

# Clinical Frailty and Specialised Services

## (Improvement support package options)

The Specialised Clinical Frailty Network (SCFN), with support from NHS Elect, has created a range of fully customisable packages to support frontline teams adopt the SCFN Toolkit and to improve pathways in specialised services for older people living with frailty. The Toolkit is designed around the improvements achieved by clinical groups who have engaged in the SCFN programme. The packages available support teams to tailor care and treatment to the needs and preferences of older people with frailty - such an approach can lead to a reduction in the risks associated with longer lengths of stay in hospital and post-treatment complications, as well as improved shared decision-making with patients and their families.

The services and teams the Toolkit applies to are; Renal, Cardiac Services Chemotherapy, Spinal Surgery, Neurosurgery, Cancer Surgery, Vascular Services and Adult Critical Care pathways. Our team will work with systems and clinical teams to provide support to adopt the best practice principles outlined in the Toolkit as efficiently and effectively as possible, improving the quality and safety of care for older people with frailty.

A variety of package options are described below and you can select from this list or talk to us about a combination of elements.

To discuss what will work best for your organisation please email [networksinfo@nhselect.org.uk](mailto:networksinfo@nhselect.org.uk)

## Specialised Clinical Frailty – a series of three ‘virtual’ workshops for teams providing services to frail older people in specialised services.

This extended offer will enable a multidisciplinary audience to develop knowledge on a whole system approach to older peoples’ care, and understand and manage frailty syndromes in specific specialised service pathways.



The aim of this will be to launch the Toolkit and take participants through the approach and improvements needed to identify frailty in their population, and to improve shared decision-making with patients, focusing on what matters to them.

This will be clinically led and delivered by the frailty team at NHS Elect. The sessions include:

- 1) Introduction to the SCFN Toolkit
- 2) Frailty identification
- 3) Shared decision making
- 4) What matters to patients and understanding patient experience
- 5) Measurement for improvement
- 6) How to develop an SCFN improvement plan

**Cost - £6,500**

## The SCFN Toolkit and site support

We can provide six months' support to specific sites to improve one of the pathways identified in the SCFN Toolkit.

This option will be delivered as specific site support with the identified site being assigned one of our experienced QI coaches to work with them virtually to support their improvement project over a six month period. Measurement expertise and clinical input will also be available as needed.



This offer includes:

- An initial 'virtual' site visit to meet the team and understand the service/opportunity for improvement (two hour meeting)
- A measurement visit where our measurement team will sit down 'virtually' with the clinical team to agree the aim of their project and measures to understand improvements they can make.
- Access to a virtual learning environment (Moodle) to undertake a Measurement for Improvement course.
- Support to undertake a patient and staff experience study to co-design improvements. Includes access to our virtual learning environment (Moodle) to understand the theory and approach of experience based design (EBD) and access to our web based platform to collect patient experience data. Our team will undertake the analysis and share results with the team. Support will also be given to co-design with patients as needed.
- Development of a project overview document, driver diagram and set of measures to use throughout the project.
- Analysis of the local population to understand the risk/demand of frail older people using hospital services specifically drilling down into the specialised pathway identified.

At the end of the six month programme, sites will: have established a clear process to identify the severity of frailty using the clinical frailty scale and be able to embed this into local systems; incorporate CFS scores into standard decision-making processes; use measurement for improvement tools to collect data and identify improvements, such as reduction in bed days, reduction in time to admission and accessing theatre, reduction in number of super-stranded patients, and reduction in number of readmissions; empowered a wider MDT in the delivery of CGA; adapt and develop bespoke pathways to be responsive to patient needs; and utilised a range of EBD tools to improve patient experience and be confident in engaging in co-design with patients.

**Cost: £10,500 per site**

## Understanding the potential for improving Specialised Services for older people living with Frailty

The SCFN team at NHS Elect will virtually meet with the project team to understand their current pathway in context the site will then be sent a data request for the SCFN national team to analyse. Once this data file is received, the national team will undertake an 'opportunity' analysis. This will look at the potential amount of opportunity that is available (length of stay, bed days, stranded patients, possible admission avoidance) by using a recently developed methodology used to identify 'frail' patients from existing HES (Hospital Episode Statistics) data.

From the data extract, statistical variance analysis will be performed, with annotation, and returned to the site, with a list of patient episodes to extract for root cause analysis to be performed (by the national team on site), to enable Pareto analysis to be created and analysed around common possible pathway changes. The statistical variance analysis can then be used by the site to monitor the improvement towards better frailty care.

Following completion of this analysis the national team will facilitate a 'virtual' stakeholder's workshop to present their findings and work through areas for improvement. Leaving the local team with clear recommendations and areas for action.

**Cost: £7,200 per site**

## Making full use of your data

Our data analysis packages will ensure you have the tools you need to measure and evaluate your data effectively, enabling you to make the best decisions going forward.



### Option A – Collection and analysis £5,000

This option provides everything you need to make the most of your data. We will work with you to develop a data collection framework and create bespoke tools and templates for your data collection. We will then have an initial site visit to assess the needs and flow followed by a feedback workshop to support and help you interpret the results. This also includes access to all outcome, process and balancing measures used in previous Waves, and gives you access to how they were displayed.

### Option B – Collection only £2,500

This option will include the data collection framework and bespoke tools along with the initial site visit to assess the needs and flow. This also includes access to all outcome, process and balancing measures used in previous Waves, and gives you access to how they were displayed. There will not be any additional support to help you interpret the results.

### Option C – Access to the analysis tools and case studies £1,000

This option gives you access to all the data collection tools that have been developed and used in the SCFN, including SPC generators and a complete set of outcome, process and balancing measures collected by previous Waves. It also includes all the data displays used in previous Waves, but there will not be any additional support to help you interpret the results.

**We are also happy to discuss other tailored packages of support for Trusts, local systems and regions.**

**For more information, please get in touch at:**

#### **SCFN at NHS Elect**

Hogarth House  
136 High Holburn, London,  
WC1V 6PX

Tel: 020 3925 4851

Email: [networksinfo@nhselect.org.uk](mailto:networksinfo@nhselect.org.uk)

Web: [www.scfn.org.uk](http://www.scfn.org.uk)

