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Email: london@bupahomehealthcare.com

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Bupa Home Healthcare Limited. Registered in England and Wales No 2764914

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Using nursing and clinical home healthcare services



Home Healthcare Referral guide



Welcome to the Bupa Home Healthcare service

We provide home healthcare services to complement the clinical care that you provide to your patients. The referral pack provides everything you need to start using the Bupa Home Healthcare service and includes information on how we can support you in caring for your patients at home.



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How to use the Bupa Home Healthcare



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What we do and how information is processed and Nursing and Clinical Care Services



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Clinical Governance and Quality Assurance

Innovation based on experience

Bupa Home Healthcare was the first home healthcare company in the UK and has been pioneering the development and provision of high quality healthcare since 1975. Our track record of innovation and forward thinking enables us to adapt to the changing needs of our NHS customers. We are continually investing in new technologies, keeping up-to-date with new therapies, and developing new processes to ensure we deliver the best quality of care in the home.

Pack contents - Inside the referral pack you will find the following:

- **Referral guide** - providing detailed information on how to use the service and an overview of our nursing and clinical services
- **Contact sheet** - providing details of your key contacts at Bupa Home Healthcare regional office (one copy to keep in this pack and a spare copy for you to put on your wall for reference)
- **Supply of forms - also available electronically**
 - Patient registration forms (pad of 10)
 - Prescription forms (pad of 10)
 - Ancillary list sample
 - Pre-paid envelopes (10)
- **Bupa Home Healthcare corporate brochure**
- **Patient information pack**
- **Bupa Home Healthcare Clinical Governance brochure**



Bupa Home Healthcare

Core services

Patient referral and discharge planning

- Working in partnership to plan individual patient requirements
- Early discharge planning - for seamless transition between hospital and home
- Co-ordinate admission avoidance programmes
- Individual patient needs and service components aligned to agreed treatment protocols
- Co-ordinating local funding arrangements
- Home assessment, education and installation visits

Pharmacy, dispensing, compounding and aseptic manufacturing

- Dispensing and prescription management
- Comprehensive aseptic manufacturing in three in-house drug compounding facilities
- Medicines and Healthcare Products Regulatory Specials Manufacturing Licence
- Purpose-built quality assurance laboratories
- Clinical trial organisation
- Extensive stability database with research and development facilities
- Hospital compounding and manufacturing
- State of the art dispensing facilities
- Care Homes Pharmacy providing medication to care homes

Nursing care and home delivery services

- Experienced specialist nurses bring training and support to patients, carers and local clinicians
- Nationwide cold chain distribution service
- Local nursing teams trained to agreed local clinical protocols
- Provision of all necessary equipment and ancillaries
- Out-of-hours advice line
- Phlebotomy service
- Secure key holding service
- Clinical waste collection and disposal
- Education and clinical support to other clinical professionals
- One off visits to 24-hour care packages can be provided

Monitoring patient outcomes and management

- Open communication of clinical and management information to ensure continuity of care
- Regular clinical reviews and feedback
- Compliance monitoring
- Care and spend monitored and reconciled patient-by-patient to facilitate local audit
- Complaints and incidents supported by our quality management system
- Patient confidentiality guaranteed
- Primary care services for management of long-term patients

Specialist therapies - home parenteral nutrition, infection management, complex and continuing care; and home medications services.

Our clinical experience covers acute, complex and chronic medical treatments including:

Home parenteral nutrition (HPN)
Home chemotherapy
Infection management including IV antibiotics
Neurological rehabilitation and spinal injury
Home ventilation and respiratory services

Palliative and end of life services
Multiple sclerosis
Immunoglobulin therapy
Assisted conception
Back to work condition management programmes

Rheumatoid arthritis
Post transplant medications
Coagulation factors
Thalassaemia
Medicine management programmes

Growth hormone therapy
Admission avoidance programmes
Early discharge programmes
Chronic obstructive pulmonary disease
Phlebotomy service

Delivered through

Quality standards

- ISO 9001: 2000
- Robust clinical governance framework
- External National Clinical Governance Advisory Board
- Licensed by
 - Commission for Social Care Inspection
 - Scottish Commission for the Regulation of Care
- Inspected by the Royal Pharmaceutical Society
- Medicines and Healthcare Products Regulatory Specials Manufacturing Licence
- Comprehensive incidents and complaints process

Data and management information systems

- Clinical and management information
- Compliance monitoring
- Financial reporting
- Patient record and diary
- Comprehensive formulation and stability database
- Regular customer and patient satisfaction surveys
- Risk management and contingency planning

Local/national

- Network of regional offices
- Local community teams and case management
- National in-house accredited training, education and development programmes
- Accredited courses set up by Bupa Home Healthcare for nurses and healthcare support workers

Quality people

- Patient-focused company with regular input and involvement from patients and patient groups
- Experienced, well-trained, professional nurses, pharmacists and healthcare support workers
- Criminal Records Bureau checks for all staff in contact with patients
- Empathetic to patient/family needs
- Ongoing education and training
- Patient confidentially maintained in line with Data Protection Act 1998

About Bupa Home Healthcare

Bupa Home Healthcare is Britain's most experienced home healthcare provider. We support NHS organisations by providing high quality, tailored home healthcare services.

We build close, long-term partnerships with NHS clinicians and managers to establish flexible, responsive care packages based on their requirements and the needs of individual patients. Our aim is to help our customers meet their patient care targets and reduce waiting lists, whilst ensuring patients continue to get the quality care they need in the comfort and convenience of their own home. Although you and your clinical team will still have overall clinical responsibility for your patients' treatment, Bupa Home Healthcare are able to provide additional support services, from prescription management, drug compounding and delivery, to nursing care and clinical support.

Our service includes:

- local specialist clinical nursing teams
- registered pharmacies
- nationwide delivery fleet with validated cold chain
- a network of regional offices, each with the resources and capabilities to meet the needs of our local customers and patients
- three well-established and MHRA licensed in-house compounding facilities
- data management systems and processes that integrate with those of our NHS partners.

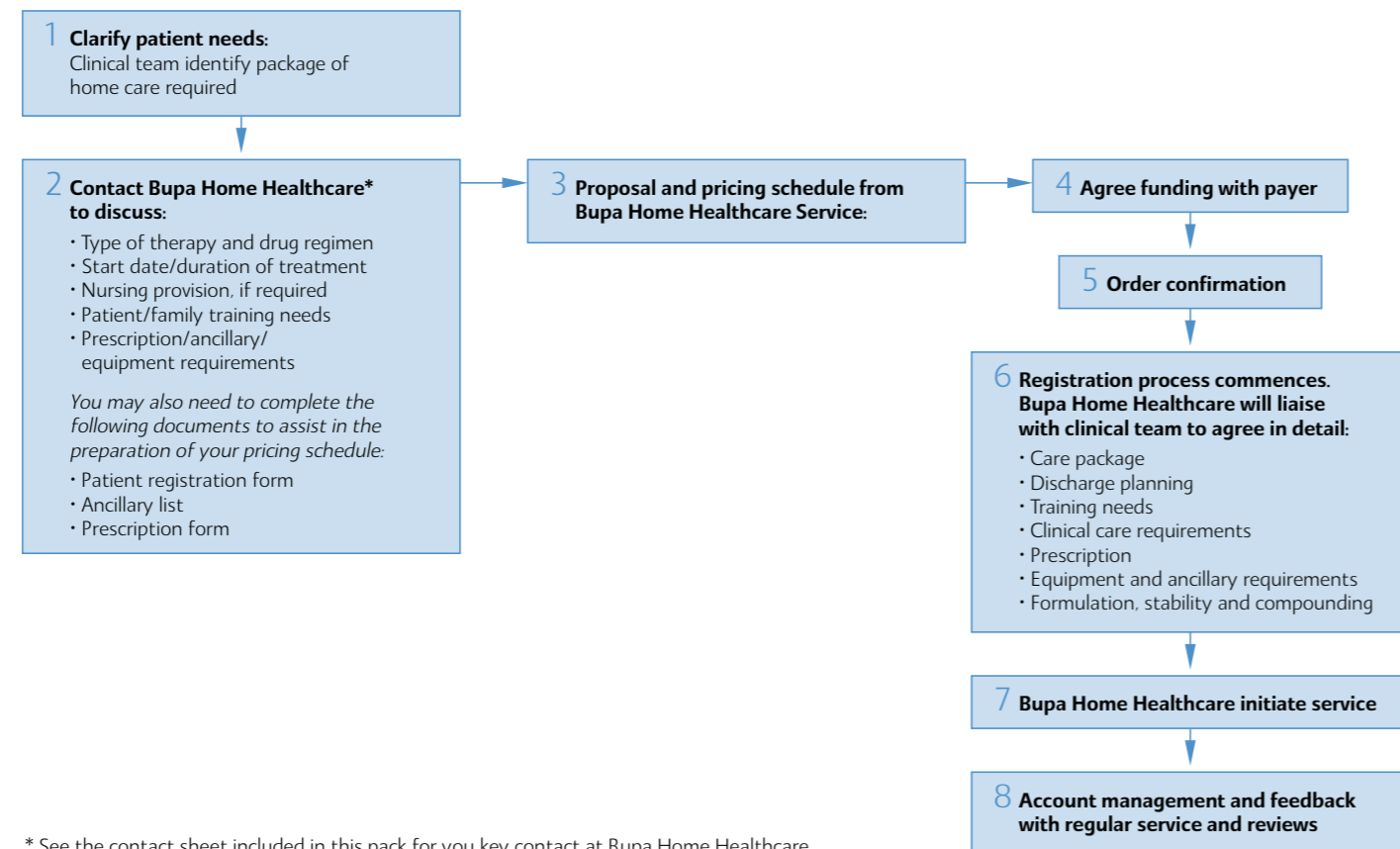
“Continuing clinical care - out of hospital, into the home”





How to use the Bupa Home Healthcare Service

This section provides information on how to register a new patient with the Bupa Home Healthcare Service.



* See the contact sheet included in this pack for you key contact at Bupa Home Healthcare

1. Clarify patient needs internally

Once a patient has been identified as suitable for home healthcare, you will need to clarify the exact package of care required; including when it should start, how long it will need to last, and what clinical care may be required. You will also need to establish how the patient's home healthcare is to be funded, and what information the payer will require in order to approve the funding.

2. Contact Bupa Home Healthcare

The next step is to telephone your key contact at Bupa Home Healthcare. Their details appear on the Contact Sheet contained within this pack. The information you provide will enable them to prepare a pricing schedule. To ensure our pricing schedule is as accurate and comprehensive as possible we may also ask you to complete documentation, such as a prescription form*, ancillary list and a patient registration form.

3. Proposal and pricing schedule from Bupa Home Healthcare

Once we have discussed your requirements with you and received the necessary documentation, we will supply a detailed quotation for you and your payer.

4. Agree funding with payer

Contact your payer to agree the funding provision. They might require a clinical summary and details of therapy requirements and nursing provision. They might also need to see the quotation from Bupa Home Healthcare before confirming funding provision. Bupa Home Healthcare can provide you with all the help and support that you need to guide you through this funding process.

5. Order confirmation

Once your payer has agreed to the funding and accepted our pricing schedule, we will require an order number if funded by the Trust only and/or a signed Payer Request Form returned to us.

6. Registration process commences

Your Bupa Home Healthcare Patient Services Coordinator will contact you to discuss your patient's home healthcare requirements in more detail. We work closely with the clinical team to plan every aspect of the treatment, from discharge planning to the first delivery, to ensure that your patient has a seamless transition from hospital to home. At this time we will discuss the training needs of the patient, and where appropriate with their family or carer, and whether this is best delivered in hospital or in the home. We will also confirm with you the timing and frequency of these requirements. Prescription, formulation and stability details will be double checked, together with the ancillary list.

7. Bupa Home Healthcare initiate service

We will contact the patient and make arrangements for their first delivery and/or nurse visit. We will also send them a Patient Information Pack that explains the Bupa Home Healthcare service, the delivery process and provides details of who to contact with queries.

8. Feedback

Our services are supported by an extensive data management and reporting capability, and our management information systems are flexible enough to enable us to agree with our customers how they wish information to be managed and reported.

Guide to funding

Ensuring that funding is available is obviously an essential part of providing for your patient's care package. You will probably need to discuss this internally before you contact Bupa Home Healthcare. However, once you have established that funding is available in principle, Bupa Home Healthcare can help and support you throughout the funding process.

* Send original prescriptions to Bupa Home Healthcare in the pre-paid envelope supplied. Bupa Home Healthcare prescriptions should be faxed as per the instructions on the form.

Prescription pads are included in this pack and are available electronically. A Bupa Home Healthcare pharmacist is always available for consultation if required.

Patient registration forms are included in this pack and are available electronically.

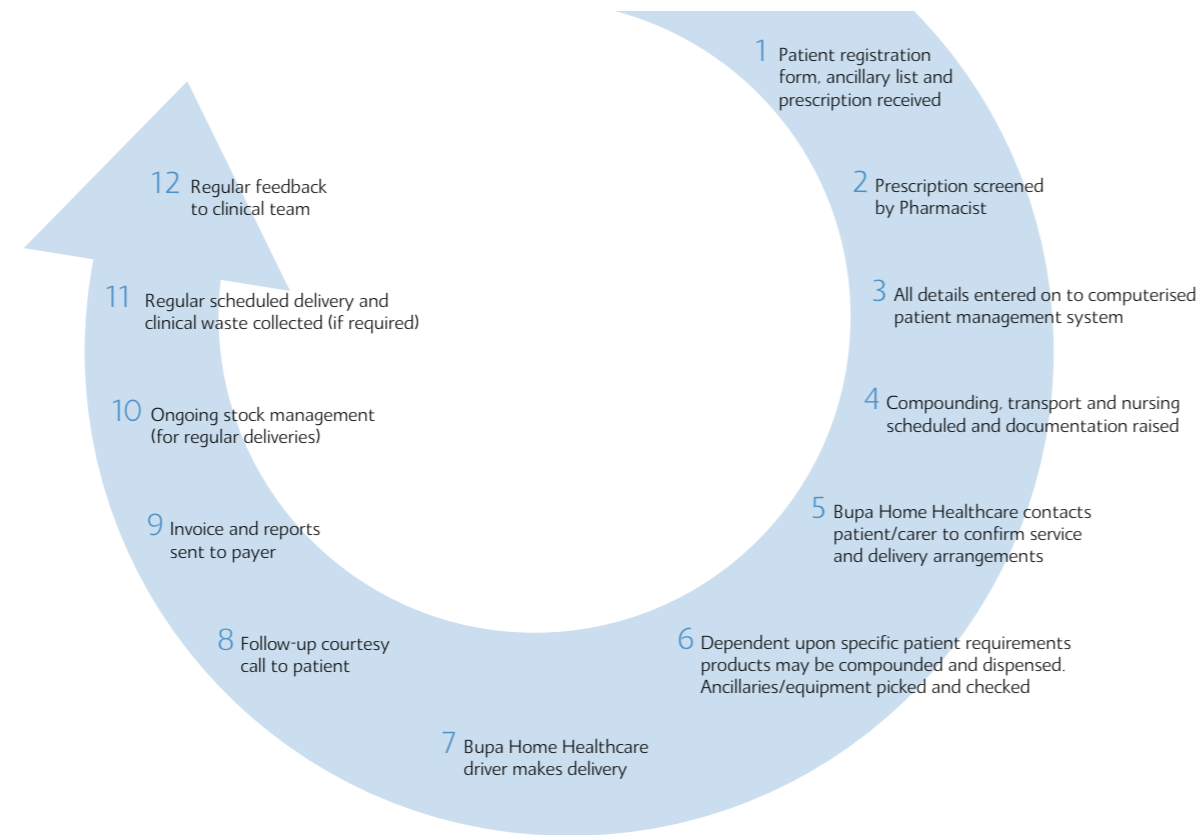
A sample copy of the ancillary form is also included in this pack and is available electronically.





What we do and how information is processed at **Bupa Home Healthcare**

The following shows how we process patient and prescription information.



Nursing and Clinical Care Services

Bupa Home Healthcare provides a regulated high-quality nursing service that complements NHS nursing and clinical care provision for patients (both adults and children) in their own homes. We have a track record of innovation and a forward thinking approach, which enables us to adapt to the changing needs of our customers.

We help our customers design and plan individualised packages of care that meet the needs of the patient, their family and the hospital, and ensure patients are seamlessly transferred from hospital to home. To give patients greater independence at home we also provide education and training, both to the patient and their family.

Because they visit patients in their own home, Bupa Home Healthcare's nurses recognise the importance of caring for patients in an empathic way and of being sensitive to the needs of the family. Where required, we offer 24-hour continuing care, and our Out-of-Hours Advice line provides additional reassurance.

Bupa Home Healthcare has a robust Clinical Governance framework to ensure the quality of our nursing and clinical care practices. We are subject to strict regulatory inspections and the nursing and clinical care service is monitored by the Commission for Social Care Inspection and the Scottish Commission for the Regulation of Care.



These services are led by the Director of Nursing. The nursing structure comprises of regionally based multidisciplinary teams led by lead nurses and supported by flexible nursing care teams. Regular recruitment ensures we always have adequate experienced staff to respond to the needs of our customers.

As well as receiving comprehensive induction training and on-going supervision and assessment, our nurses have access to a wide range of internal study and professional development opportunities.

The key component of the nursing and clinical care service is our staff. We supply appropriately skilled teams of registered nurses, and fully competent healthcare support workers or a combination of both by providing packages of care to meet the needs of the patient and family. We work in partnership with the referring unit and multi-agency community teams. The patients needs are multifaceted and therefore the care package will vary from a few hours to 24 hours a day according to their diagnosis and complexity of care needs.

Clinical Governance

As an independent healthcare provider, Bupa Home Healthcare has an effective and established structure for managing Clinical Governance and Quality Assurance. Our Technical Director oversees all aspects of Clinical Governance and Quality Assurance, supported by the Director of Nursing. The key components of Bupa Home Healthcare's Governance framework include:

Leadership and organisation

- An external National Clinical Governance Advisory Board (NCGAB) with multidisciplinary, independent members that include patients, carers, professionals and healthcare managers, who provide advice and external scrutiny
- An internal Clinical Governance Steering Committee responsible for translating policy into practice
- A series of internal subgroups including:
 - Clinical Risk Management (including a clinical risk register)
 - Operational Quality
 - Clinical Audit
 - Information Governance
- The Director of Nursing and Technical Director are also part of the Bupa wide clinical forum under the leadership of the Bupa Group Medical Director

Continuing professional development

- A robust process for the recruitment, induction, professional development and appraisal of professional and support staff



Clinical effectiveness

- Defined internal processes and procedures, including evidence-based care plans developed in conjunction with referring Trusts to ensure seamless care

Patient engagement

- An on-going process of patient involvement through representation on the NCGAB and regular patient satisfaction surveys

Compliance with regulators

- Ensuring that procedures, processes and practices comply with the regulatory requirements

Complaint and incident reporting

- A robust process for reporting and communicating complaints and incidents and a system that ensures corrective actions are implemented

Measurement and reporting

- Key performance indicators relating to clinical quality are regularly reported to the Bupa Home Healthcare Senior Management Team.

For further information please refer to the enclosed Clinical Governance Framework booklet.

Quality Assurance

Bupa Home Healthcare has a comprehensive Quality Management System, accredited to ISO 9001:2000 standards. The main components of the Quality Assurance programme include:

Operating procedures

- All departments work to documented Standard Operating Procedures, which are subject to regular audits

Feedback from customers and patients

- Feedback from customers and patients to monitor and improve service quality. This is obtained through regular formal surveys and telephone calls made after the initiation of home treatment and receipt of the comment cards provided to all patients

Complaints procedure

- Bupa Home Healthcare's complaints management system ensures all complaints are responded to within 48 hours. This is followed up by a detailed response within two weeks

- The Senior Management Team reviews complaints on a monthly basis. Copies of all complaints and their responses are made available to the referring Trust

Regulatory and external inspection

- Bupa Home Healthcare operates in a highly regulated environment and is subject to regular inspections, including:
 - Medicines and Healthcare Products Regulatory Agency (MHRA)
 - Royal Pharmaceutical Society of Great Britain (RPSGB)
 - Commission for Social Care Inspection (CSCI)
 - Scottish Commission for the Regulation of Care (SCRC)

