

Residential Care (WITH NURSING) - Service Category Overview [A3 Format]

The following table sets out the type and level of care and support needs that are anticipated for each Service Category, along with the key factors that differentiate the service inputs required.
The agreed fee rate for each Service Category will apply regardless of funding source.

Service Category	Nursing	Nursing – advanced dementia and mental health needs	Advanced / Complex Nursing
Number	3	4	5
Needs Summary (COC2)¹	<p>The person <u>may</u>:</p> <ul style="list-style-type: none"> Have a cognitive impairment and/or be physically frail AND Have care and support needs which include those outlined in Category 2 [Residential – high level needs] AND <u>WILL</u> include a requirement for health care tasks that can: <ol style="list-style-type: none"> only be met in a care home with nursing OR will be <u>most appropriately</u> met in a care home with nursing. <p>OR</p> <p>Have requirement for health care tasks that can:</p> <ol style="list-style-type: none"> only be met in a care home with nursing OR will be <u>most appropriately</u> met in a care home with nursing. 	<p>The person <u>will</u>:</p> <ul style="list-style-type: none"> Have a cognitive impairment and/or be physically frail AND have middle or later stage dementia or other mental health care needs, which may include behaviours that require the development of a Positive Behaviour Support Plan AND have care and support needs which include those outlined in Category 2 [Residential – high level needs] AND Category 3 [Nursing] AND include a requirement for health care tasks that can: <ol style="list-style-type: none"> only be met in a care home with nursing OR will be <u>most appropriately</u> met in a care home with nursing. 	<p>The person <u>may</u>:</p> <ul style="list-style-type: none"> Have a cognitive impairment and/or be physically frail AND have middle or later stage dementia or other mental health care needs, which may include behaviours that require the development of a Positive Behaviour Support Plan AND have care and support needs which include those outlined in Category 2 [Residential – high level needs] AND Category 3 [Nursing] AND include a requirement for health care tasks that can: <ol style="list-style-type: none"> only be met in a care home with nursing OR will be <u>most appropriately</u> met in a care home with nursing, AND <u>require significantly enhanced service inputs</u> to meet the person’s needs and to keep them and others safe. <p>OR</p> <p>Have a requirement for health care tasks that can:</p> <ol style="list-style-type: none"> only be met in a care home with nursing OR will be <u>most appropriately</u> met in a care home with nursing. AND <u>require significantly enhanced service inputs</u> to meet the person’s needs and to keep others safe.
Key differences in service requirements	Timely and frequent health care interventions needed.	Timely and frequent health care interventions needed.	Timely, frequent and sustained health care interventions needed.
	Risks to the person’s health are moderate or high requiring the oversight and monitoring of a Registered Nurse.	Risks to the person’s health are moderate or high requiring the oversight and monitoring of a Registered Nurse.	Risks to the person’s health are high requiring the oversight and monitoring of a Registered Nurse.
	Risks around behaviours and non-compliance with care can be managed within planned interventions.	Risks around behaviours and non-compliance with care may not be manageable solely within planned interventions.	Risks around behaviours and non-compliance with care may not be manageable solely within planned interventions.
	Level of risk to the service user or others is minor	Level of risk to the service user or others is moderate.	Level of risk to the service user or others is moderate.

¹ In all cases, service users will be people who are not able to reside in their own homes, whether on a short or long-term basis AND have care and support needs that are prevalent 24/7 and may include night-time care needs AND have needs which cannot realistically be met in any other way, for example, through use of Assistive Technology, aids and equipment in their own home and/or because the frequency or unpredictability of the person’s needs, makes support at home non-viable.

Service Category	Nursing	Nursing – advanced dementia and mental health needs	Advanced / Complex Nursing
Maximum assumed direct care hours Per Service User Per Week (PRPW)	26.8	27.8	40
Maximum assumed nursing care hours Per Service User Per Week (PRPW)	7.9	7.9	20
Estimated number / % long term placements per year, area-wide ²	76	58	57
Needs description			
<ul style="list-style-type: none"> Health care needs 	<ul style="list-style-type: none"> May have complex physical health care needs, including long term conditions that require <u>timely and frequent</u> intervention to manage symptoms. 		<ul style="list-style-type: none"> May have complex physical health care needs, including long term conditions that require <u>timely, frequent, and sustained</u> intervention to manage symptoms.
	<ul style="list-style-type: none"> May require health care tasks to be administered by a Registered Nurse in a care home with nursing, including: <ul style="list-style-type: none"> Application of orthoses – neck Assisted intermittent catheterisation – urethral / suprapubic (SP) Complex wound care – requires packing, compression bandages Emergency medication – Adrenaline, Nifedipene, Buccal midazolam / rectal diazepam Laryngectomy Care (stoma and prosthesis cleaning) Syringe driver Unstable diabetic – requires active intervention more than once a day May experience altered states of consciousness due to blood sugar instability, hypoglycaemia, hyperglycaemia, epilepsy, seizures, strokes, vasovagal May require Non-Invasive Ventilation, Long Term continuous oxygen therapy, daily chest physiotherapy exercises to prevent chest infections, suctioning, use of cough assist machine, use of nebulisers 		
<ul style="list-style-type: none"> Medication³ 	<ul style="list-style-type: none"> May require preparation, administration and monitoring of medication regime by a person with a high level of skill, or specifically trained for the task, due to the route of medication, or because there are risks associated with the potential fluctuation of the medical condition or mental state, or risks regarding the effectiveness of the medication or the potential nature or severity of side-effects (*). May have medications which require precise timing. Covert administration of medication protocol may be required. May require clinical judgement as to whether to administer or withhold medication depending on presenting symptoms, this may include titration of such medication e.g., insulin 		<ul style="list-style-type: none"> May require timely, frequent or sustained clinical monitoring e.g., blood glucose levels
	<ul style="list-style-type: none"> May require clinical monitoring e.g., blood glucose levels 		
<ul style="list-style-type: none"> Mobility, transfers, falls 	<ul style="list-style-type: none"> May be completely immobile and/or have a clinical condition, e.g. Motor Neurone Disease, such that, in either case, on movement or transfer there is a high risk of serious physical harm and where the positioning is critical May require the use of equipment to position, reposition or transfer safely May be at risk of falls, may have a history of falls, may require observation or equipment to monitor falls e.g., sensor mat, sensor beam, 		
	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) <u>can be managed within a range of planned interventions</u> 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a moderate risk to self, others or property, that may not be manageable solely within planned interventions. 	
<ul style="list-style-type: none"> Continence needs 	<ul style="list-style-type: none"> May require continence care that is beyond routine and may be timely and require skilled intervention, for example frequent bladder wash outs/irrigation, manual evacuations, frequent re-catheterisation, frequent urinary tract infections and chronic diarrhoea May require the assistance of more than one person 		

² Based on current demand for long term placements at Jul-23.

³ The administration of medication is a health care need which can be met at the lower end of need by the Local Authority but CHC and Joint Funding should be considered where this need is indicative of eligibility by its’ nature, intensity, complexity and unpredictability.

Service Category	Nursing	Nursing – advanced dementia and mental health needs	Advanced / Complex Nursing
	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) <u>can be managed within a range of planned interventions</u> 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a moderate risk to self, others or property, that may not be manageable solely within planned interventions. 	
<ul style="list-style-type: none"> Pressure and skin care management 	<ul style="list-style-type: none"> May have skin damage, skin breakdown, pressure areas and open wounds May require preventative treatment such as repositioning, application of creams and use of equipment May have high/severe pressure area risk (*) May have graded pressure sores, e.g. open wounds which are or are not responding to treatment (*) Skin may require frequent monitoring e.g., multiple times throughout a 24-hour period. 		
	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) <u>can be managed within a range of planned interventions</u> 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a moderate risk to self, others or property, that may not be manageable solely within planned interventions. 	
<ul style="list-style-type: none"> Mental health, cognition and behaviour 	<ul style="list-style-type: none"> May have a cognitive impairment and may exhibit behaviours including frequent disorientation, disinhibition, restlessness. The person maybe totally dependent on others to assess risks and capable of making only very simple decisions 		
	<ul style="list-style-type: none"> May have a risk assessment that indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) can be managed within a range of planned interventions (*) 	<ul style="list-style-type: none"> May exhibit behaviours including aggression, persistent attempts to leave the care setting, and/or socially inappropriate behaviour, that require the development and maintenance of a Positive Behaviour Support Plan. This may include individuals who are actively mobile and whose behaviour impacts on other residents because of this (*) May have a risk assessment that indicates that the person’s behaviour poses a moderate risk to self, others or property and/or identifies that the behaviour(s) require(s) a prompt and skilled response that might be outside the range of planned interventions (*) 	
<ul style="list-style-type: none"> Psychological and emotional needs⁴ 	<ul style="list-style-type: none"> May require additional support/reassurance to manage at times of actual or potential anxiety/low mood/distress/hallucinations but likely to respond positively when this is provided (*) 		
<ul style="list-style-type: none"> Communication needs 	<ul style="list-style-type: none"> May be unable to effectively or reliably communicate, including communication of pain or a change in their physical condition, requiring all needs to be anticipated by familiar carers May have Visual and/or Hearing impairment requiring additional support to communicate May become frustrated due to inability to communicate effectively or if communication misinterpreted by carers. 		
<ul style="list-style-type: none"> Acceptance of care⁵ 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) <u>can be managed within a range of planned interventions</u> 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a moderate risk to self, others or property, that may not be manageable solely within planned interventions. 	
<ul style="list-style-type: none"> Eating and drinking 	<ul style="list-style-type: none"> May need prompting/supervision/full assistance of staff to maintain adequate dietary and fluid intake, which may include physical assistance to eat and drink because of cognitive or physical restrictions and the risk of choking. This could include people who are nutritionally at risk or who have an eating disorder. May no longer be able to request food or drinks and all needs are anticipated by carers. May require Safe Swallow Plan/postural care/mouthcare. May have Specialised feeding plan from Dietician. May have Difficulties with swallowing and with gastric reflux, vomiting and aspiration. May have dysphagia requiring skilled intervention to ensure adequate nutrition/hydration and minimise the risk of choking and aspiration to maintain airway (*) May be unable to take any food and drink by mouth, but all nutritional requirements are being adequately maintained by artificial means, for example via a PEG. 		
	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) <u>can be managed within a range of planned interventions</u> 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a moderate risk to self, others or property, that may not be manageable solely within planned interventions. 	
	<ul style="list-style-type: none"> May require specified moving and handling and the physical assistance of 2 or more people for washing and bathing or care on bed. 		

⁴ Psychological and emotional needs may be indicative of eligibility for CHC and Joint Funding across all Service Categories. CHC and Joint Funding should be considered where this need is indicative of eligibility by its’ nature, intensity, complexity and unpredictability.

⁵ A person’s acceptance of care may be indicative of eligibility for CHC and Joint Funding across all Service Categories. CHC and Joint Funding should be considered where this need is indicative of eligibility by its’ nature, intensity, complexity and unpredictability.

Nursing Service Categories – Detail - C

Service Category	Nursing	Nursing – advanced dementia and mental health needs	Advanced / Complex Nursing
<ul style="list-style-type: none"> Washing and bathing 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) <u>can be managed within a range of planned interventions</u> 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a moderate risk to self, others or property, that may not be manageable solely within planned interventions. 	
<ul style="list-style-type: none"> Dressing 	<ul style="list-style-type: none"> May require specified moving and handling and the physical assistance of 2 or more people for dressing, or care on bed. May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a minor risk to self, others or property however the behaviour(s) <u>can be managed within a range of planned interventions</u> 	<ul style="list-style-type: none"> May be non-compliant with care and a risk assessment indicates that the person’s behaviour poses a moderate risk to self, others or property, that may not be manageable solely within planned interventions. 	