

ANNEX D - BARIATRIC BEDS

The Bariatric and Physical Disability Short Term Bed (BPDSTB) service shall provide Short Term provision in our communities offering a range of Residential and Nursing beds for the following purposes:

- carers can book a short break (Planned Respite), which must be booked at least 7 days in advance;
- emergency/crisis support can be provided, for example when a carer has to go into hospital or to prevent breakdown of the caring role (Emergency Respite);
- individuals can receive Intermediate Care Services from Health;
- Health and Social Care Professionals can assess individuals over a period of up to six weeks

The Service is being commissioned to primarily meet the needs of carers and individuals accessing our services within our older Bariatric population and for adults with a Physical Disability but should also be made available to other adults where their Short Term needs can be facilitated within these settings and there is supply available.

The purpose of a BPDSTB is to enable a Service User to return home or to be moved on to the right setting for that individual. A single BPDSTB will be available to individuals following a hospital stay or to an individual who has experienced a health or social care crisis in their own home. They will also be available to be pre-booked for a carer's short break. Placements will be managed by a bed coordinator who will be employed by the Council and will be a central point of contact for all bed bookings.

Each BPDSTB will be available for a maximum period of six weeks for each Service User for the purposes of assessment and/or targeted interventions by Health and Social Care professionals and during the period there will be no charge to the Service User, unless the bed is to be used for respite purposes. However, most people will stay for a shorter period than six weeks. Anyone staying longer than six weeks may be charged for the use of the bed.

The support need will be agreed prior to admission, however, there will be a period of assessment once the individual arrives at the care home and the Provider will be expected to create a Care and Support Plan, involving the Service User and/or their representative wherever possible and their key worker. The Provider will be responsible for the provision of care and support as detailed in the Council's Older Persons Residential and Nursing Care Homes Service Specification.

When the BPDSTB is used for respite purposes, the Service User will be charged their assessed contribution (based on a standard residential/nursing rate, as appropriate) by the Council. Unless there are exceptional circumstances, respite

placements are limited to four weeks per year as identified on the Service User's support plan.

Room requirements

The Service Provider shall deliver a single ground floor respite care bedroom and en-suite flush-floor shower room and WC which can meet the needs of a Bariatric Service User or a Service User with a Physical Disability.

Access

Minimum clear door opening of 1800mm (recommended split door of 1200mm and 600mm) is required to allow 'side on' access via the communal hallway.

Doors to open into the room with 180 degree hinges to ensure they do not obstruct access.

Level threshold to ensure a bariatric motorised wheelchair can be manoeuvred smoothly and easily over it.

Bedroom

The room will need to be able to accommodate two carers and the following equipment: a bariatric profiling bed accessible from both sides; a static bariatric riser recliner chair with access to both sides; a bariatric dining chair and a bariatric commode chair which can be used in the bedroom area or within the shower area and over the WC. The room layout shall have sufficient space for a Service User to move around using a bariatric motorised wheelchair.

Hard washable flooring, (not suspended because of weight tolerances and therefore room must be on the ground floor), to allow for ease of manoeuvring of wheelchair and shower/commode chair and to ensure hygiene can be maintained where a Service User may suffer from weeping cellulitis.

H track bariatric ceiling mounted hoist installed allowing access to all parts of the room when a Service User is non-weight bearing and where the room shape does not allow for furniture to be positioned in a straight line for transfers. Service Provider to ensure that S, M, L, XL and XXL slings are available for use with the H track bariatric ceiling mounted hoist.

Shower Room

Ideally, the shower room shall be an integral part of the bedroom, approached by an 1800mm split door positioned on an angle to the bedroom.

The shower room will need to allow space for 2 carers and manoeuvring of the bariatric shower chair within the shower area and over the WC.

All grab handles shall be attached to reinforced walls with expanded weight tolerances.

Communal Access and Social Areas

There shall be level access and adequate manoeuvring space within communal areas and corridors leading to the Service User's own bedroom to enable the Service User to access their room initially and to socialise and eat with other residents during their stay.

It should be noted that a bariatric wheelchair can be difficult to negotiate around bends and shall require a wide turning circle.

The Service Provider shall ensure that when a Bariatric Service User is occupying the room a bariatric dining or lounge chair is provided for use in the communal lounge to facilitate social interaction with other Service Users.

Storage

There shall be adequate storage space for equipment that is not required for individuals at the time outside of the room. This equipment shall include hoist slings, a pressure mattress or a commode/shower chair if a Service User is ambulant and is expected to include the specialist Bariatric equipment when it is not required, for example when a non-Bariatric Service User is occupying the room.

The provider shall arrange the safe storage and transfer of furniture and equipment as necessary in the timeframe between different Service Users occupying the bed.

Equipment

The Service Provider shall provide, service and maintain the essential equipment including specialist bariatric equipment: bariatric profiling bed with removable bed guards and pressure relieving mattresses and appropriate bedding; bariatric dining chair; bariatric riser recliner lounge chair; bariatric dining chair; bariatric commode/shower chair and H track bariatric ceiling hoist. Essential bariatric equipment should have at least a 40 stone / 252kg weight tolerance.

The Service Provider shall provide, service and maintain the essential standard nursing equipment for Service Users with a Physical Disability.

The Service Provider shall be responsible for the cleaning of the room and equipment and shall ensure that the room and equipment is maintained to meet hygiene standards.

Outcomes

Outcomes for the Service Users which are specific to this element of the Residential and Nursing service include:

- Service Users will be supported to return to a suitable provision or to return home following a stay in a Short Term Bed;
- Service Users will be made to feel welcome during their short stay;
- Service Users will be able to take part a range of appropriate, personalised, activities;
- Service Users will be offered opportunities to engage in conversation with Staff and other residents;
- Service Users health will be maintained and/or improved.
- Service Users, with the support of the Intermediate Care Team, will have a detailed assessment of their needs completed and an appropriate Care and Support Plan identified for implementation by the Provider and visiting professionals;
- An effective Care and Support Plan will be created for Service Users within 48 hours of them accessing the Short Term Bed, wherever possible involving the Service User and/or their representative in the creation of their Care and Support Plan;
- Service Users will be enabled to carry out everyday tasks, such as making their bed or making a cup of tea and transferring this safely from one place to another;
- Service Users will be able to have a varied and healthy diet and be supported to be able to exercise (where appropriate);
- Service Users will be enabled to get in and out of bed as independently as possible;

- Service Users will be enabled to get in and out of a chair as independently as possible;
- Service Users will not feel vulnerable during their stay;
- Service Users will feel confident and safe during their stay;
- Service Users will be assisted to integrate into the home by the Provider ensuring that a key worker is on duty when the Service User is admitted; and
- Service Users will be enabled to communicate their likes and dislikes.

In order to support the outcomes required within the context of a Short Term Bed Service Providers will:

- Identify one key worker to work with the Service Users accessing the Short Term Beds. If the key worker is not working, a secondary key worker will be available so that there is always someone known to the Service User;
- Ensure that there is a process to record preference information;
- Ensure Staff are able to make time to have conversations with individuals;
- Work within a multi-disciplinary approach for Support planning and review processes;
- Work with the Intermediate Care Team and the Service User's Case Manager with regard to intermediate care placements to achieve the outcomes agreed with the Service User and any other professionals involved;
- Support the Service User to meet dietary and/or exercise plans/regimes that have been developed by health professionals;
- Ensure that the room has a variable height bed with a mattress that is appropriate to the needs of the Service User, including the use of bed guards if there is a risk of rolling/falling;
- Ensure variable height chairs, or blocks to allow chairs to be raised in height, are available for use;
- Provide space for the safe storage of equipment outside of the room;
- Ensure that there are processes and policies in place to safeguard individuals accessing the Short Term Beds;
- Ensure that Staff are trained to a suitable level, including moving and handling techniques, use of the H track bariatric hoist and the other specialist bariatric equipment;
- Ensure that the Service User is supported to maximise their independence;
- Ensure that there is limited impact on permanent Residents;
- Ensure that, as part of the Care and Support Plan, Staff are aware of tasks that Service Users want to continue to carry out;
- Ensure that staff are able to support Service Users to carry out tasks, supporting Service Users that access the Short Term Beds rather than care for them; and
- Ensure that communications are appropriate to an individual's needs.

To ensure that service meets the requirements of the specification the Provider will;

- manage the referral process prior to commencement of the contract to enable immediate use of the beds commissioned, carrying out appropriate ongoing assessments where necessary;

- ensure beds within single rooms are available and suitable for the provision of an assessment, intermediate service or a short break in the care home;
- have the beds, within single rooms, purchased by us, available at all times during the contract period;
- ensure that the care home's designated GP is responsible for any medical emergency arising whilst the Service User occupies the Short Term Bed;
- in all cases visit the individual prior to discharge to ensure that they can meet their needs, as per the Regulator's requirements;
- commence discharge planning from the care home upon admission to the Short Term Bed and set a date of discharge;
- not be responsible for transport to the Short Term Care bed, which is arranged via the referrer (transport back home following the short term placement is the responsibility of the Service User or their representative);
- work with the Council's bed coordinator to record any occasions where the Service Provider is unable to accept a Service User into a Short Term Bed and the reason for this refusal; and
- evidence a performance monitoring process to ensure a high quality service.

The cost of the BPDSTB Service shall not include such costs as the cost of telephone calls made by the Service User during their placement, or charges made by third parties to Service Users for services that the Service User chooses to receive (i.e. hairdressing); such charges should be made directly by the Provider to the Service User.

Performance Monitoring

The Service Provider shall provide reports to the Council on a quarterly basis detailing for that quarter:

- the bed occupancy including Service User information and type;
- Service User satisfaction survey results and any action taken as a result of feedback;
- evidence of activities offered and uptake of activities; and
- evidence of therapeutic input by professionals

Service User Feedback

The Service Provider shall actively seek feedback from Service Users during their stay and upon discharge shall provide a feedback questionnaire establishing the Service Users' level of satisfaction (on a 1- 4 scale where: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied and 4 = very satisfied) with each of the following:

- equipment and room;
- nursing/personal care provided by the Staff;

- relationship with the key worker;
- activities offered; and
- overall level of satisfaction of the service

The feedback questionnaire shall provide an opportunity for the Service User to comment on any areas where they felt dissatisfied (a score of 1 or 2) and also a space for suggested improvements. The Service Provider shall retain the original completed questionnaires for a period of one calendar year.