team and speech and language therapy and DN are excellent" "We have a good relationship with the learning disability team" "Get a good response from SALT and Falls Prevention"
Good advice	x3	"all the MDT who visit are responsive, they make timely appointments and are on hand for telephone advice"
Good communication	x5	"Good communication and follow ups" "Prompt responses and emails, if on a waiting list get and email with approximate wait times"
Good continuity of care	x2	"when we refer anyone to the specialist team there tends to be continuity for the residents we refer"
Positive accommodation	x1	"Majority of services are accommodating"

Community / Speciality Services

What challenges do you experience with community / specialist services?		
Negative staff attitudes	x1	"Transport service staff can be very demanding with the team when they arrive"
Poor Communication	x1	"Poor communication/expectations which can make staff feel uncomfortable" "Lack of home visits or well thought out rationale for appointments"
Long referrals & wait times	x9	"quite often there is a considerable wait for physio / SALT teams." "referral forms can be lengthy" "length of wait at times for specialised community support " "none the teams are very responsive" "referral processes can at times be subject to delays" "In some cases, there is limited availability for urgent reviews" "Slow response from Dietetics" "shortage of specialist services and long waits" "sometimes planned visits need to be rearranged due to community demands"
Poor advice	x3	"Unrealistic advice eg re falls" "recommendations for 1:1 care due to increased falls however unable to source via CHC. Conflicting information" "on some occasions there have been reported safeguarding via safeguarding unit where a simple meeting with the nursing staff or manager could shed light on the situation."
Mental health team	x3	"Long wait for mental health reviews" "mental health team service is poor, i feel residents are discharged far too quick... [and] you have to go through the whole referral again and this can take weeks" "Mental health Teams out of hours... Staff could not get through for a few hours and had to contact Teletriage for advice... finally staff got through and was told to contact them the next morning... we as a home felt isolated" "
District Nursing	x1	"When residents are referred to DNs for fast track CHC response is very slow"
Transport Team	x1	"Transport team need to be more understanding of dementia and incontinence... sometimes people need that extra time"
No challenges	x3	

Community / Speciality Services

What would help community / specialist services support your care home better?

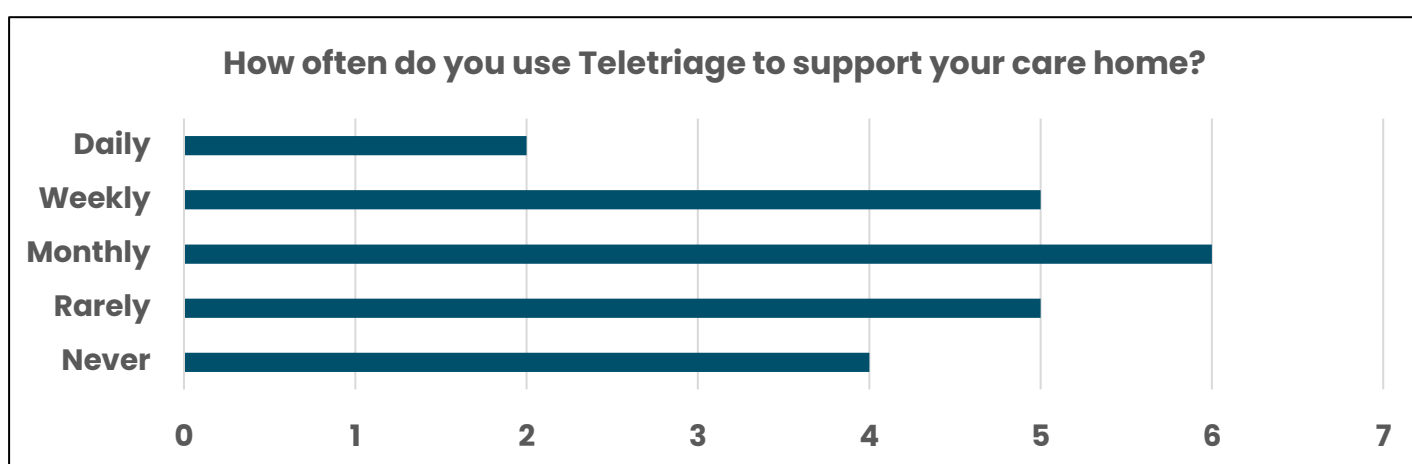
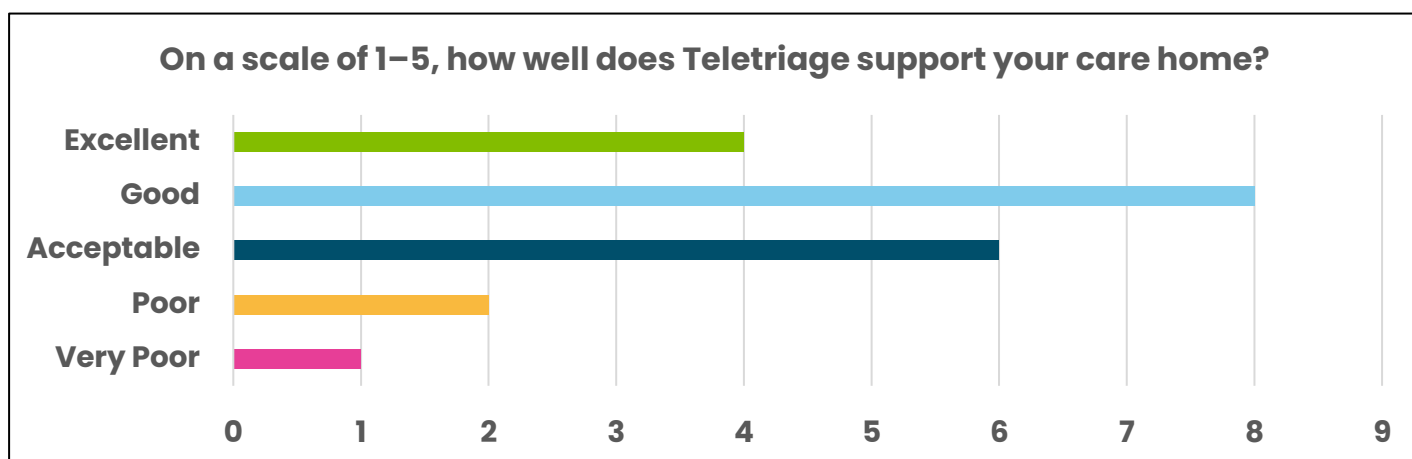
Improved response time	x4	"Quicker response as above" "more streamlined referral processes, increased access to domiciliary services" "Improved response times and quicker access to assessments" "more availability"
Improved out-of-hours	x2	"A better out of hours service as very difficult to make contact with Mental Health team." "Easier contact points e.g. emails or direct phone calls where you can access a decision maker"
Better understanding	x2	[of dementia and incontinence] "understanding the challenges within the care home including unrealistic expectations"
Increased staff	x1	"increased staffing numbers"
Better communication	x1	"for the specialists to write a note in the care plan to reflect their visit" "More communication- not always aware of dressing plans/treatments etc."

Is there anything else you would like to share about your experience with community / specialist services?

Mental Health Team	x1	"even though there are issues with out of hours the mental health team do work extremely hard and will support us it is just that i feel not enough advice/support out of hours."
Other	x1	"we receive an excellent service from the CMHT, dieticians, IPC, SALT etc"



Teletriage



What works well when you contact or work with Community / Specialist Services?

Positive staff attitudes	x2	"staff are friendly" "The team are approachable"
Good advice & support	x6	"always advise us what is best for client's to try and avoid hospital admissions" "good support when we have reached out to them" "Good support, advice and responsive communication. Confident team in advising or referring on to extra support" "direct information and guidance quick response" "responsive and given good advice" "generally responsive and provide timely clinical advice when contacted"
Good continuity of care	x2	"fantastic team and will always ring back next day to see how the client is" "they will inform the doctor that they need to visit as we are nurses here and why ask a nurse for advice when we obviously need a GP"
Positive availability	x2	"Able to contact at any time" "Always there to offer advice/treatment" "24 hour service"
General	x1	"Excellent Service." "They do their job - no concerns"

What challenges do you experience with Teletriage?

Limited understanding / capability	x3	"assessments are completed remotely, which can sometimes limit the ability to fully assess the resident's condition without a physical examination" "No understanding of people with learning disability and autism, and how this may affect them on an individual basis" "Not always able to help"
Limited advice	x2	"Variable responses especially at times of peak pressures [...] sometimes it feels like they just say "call 999" rather than listen and give advice" "Everyone just gets sent into hospital (even when it may not be appropriate)"
Limited availability and responsiveness	x4	"Lengthy screening which sometimes is not always relevant in a care home and then we have to wait for calls back" "OOH visits can be delayed sometimes but they do let you know" "can also be delays during busy periods" "Call back waiting times can be delayed" "Not always quick with responses" "sometimes the questions can be time consuming but at the end of the day they are doing their job"
No challenges	x8	

What would help Teletriage support your care home better?

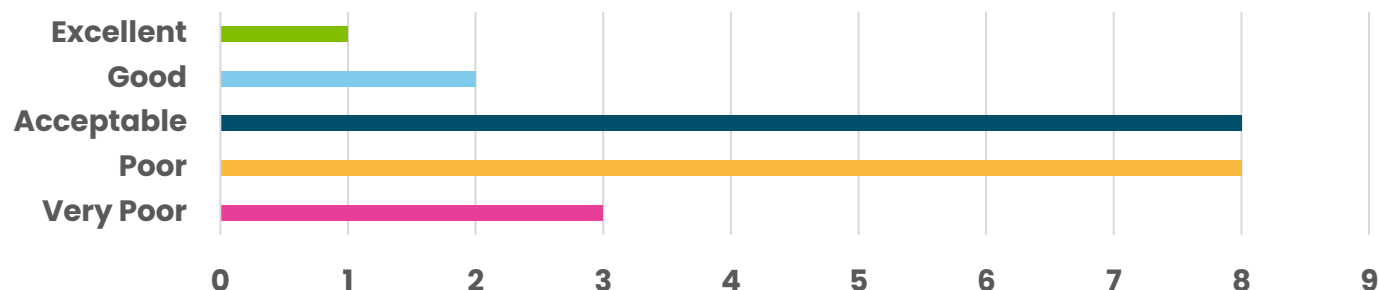
Improve advice	x1	[in response to 'sometimes it feels like they just say "call 999"']
Improved responsiveness	x3	"Improved response times, particularly during peak or out-of-hours periods... increased access to video consultations or more detailed assessment tools" "Prompt call backs" "Quicker response times"
Improved understanding	x2	"They need training. They need to be able to understand that reasonable adjustments need to be made" (LD + autism) "We do not always feel listened too or respected"
None	x6	"Don't change anything they are doing great" "I feel their support at present is great"

Is there anything else you would like to share about your experience with Teletriage?

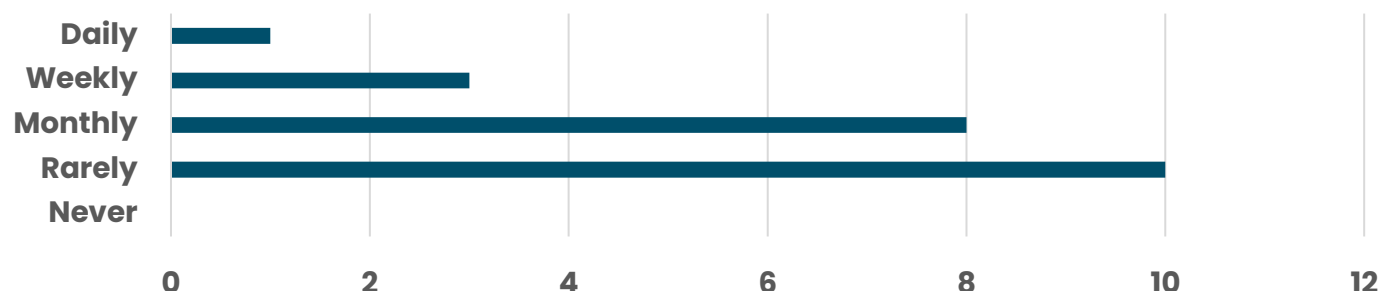
Teletriage use	x4	"we utilise tele triage as and when we need to" "we never use tele triage" "We have not yet used the Teletriage service" "as a specialist care home we do not have the facility of teletriage"
Positive support	x1	"They are always very friendly and will advise/support as well as follow ups."

Arrowe Park Hospital – WUTH

On a scale of 1–5, how well does Arrowe Park Hospital support your care home?



How often do you use Arrowe Park Hospital to support your care home?



What works well when you contact or work with Arrowe Park Hospital?

Good relationship with teams & departments	x5	"Really Good relationship with discharge team and trusted assessors and hospital based social workers" "We have had positive contact with Arrowe park" "I contact the Trusted Assessors if I want information about a resident" "The trusted assessors are a credit to the hospital as they aid to support a good discharge" "The trusted assessor"
Good communication	x2	"Excellent and valid communication and handovers" "discharge co-ordinators are very good at communicating"
SEAL Unit	x1	"only good part of arrowe park hospital for people with additional needs is the seal unit "
Location	x1	"patient location "
Positive Staff Experiences	x4	"Staff are professional and ensure residents receive appropriate treatment, monitoring, and investigations according to their needs" "There are some outstanding professionals at Arrowe Park, but [...] some not so good" "Staff when we have to communicate are helpful" "Some ward staff"

What challenges do you experience with Arrowe Park Hospital?

Contacting wards & departments	x11	"getting through to wards to check on how a resident is doing" <i>'Can never get through to wards, they can misplace client's information like MARS,NOK DETAILS, and we can get conflicting information regarding any of our client's who have been admitted'</i> "Contacting a ward or certain clinic is really difficult... most wards will say they are unable to give us information as we are not next of kin, However when the resident is fit for discharge someone from the ward will call the home to give a handover?" "Wont give us updates when we call even if the resident has no families" "getting through to wards via telephone for updates can be a challenge" "difficulty in contacting the appropriate department or clinician in a timely manner. The process of getting through can be lengthy, and staff are sometimes transferred between multiple departments" "when staff ring the ward it is rarely answered. Often due to confidentiality we are given very little information" "Difficult to get in touch with wards as they do not have time to answer the phone" "very difficult to make contact with the wards and departments" "Very difficult to contact Arrowe by phone" "Sometimes the time it takes the ward to answer the phone "
Poor communication	x5	"lack of communication" "Being ignored multiple times [on wards]" "hard to get in touch with [LD link nurse]" "Failure to share information over the phone" "Withholding information which may affect placement offers"
Issues with discharges	x10	"poor discharges" <i>"told us one of our client's was fit for discharge and when they returned the client could not [...] and was not well [...] this person was certainly not fit to discharge"</i> "Residents being discharged with incorrect or missing medication and no DNAR, hearing aids, glasses, dentures. Clothes are usually returned back to the home soiled and in a bag" <i>"Residents can be discharged with pressure wounds"</i> "Residents sent here with dirty clothing." <i>"discharge paperwork is sometimes poor and medication missing - we do escalate this at the time to ensure a safe discharge"</i> "Poor communication on discharge around service users capabilities" "Failure to send discharge notes... Losing personal belongings" "mobility aids go missing and to discharge client's without their walking aids is diabolical"
Staff understanding	x2	<i>"Lack of understanding of how a care home is set up and some RNs are rude"</i> "lack of empathy"
Learning disabilities & reasonable adjustments	x4	"there can be a lack of appropriate support for residents with learning disabilities, which impacts the quality and coordination of care" "Lack of understanding around people with LD and autism... at times the resident isnt even flagged as LD" "no system in place to support reasonable adjustments... this causes agitation for my residents and reluctant to attend appointments at APH" "Being expected to wait in a crowded waiting room within the ED with no concern for how the person with Autism and learning disability may cope with this"
Continuity of care	x5	"my residents when they go into hospital have a full hospital pack and yet it goes missing as soon as they enter A&E and i have multiple doctors, nurses ringing for the information that they have been sent with" "time in AE can cause the service users to become challenging" "Residents becoming dehydrated, malnourished or [...]" "Not checking MAR charts when they are sent in" "Poor and inaccurate handovers when we see people on wards" "when they return to us a lot of the time you can see that they are unkempt and have lost weight because they do not get the full support" "all paperwork we send with the client to hospital will get lost"
Transportation	x1	"transport to and from"

Arrowe Park Hospital – WUTH

What would help Arrowe Park Hospital support your care home better?

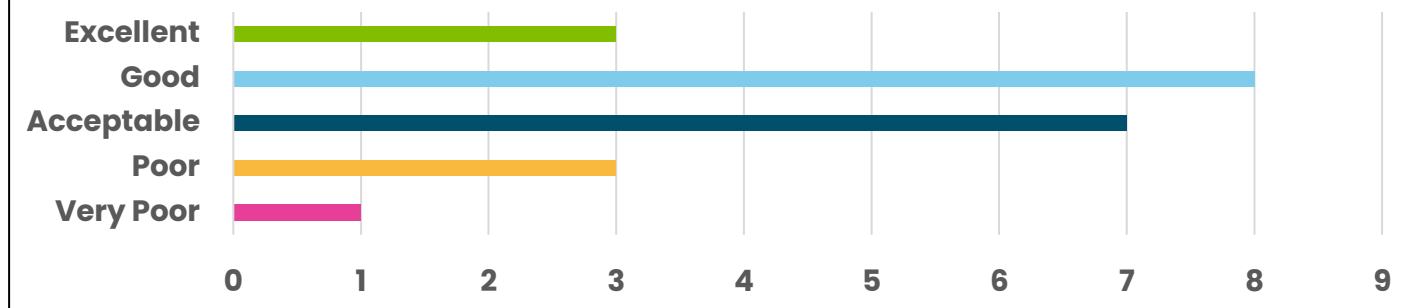
Honesty regarding patients	x3	"Telling the truth about our clients. I feel if a client has dementia they cannot wait to send them back" "More consistent and timely updates regarding residents' condition, treatment plans, and discharge arrangements" <i>"To be listened to, share information with us and to be respected for our role within health and social care"</i>
Single point of contact	x2	"should be just a couple [of staff contacting the home] so there is no conflicting information" "A more direct point of contact or clearer telephone pathways"
Communication	x6	"Arrowe Park communication really needs looking at" "Better communication with the home" "Improved ease of communication with relevant wards" "communication improvement" "Keeping in close contact with the home when a service user is an inpatient." "Improved answering times "
Patient records	x2	"A system needs to be put in place regarding the paperwork we send with them" "utilising the resident's health passport are essential"
Discharge	x3	"Discharging residents with all property, prescribed medication and paperwork" "Having a proper discharge summary checklist before they discharge patients to ensure all areas for discharge are checked and present (2 nurses to check)... [we have to] contact wards to get medication or information" "Better discharge information around capabilities and needs "
Learning disabilities & reasonable adjustments	x3	"A dedicated LD team for people with additional needs... [it would make the journey in hospital] much better and they would feel there voice could be heard" "Reasonable adjustments should be consistently implemented" "Better understanding of people that have a diagnosis of Autism and Learning Disability"

What works well when you contact or work with Arrowe Park Hospital?

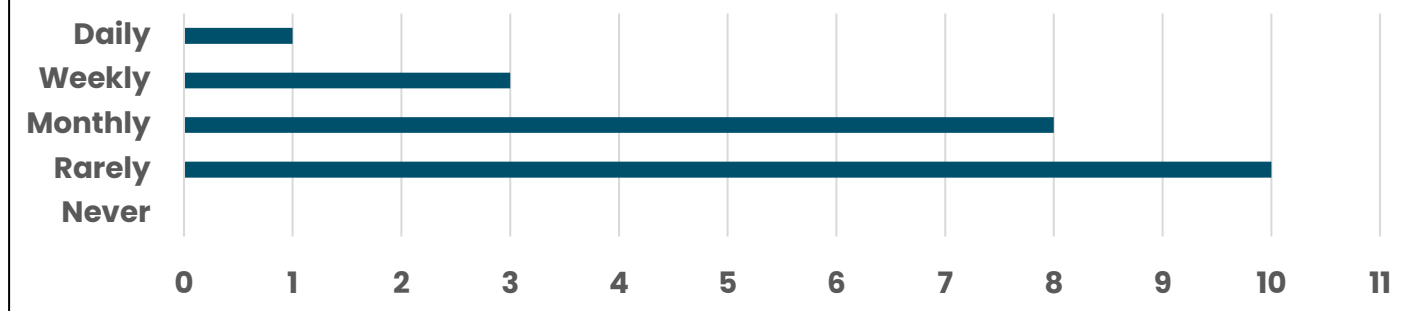
Positive staff experiences	x1	"There are some great staff there who will go above and beyond and will keep you in the loop but unfortunately not enough."
Frequency of APH need	x2	"Don't refer residents to APH but occasionally they are admitted" "ticked weekly, however daily as and when required"

North-West Ambulance Service

On a scale of 1–5, how well does North-West Ambulance Services support your care home?



How often do you use North-West Ambulance Services to support your care home?



What works well when you contact or work with North-west Ambulance Services?

Responsiveness	x5	"Quick response" "quick response" "they are responsive" "responsive on the phone" "Quick assessments when they arrive"
Positive staff experiences	x5	"most of them explain what is happening and are lovely with our client's/staff" "communication, respectful colleagues, Good bedside manner" "the crew are helpful and pleasant" "Always assist and are helpful " "generally listen well to care staff to ensure a good handover"
Transportation	x1	"relevant transport booking "
Call handlers	x2	"Call handlers are usually vey helpful" "prompt response and regular call backs"
No concerns	x1	"No concerns"

North-West Ambulance Service

What challenges do you experience with North-West Ambulance Service?

Staff attitudes	x5	"on odd occasions we have had very rude staff ... Apart from [one] I find the team very professional and kind" "some staff can be disrespectful and not nice to our teams" "sometimes when paramedics are called to the home they can be patronising and condescending to staff" "Some Paramedics can be rude to staff and residents" "Attitudes of staff"
Response times	x3	"response times in attending emergencies" "delays in response times during periods of high demand, which can result in longer waiting times for ambulance attendance" "Can be slow response times"
Patient escort	x2	"the need for escorts" "Expectation that care home staff will be able to escort residents even when delays in a&e can last days"

What would help Northwest Ambulance Services support your care home better?

Staff attitudes	x2	"Telling their staff that even though we are care homes our client's received the best care at care homes and not to judge" "only a minority - accept that our staff know the service user really well and afford them mutual respect"
Coordination	x2	"All work together as a team with us" "hospital staff sometimes call with little understanding over what the issue is when all of the relevant information has been handed over to the paramedics"
Response times	x1	"Improved response times, particularly during peak demand periods"
Awareness and training	x2	"Better dementia training and oversight of the condition" "Better understanding of how care homes work. Not always possible to have residents sitting in a wheelchair awaiting escort or staff waiting by the door. "

Is there anything else you would like to share about your experience with NWAS?

Staff attitudes	x1	"Ambulance drivers and crew are always very professional and caring"
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5. Recommendations

System-wide

1. Create clear care home pathways

- Consider a named contact or single points of access within each of the services, this would be specific for Wirral.

2. Standard communication across services

- Keeping expectations real; develop clear discharge summaries, confirmation of medication changes, improved documentation and responses and where appropriate the handling of personal belongings.

3. Implement care home awareness training

- Targeted training for all frontline workforce who frequently communicate and engage with care homes to improve the awareness of how a care home works.

GPs

4. Protect weekly ward rounds

- Maintain positive weekly ward rounds, and ensure cover during GP absences, and provide support for medication and continuity of care outside of weekly ward rounds.

5. Enable direct communication routes

- Provide direct phone number/ email addresses & name clinical leads for care homes.

6. Improve medication management systems

- Align GP and care home medication systems. Changes to medications to have automatic notifications which include medication review frequency.

Dentistry

7. Commission domiciliary dental service

- Identification of a dedicated care home dental outreach service. Include routine check-ups and general oral health.

Mental Health Team

8. Strengthen support for care homes

- Improve crisis response availability, and 24/7 advice lines for care homes.

WUTH

9. Dedicated care home liaison function

- Improve the offer of Trusted Assessor.
- Ensure ingress and egress information is as thorough as possible.

10. Discharges

- Ensure correct medication information, documentation up to date and completed, belongings returned, patient is fit to return to the Home and the Home is aware of the arrival of their resident.

11. Strengthen reasonable adjustments for patients with autism and LD

- Consistent and robust flagging system, specialist support teams (e.g., LD liaison), staff training and awareness.



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