

CALEA HOMECARE



The heart of homecare

Expertise and
understanding with
a personal touch



**FRESENIUS
KABI**

caring for life

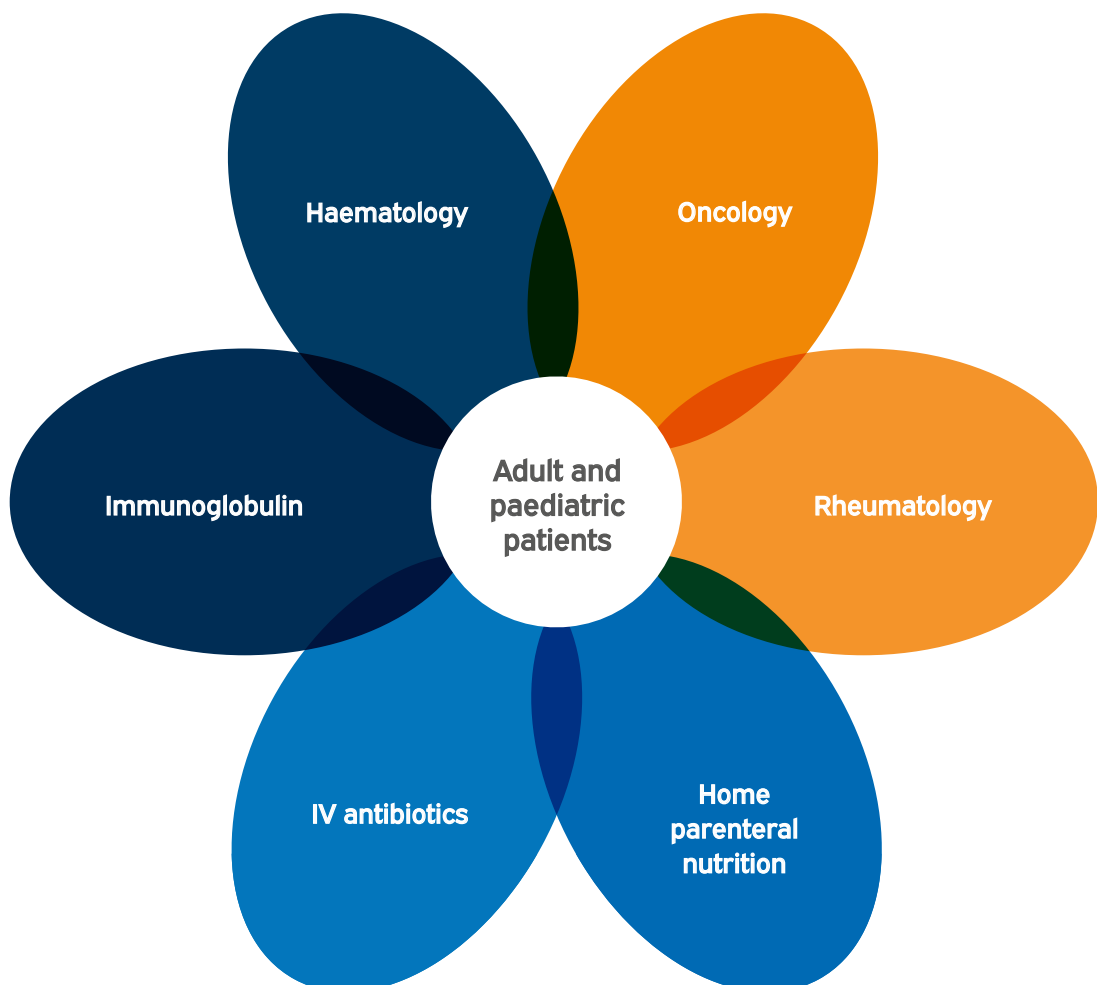


Choosing Calea homecare

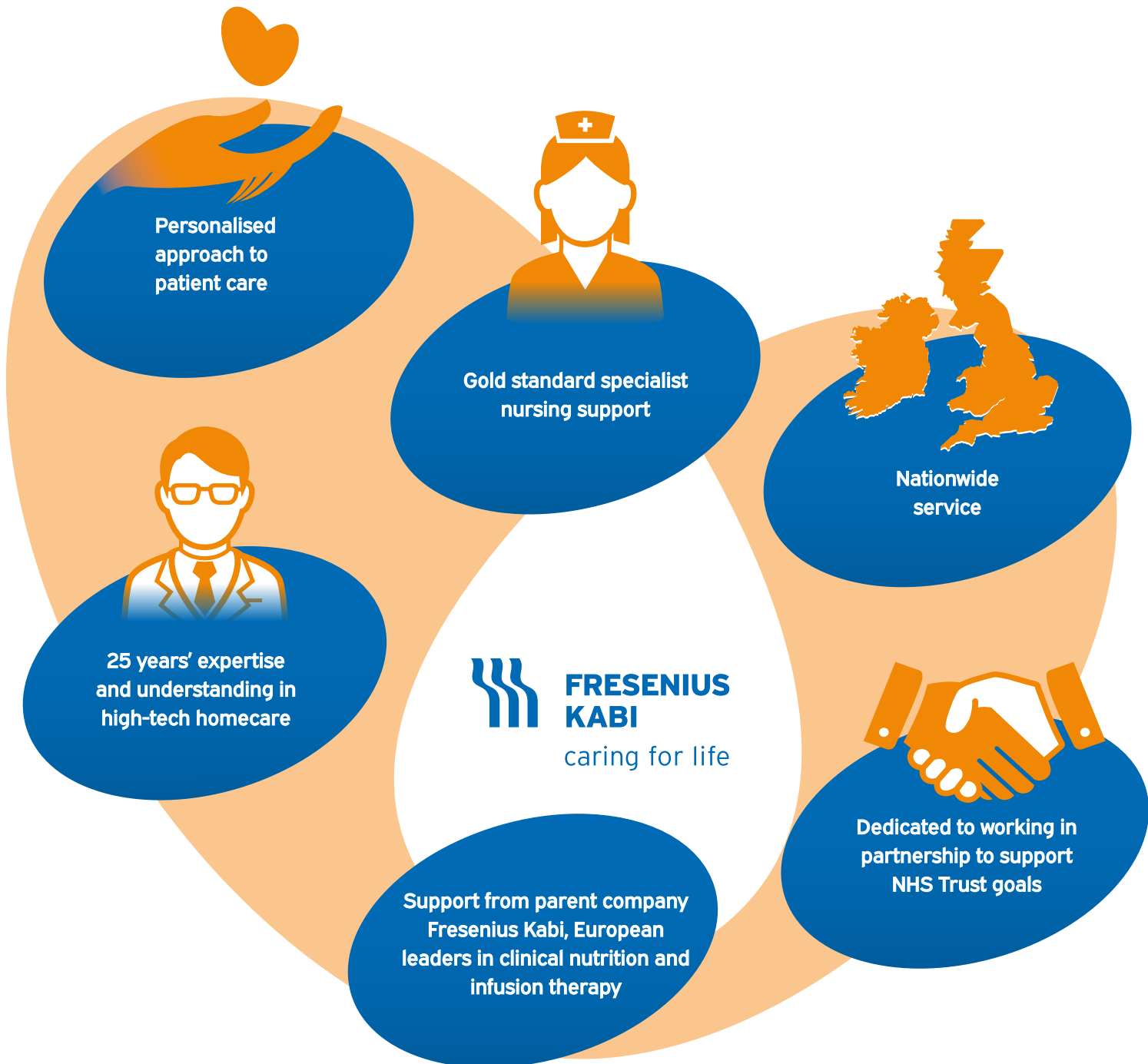
- The NHS is faced with a potential funding gap of around £30 billion by 2020/21¹
- Emergency admissions cost the NHS £12.5 billion in 2012–13²
- The NHS Confederation estimates that 30% of patients treated in acute care could be treated elsewhere³
- Early discharge from hospital into community or home-based care settings is associated with better patient satisfaction⁴
- The provision of a specialist nutrition support service to work with nursing staff, dietitians and other healthcare professionals to facilitate coordinated care for patients is recommended by NICE⁵

Offering homecare helps avoid hospital admissions, allows early discharge to free up hospital beds, increases patient choice and helps reduce waiting times^{4,6}

Calea specialise in high-tech homecare



Expertise and understanding with a personal touch



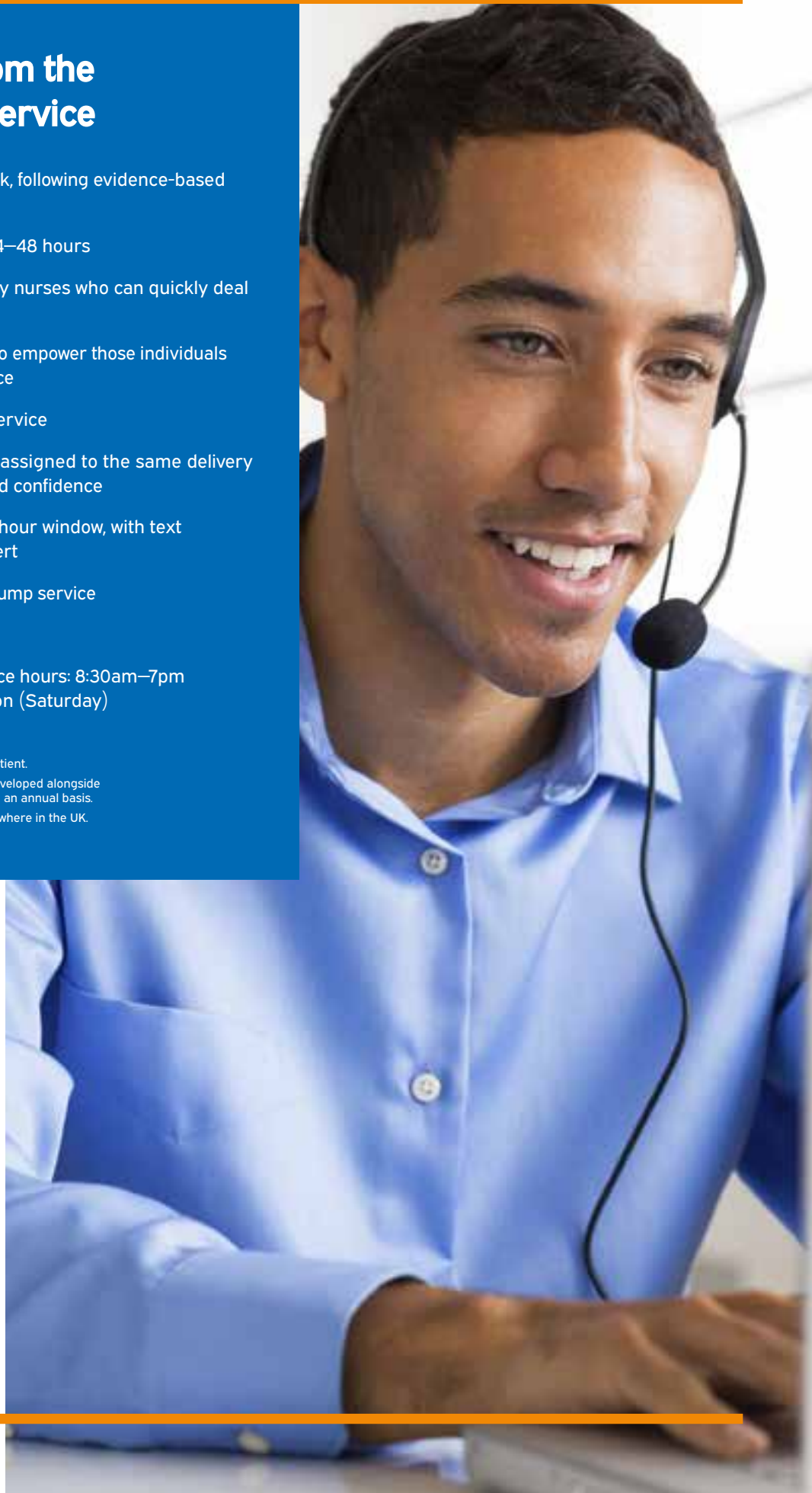
What to expect from the Calea homecare service

- Nursing available 7 days a week, following evidence-based patient care protocols*
- Patient nursing visits within 24–48 hours
- 24-hour advice line manned by nurses who can quickly deal with all concerns
- Patient training programmes† to empower those individuals wanting complete independence
- Patient key holding delivery service
- Fully trained delivery drivers assigned to the same delivery route to build trust, rapport and confidence
- Deliveries scheduled with a 2 hour window, with text messaging pre-notification alert
- Rapid response replacement pump service
- Patient holiday service‡
- Extended Patient Services office hours: 8:30am–7pm (Monday–Friday), 9am–12 noon (Saturday)

* Subject to the time reported and location of the patient.

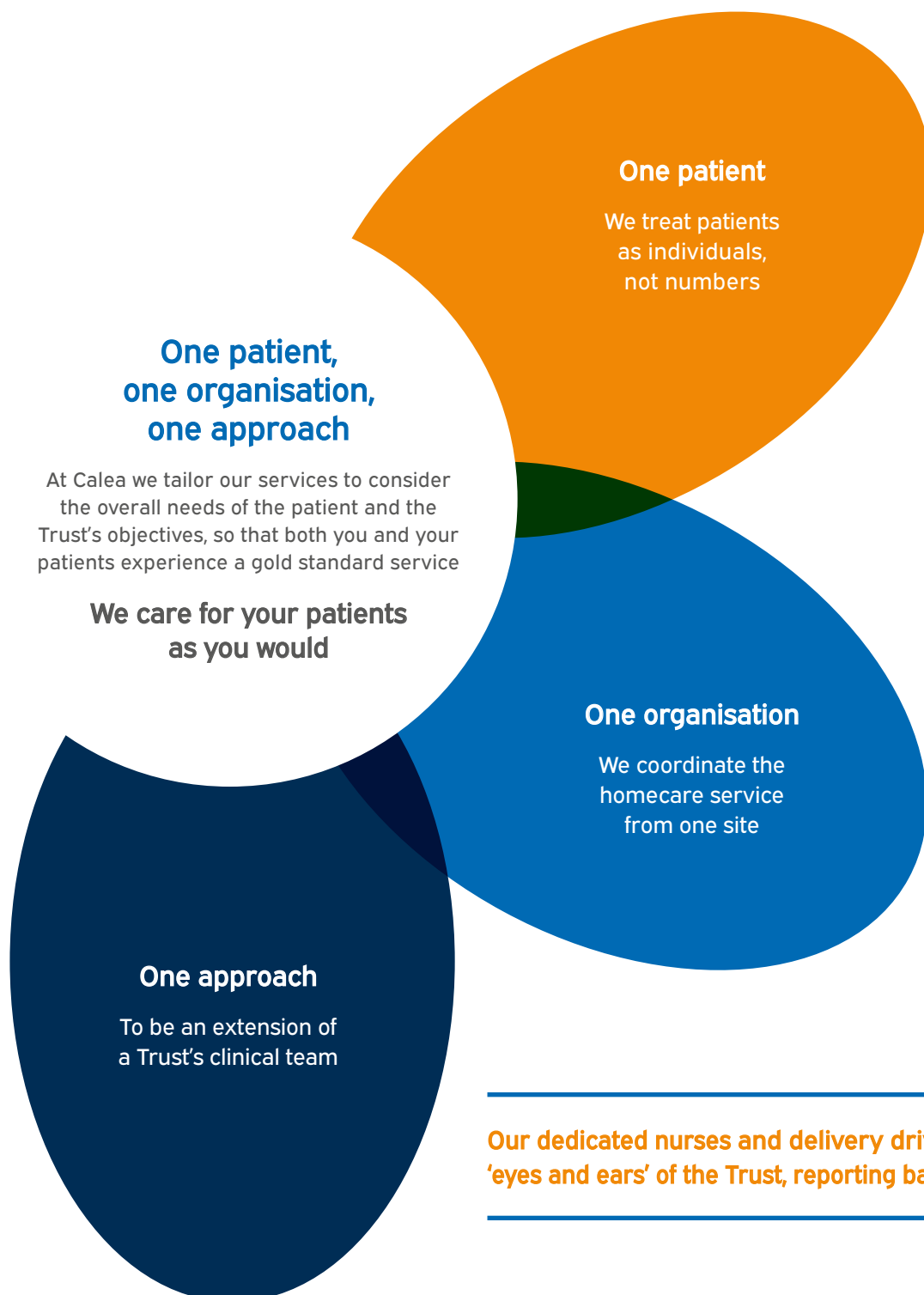
† All our training documents are evidence-based, developed alongside national and government guidance and audited on an annual basis.

‡ Calea's holiday service means patients can go anywhere in the UK.





Partnering to become **an extension of your team**



Our dedicated nurses and delivery drivers act as the 'eyes and ears' of the Trust, reporting back any concerns

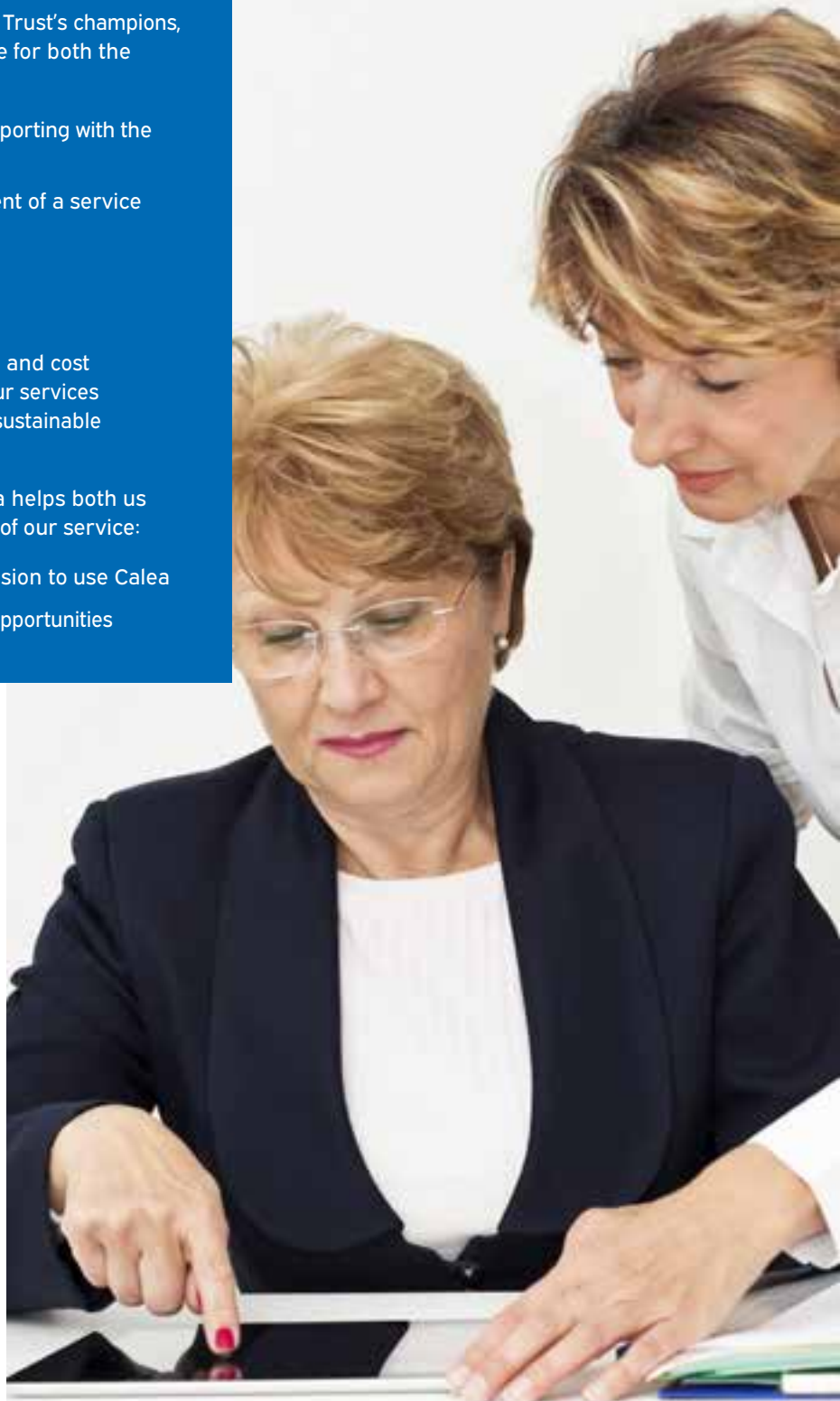
Delivering expert care

Patient experience

- Nurses work with patients to encourage empowerment and provide individualised care
- Business Development Managers are the Trust's champions, providing a positive experience of the service for both the patient and the healthcare professional:
 - Working with internal Calea teams, supporting with the implementation of a new service
 - Dealing with the day-to-day management of a service with a Trust's clinical teams
 - Troubleshooting any issues

Expenditure

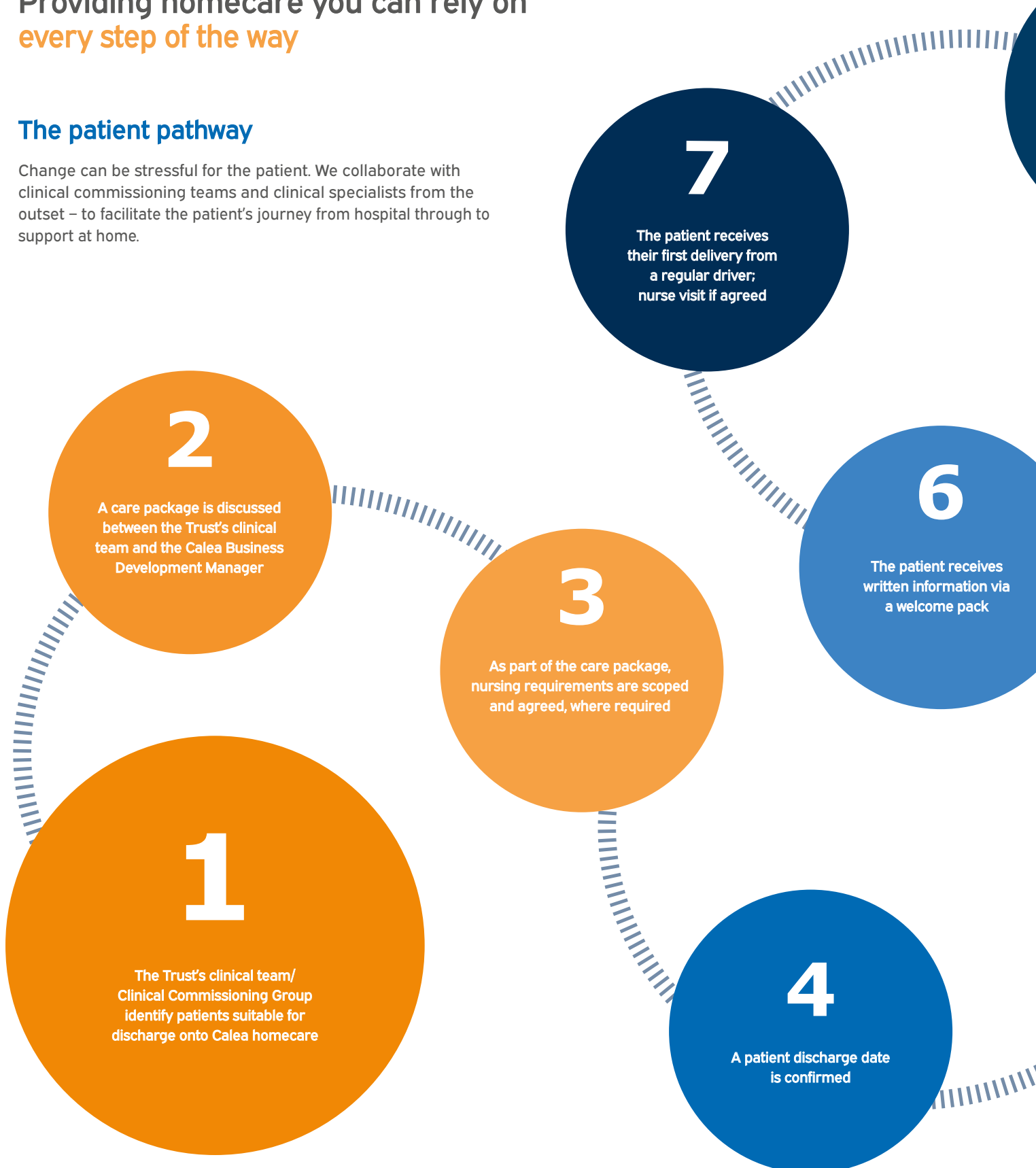
- Our aim is to meet both your patient care and cost objectives with equal efficiency, ensuring our services are always operated within budget and are sustainable for the future
- Our Key Performance Indicator (KPI) data helps both us and each Trust monitor the key elements of our service:
 - Providing evidence to support the decision to use Calea
 - Identifying future service development opportunities



Providing homecare you can rely on every step of the way

The patient pathway

Change can be stressful for the patient. We collaborate with clinical commissioning teams and clinical specialists from the outset – to facilitate the patient's journey from hospital through to support at home.



8

Patient sharps bin is collected at the same time as delivery

9

Regular service review meetings take place between the Trust's clinical team and the Calea Business Development Managers

5

The patient/carer is contacted by a Patient Services Coordinator who introduces the service; a delivery date is arranged to coincide with the patient's return home

Supporting the people who need us, when they need us

Our mission statement

The provision of a safe, efficient, gold standard, flexible homecare nursing service for individuals requiring nutritional and intravenous care. Patient empowerment and quality of life is at the heart of what we do.

Calea homecare is tailored to suit the clinical and lifestyle needs of patients across the UK. Our aim is to offer a service that fits around the lives of the people we care for, helping them to live as fully-independent a life as possible or providing nursing for those patients unable to care for themselves.

Nursing with experience, expertise and care

NICE guidelines recommend a specialist nutrition support service to work alongside nursing staff, dietitians and other experts to support coordination of care between the hospital and the community.⁵

Provision of a specialist nursing support service can:



Reduce stress and anxiety for patients and their carers



Reduce hospital, GP and clinic time



Save A&E time



Help support admission avoidance and prevent lengthy hospital stays



Delivering specialist nursing support

Experienced nurses

- Over 130 adult and paediatric nurses across the UK
- Registered for 2 years+, minimum Band 6, Nursing and Midwifery Council registered
- CQC registered
- Expertise in IV and nutritional therapies
- Working within a clinical governance framework

Flexible to your choice of protocol

- Calea nurses can work either to our own evidence-based protocols or those specified by the Trust
- Responsive, 24/7 support and patient visits within 24–48 hours

Supporting your service, your way

Our team provides:

- Pre-discharge patient assessment
- Patient and home assessment visits
- Discharge planning and subsequent evaluation and support visits
- Patient, carer and healthcare professional training programmes for self-caring patients and full-time nursing patients
- Drug and therapy administration (injections, infusions, cannulation and phlebotomy services)
- Management of anaphylaxis
- Patient monitoring and clinical feedback

Ongoing continuing professional development

- Our nursing teams receive ongoing evidence-based competency training to ensure their skills reflect the latest professional developments

Disclosure Barring Service approved

- Staff undergo an enhanced Disclosure Barring Service (DBS) check, so that patients can feel reassured and have trust in our service

Our IT solution

- Patient confidentiality with real-time reporting through mobile access to the N3 Gateway
- Mobile nurse planning monitors call and manage KPIs for improved efficiencies



Prioritising quality of care

Clinical and information governance remains at the centre of the NHS drive to create a patient-led service. Calea is committed to providing resources aligned to this. Our clinical governance framework has been developed in partnership with the NHS and the Commercial Medicines Unit (CMU), ensuring service excellence and equality of care for all.

Rigorous quality control, clinical and information governance procedures ensure that all our patients receive the very best and safest standards of care

Adherence to guidance:	
● General Pharmaceutical Council	✓
● cGMP	✓
● CQC	✓
MHRA licensed	✓
ISO9001 accreditation	✓
ISO14001 accreditation	✓
ISO18001 accreditation	✓
N3 Gateway	✓
Digital Total mobile IT reporting system:	
● Almost real-time electronic data for incident tracking	✓
● Analyse trends and set CAPAs	✓

We are proactive in resolving issues that may arise in treating patients and take robust preventative action



Continuously improving care

All our staff strive to continuously improve on our high standards of care by monitoring service levels against agreed quality standards.

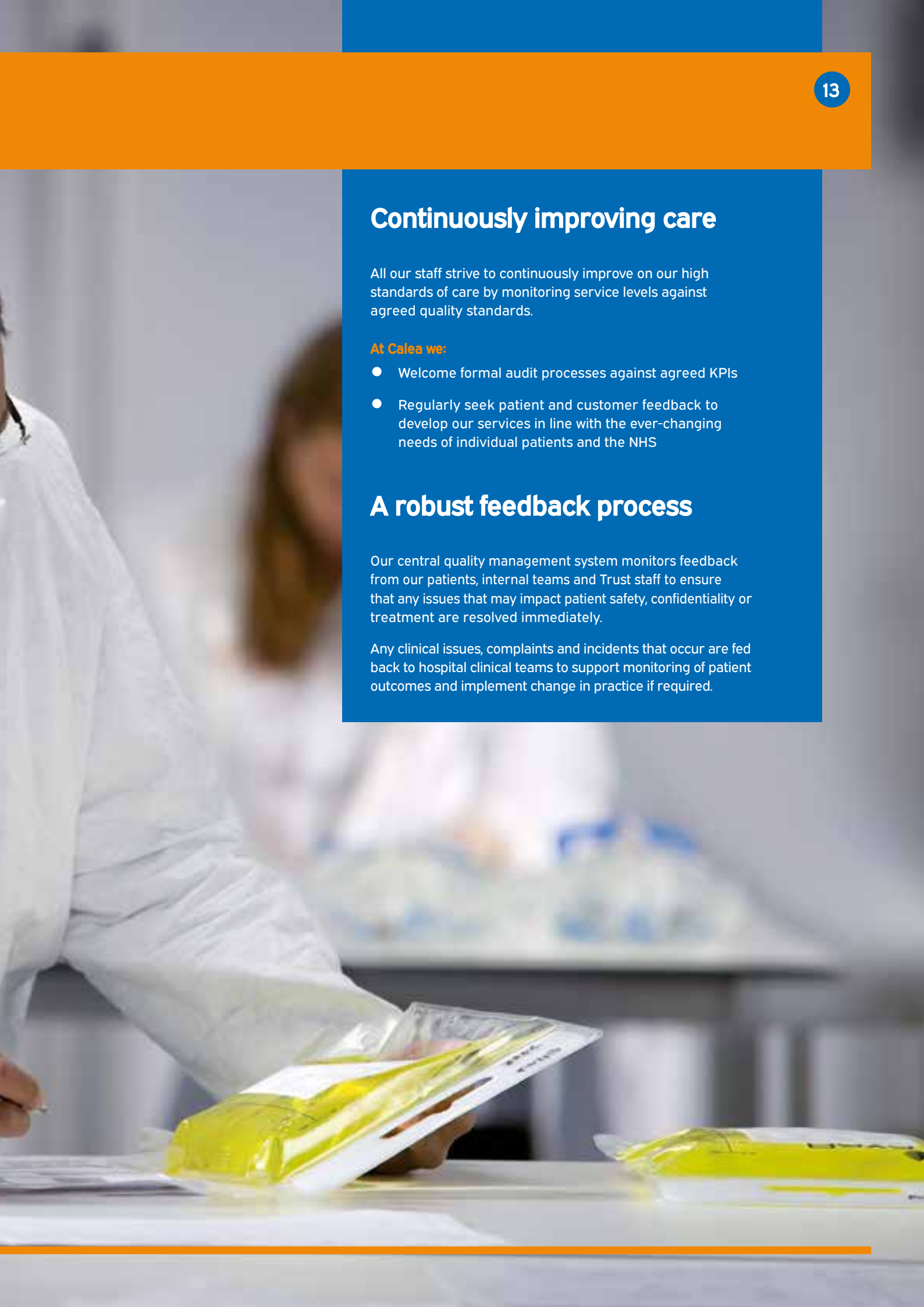
At Calea we:

- Welcome formal audit processes against agreed KPIs
- Regularly seek patient and customer feedback to develop our services in line with the ever-changing needs of individual patients and the NHS

A robust feedback process

Our central quality management system monitors feedback from our patients, internal teams and Trust staff to ensure that any issues that may impact patient safety, confidentiality or treatment are resolved immediately.

Any clinical issues, complaints and incidents that occur are fed back to hospital clinical teams to support monitoring of patient outcomes and implement change in practice if required.



Delivering high quality homecare, now and in the future

At Calea we pride ourselves on our approachability and willingness to invest time, energy and resources for the benefit of people who rely on the services we provide.

Building on a foundation of 100 years' experience in infusion therapy and clinical nutrition of our parent company, Fresenius Kabi, we work to ensure a service for the present and for the future; drawing upon internal resources and expertise to advance our provision of care and patient outcomes.



Investing for confidence and reassurance



Operations

- A state-of-the-art aseptic unit with the capacity to cater for the needs of a growing homecare market
- Investment in compounding resource and training. Only those with the appropriate skillset make complex regimens and ready-to-use medications
- Ability to draw on production capacity from other Fresenius Kabi operations across Europe to ensure continuity of the service
- Established links with our own global compounding units enable us, where possible, to deliver to patients while travelling abroad*



Pharmacy and patient contingency

- Pharmacy Service investment has resulted in a 30-strong team of pharmacists, technicians and dispensers who handle over 5,000 new formulations/changes each year
- Proven, robust stability data and a comprehensive databank to support specific patient regimens
- New stability matrices help healthcare professionals assign stability for their HPN regimens
- Patient contingency plans developed with Trusts to ensure patients' treatment runs smoothly, including:
 - HPN bags formulated for extra shelf life
 - HPN buffer bags
 - Stock manufacture of fixed dose IV antibiotics
- New stability studies for PN and IV drugs are undertaken in Fresenius Kabi audited facilities in partnership with Calea



Patient deliveries






- Text messaging service for patients
- Electronic proof-of-delivery provides a robust audit trail and helps Trusts manage their financial objectives

*Only available to those patients travelling to overseas destinations where a compounding service exists in that country

CALEA HOMECARE

The gold standard homecare service

Choose Calea as your homecare provider:

-  Full commitment to offering a service that fits around the lives of the individuals we care for
-  Supporting your service, caring for your patients as you would
-  Nationwide coverage with a gold standard nursing team
-  Alignment with NHS Clinical and Information Governance guidelines for service excellence
-  Continuous investment in frontline services and infrastructure

We are able to supply references from our existing customers and results from patient satisfaction surveys.

To find out more about working with Calea, contact your experienced Business Development Manager or visit the Calea website:

www.calea.co.uk

References:

1. NHS England (2013). Everyone Counts: Planning for Patients 2014/15 to 2018/19. London: NHS England. Available at: www.england.nhs.uk/wp-content/uploads/2013/12/5yr-strat-plann-guid-wa.pdf. Date accessed: April 2015.
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3. Health Service Journal (2013). Third of acute care 'not needed'. Available at: <http://www.hsj.co.uk/news/third-of-acute-care-not-needed/5051031.article>. Health Service Journal 24 October 2012. Date accessed: April 2015.
4. The Health Foundation (2011). Evidence in brief: Getting out of hospital? Available at: <http://www.health.org.uk/public/cms/75/76/313/2539/Getting%20out%20of%20hospital%20summary.pdf?realName=vEDj9X.pdf>. Date accessed: April 2015.
5. NICE guidelines [CG32] (2006). Nutrition support in adults: Oral nutrition support, enteral tube feeding and parenteral nutrition. Available at: <http://www.nice.org.uk/guidance/CG32>. Date accessed: April 2015.
6. Health Service Journal (2013). A strategy for maximising hospital capacity. Available at: <http://www.hsj.co.uk/home/innovation-and-efficiency/a-strategy-for-maximising-hospital-capacity/5059177.article>. Date accessed: April 2015.