



healthwatch
Waltham Forest

Insights on Care Home MDT

Sep 2023



We spoke to 4 residents and their carers at Alliston House

- The report presents the outcomes of interviews conducted with care home residents and staff members.
- The aim of these interviews was to explore their perspectives on the implementation and impact of the multidisciplinary team (MDT) approach to care for less capable residents.
- The interviews were designed to gain insights into residents' and staff members' observations, experiences, and opinions.
- The focus of the interviews was to understand the changes that have occurred due to the MDT approach and how it has affected the care provided to less capable residents.



Methodology

- **Semi-structured interviews** were conducted with care home residents and staff members. Residents' interviews were assisted by staff members (carer of the resident interviewee) as needed to facilitate communication. These interviews were conducted on the 23rd of August 2023.
- A data evaluation was conducted, revealing that 9 patients experienced a reduction in A&E attendances. Among these 9 patients, 6 were identified as Alliston House residents. Additionally, 1 patient was discharged from the Care Home, 1 was discharged from the care home for long term hospitalisation, and 4 were interviewed with their carer.
- It is important to note that the 4 residents we were able to interview had **minimal capacity** and hence their comprehension of the questions asked was **limited**.
- These patients were referred into the MDT in the first year of the programme (Sep 2022). Although the sample size is small, it accounts for 10% of the data collected (40 patients collected, 4 patients discussed).

Resident background

Resident 1

Female 90yr

White British

Disorder/s:

- Dementia
- COPD
- CKD stage 3
- Anaemia
- Hypothyroidism
- Breast cancer

Referred to MDT
for: CKD
management

Resident 2

Male 83yr

Irish

Disorder/s:

- Enlarged
prostrate
- Alzheimer's
- High cholesterol
- Irregular
heartbeat -
heart monitor
in situ
- History of gout

Referred to MDT for:
weightloss, needs to
improve mobility

Resident 3

Female 90yr

White British

Disorder/s:

- Dementia
- Hypertension

Referred to MDT
for: refusing staff
to complete tasks/
help, refusing to
move

Resident 4

Male 90yr

White British

Disorder/s:

- Mixed dementia
- Diabetes
- Prostrate cancer
- Hypertension
- Hyper-
cholesterolaemia

Referred to MDT for:
Dementia

Understanding of Care and Communication

Resident view:

- Residents had difficulty recalling specific healthcare professionals' roles.
- Responses indicated that the **awareness** of collaboration among professionals was limited.



Carer view:



3/4

instances staff members demonstrated a **clear understanding** of the MDT concept and its purpose.

Those who had a clear understanding of the MDT acknowledged improved collaboration and communication among healthcare professionals.

Understanding of Care and Communication

e.g. question: Does the MDT meet? How often? Who takes part? How long has the MDT been around?

Carers said...

“I’m not sure, I haven’t seen them. I can ask.”

“The MDT has been around since last year.”

“Yes, the seniors get on a call with the MDT every month.”

Changes in Care Approach

Resident view:



1/4 recalled a positive change in the frequency of health checks, while the others had difficulty recalling changes.

Carer view:

4/4

staff members reported improved coordination and efficiency in addressing residents' needs after the introduction of MDT.



Changes in Care Approach

e.g. question: Do you think this patient is receiving better care since the MDT started? Why/ why not?

Carers said...

“ There's always been access (to services) but not like where you're all sharing one information and you're having monthly meetings.”

“Yeah, because they work together so it's more of a function, a wider communication of what's going on.”

Transition from Hospital and Preventive Care

Resident view:

Resident responses lacked specific details about hospital experiences and post-hospital care.



Carer view:



- 4/4 staff members reported **smoother transitions** for residents returning from the hospital due to enhanced communication within the MDT
- 3/4 said that the MDT approach contributed to **proactive preventive care** strategies.

Transition from Hospital and Preventive Care

e.g. question: How has this person's transition from hospital to home been managed? Can you describe the process?

Carers said...

“It will be smoother because they (the residents) will get referrals quicker now. If they need a physio or whoever it will be faster.”

“Yeah it is better managed because all the teams are involved and the doctor will see her every Tuesday.”

Care Feedback, Trust, Confidence, Holistic Approach to Care, and Personalisation

Resident view:

4/4 residents showed limited ability to express their level of satisfaction and engagement in the care process.



Carer view:

- 4/4 staff members reported a shift toward a more **holistic approach** to care, emphasising residents' overall well-being.
- **Personalised care** plans and tailored interventions were mentioned as outcomes of the MDT collaboration.

Care Feedback, Trust, Confidence, Holistic Approach to Care, and Personalisation

e.g. question: Do you think the MDT is conducive to more personalised care for each individual patient? Why/ why not?

Carers said...

“The GP comes in every Tuesday. We will give him a list and he will see not just the problem but how they are doing over all.”

“Yes, it is more holistic because you have a range of professionals you can access.”

Role of Carers

Resident view:

No clear insights were obtained regarding changes in carer roles or responsibilities.



Carer view:



2/4

staff members acknowledged **potential changes** in their roles to align with the MDT framework and recommend training for all staff members to facilitate the work of the MDT.

Role of Carers

e.g. question: Has anything changed for care home staff members since the MDT was implemented? Can you describe these changes?

Carers said...

“I think we (the carers) should get training in obs (observations) to help with the MDT.”

“Yes obviously things have changed because you have the monthly meeting and everyone is involved. Before it was all the outside agents come and go with minimum communication.”

Personal Health Awareness and Managing Health

Resident view:

Responses showed challenges in understanding the concept of health management.



Carer view:

- 4/4 said the resident is most likely to get health advice from the Carers followed by their GP/MDT.
- 4/4 said residents have more resources to manage their health now.
- 4/4 said referrals happen quicker allowing for better resources for the residents.

Personal Health Awareness and Managing Health

e.g. question: Do you think your residents have more resources to manage their health now? Why/ why not?

Carers said...

“The carers are the first to pick up on early signs and we will discuss it with the GP. The GP knows the residents and their history as well so it runs smoothly.”

“If they (the residents) had any issues they would talk to us (the carers) first.”

Feedback Mechanism

Resident view:

Limited responses were obtained regarding the awareness of providing feedback.



Carer view:

4/4

noted that there is a **feedback form** along with structured mechanism for gathering resident and family feedback.

Feedback Mechanism

e.g. question: Are there any mechanisms in place to help patients give feedback on the care they receive? How do they work?

Carers said...

“The family members can either email or call us if they have any feedback on any of the staff.”

“If they need to complain about anyone there is a feedback form available even if it is against the GP or any other staff.”

Summary

The interviews conducted with care home residents and staff members shed light on the implementation and impact of the Multidisciplinary Team (MDT) approach to care for less capable residents. While the residents' **limited communication** abilities posed challenges in obtaining detailed responses, the insights shared by staff members provided valuable perspectives on the changes brought about by the MDT.

The care home staff members demonstrated a clear understanding of the MDT concept and its practical implications. They highlighted positive changes in **care routines, emphasising the enhanced collaboration** and **communication** among healthcare professionals. The implementation of the MDT approach has facilitated a more holistic and personalised approach to care, with tailored interventions and collaborative care plans becoming more prominent.

Recommendations

- **Continuous Training:** Offer ongoing training programs for staff to enhance collaboration and understanding of the MDT approach's benefits and implementation.
- **Structured Feedback Mechanism:** Strengthen feedback mechanisms to involve residents and families in shaping the care model, ensuring continuous improvement.
- **Long-Term Impact Assessment:** Consider extending the timescale for measuring the MDT's impact, enabling a more comprehensive assessment of outcomes over time.
- **Holistic Care Planning:** Collaborate with residents, family members, and healthcare professionals to develop comprehensive, personalised care plans that address all aspects of well-being.
- **Interdisciplinary Workshops:** Organise workshops to foster open discussions among healthcare professionals, enhancing collaboration, knowledge sharing, and understanding of different roles.
- **Effective Documentation:** Implement a robust documentation system to track progress, interventions, and outcomes resulting from MDT collaboration, promoting accountability and transparency.
- **Expanded Research Efforts:** Extend research efforts to encompass a larger and more diverse sample size, providing deeper insights into the MDT approach's impact on various resident profiles.
- **Tailored Communication Strategies:** Develop tailored communication methods, including visual aids and simplified language, to facilitate meaningful interactions with less capable residents.