



## LymeForward Health and Wellbeing Group

### Current provision of local health, care and support services

#### Reference Document

Data as at 31 December 2017

**The NHS belongs to the people. ...**

**You have the right to be involved, directly or through representatives, in the planning of healthcare services commissioned by NHS bodies, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services.**

*NHS Constitution for England. Updated 14 October 2015*

**We want everyone to have an equal standard of care regardless of who they are and where they live, delivered by health and care professionals with the appropriate skills. More of our services will be provided closer to home, with improved access seven days a week.**

*Sustainability and Transformation Plan for local health and care, page 5. Dorset CCG. 20.04.17*



LymeForward CIC is a Community Interest Company No 10381732  
Financially supported by Lyme Regis Town Council and West Dorset District Council



**This summary of provision is designed as a reference resource for LymeForward's Health and Wellbeing Group in its work of:**

- helping to keep residents informed of local health and care services;**
- representing residents' health and care requirements and priorities, bringing their influence to bear on the design of the system and of specifications for services;**
- analysing proposals being made by commissioners and/or providers for changes in provision of services;**
- in association with the Patient Participation Groups, monitoring 'at the grass roots' the extent and quality of service provision, as an active partner in the accountability and quality assurance procedures of providers, commissioners, local government overseers and regulatory inspectors.**

**Being a work-in-progress, the information in this document is as accurate as possible, based on publications from providers and commissioners of services and on many conversations by group members with health and care professionals.**

**Because the health and care system is complicated, not always well coordinated, and liable to change the details of provision without much public notification, complete accuracy cannot be guaranteed. The group invites regular updating and correction of facts from professional staff so that the information retains its currency.**

**Please email amendments to: [chris@lymeforward.co.uk](mailto:chris@lymeforward.co.uk)**

**Such accuracy will be important because selected material from this summary may be drawn on, where necessary, by the Health and Wellbeing Group in preparing public information about specific services.**

# CONTENTS

<b>1. Locality Context</b>	<b>Page 1</b>
<b>2. Locality Healthcare Federation: Jurassic Coast Healthcare Ltd</b>	<b>Page 2</b>
<b>3. Outline of main commissioning and providing</b>	<b>Page 3</b>
<b>4. Health Promotion / Preventative and self-care advice</b>	<b>Page 4</b>
<b>5. Current GP / Medical Services</b>	<b>Page 6</b>
<b>6. Lyme Regis Medical Centre: Virgin Care – GP / Medical Services</b>	<b>Page 7</b>
<b>7. Lyme Bay Medical Practice, Kent House – GP / Medical Services</b>	<b>Page 9</b>
<b>8. Charmouth Medical Practice – GP / Medical Services</b>	<b>Page 11</b>
<b>9. Service staffing data across the three General Practices and Community Services</b>	<b>Page 13</b>
<b>10. Community Services</b>	<b>Page 14</b>
<b>Clinical Services</b>	<b>Page 15</b>
<b>Adult Mental Health</b>	<b>Page 16</b>
<b>Adult Social Services</b>	<b>Page 18</b>
<b>11. Community Services: Children and Families</b>	
<b>Antenatal and maternity services</b>	<b>Page 19</b>
<b>Child Public Health 0 - 19</b>	<b>Page 21</b>
<b>West Family Partnership Zone &amp; Children's Social Services</b>	<b>Page 26</b>
<b>Child &amp; Adolescent Mental Health</b>	<b>Page 27</b>
<b>Child Protection</b>	<b>Page 29</b>
<b>12. Minor Injuries Unit</b>	<b>Page 30</b>
<b>13. Emergency Response</b>	<b>Page 30</b>
<b>14. Local Support Groups</b>	<b>Page 31</b>
<b>15. Care at Home</b>	<b>Page 34</b>
<b>16. Nursing and Residential Care Homes</b>	<b>Page 36</b>
<b>17. Palliative and End-of-Life Care</b>	<b>Page 39</b>
<b>18. Access and transport</b>	<b>Page 41</b>
<b>19. Quality monitoring</b>	<b>Page 42</b>
<b>Additional notes:</b>	
<b>Bridport Hub and Virtual Ward</b>	<b>Page 44</b>
<b>Published sources of information</b>	<b>Page 46</b>
<b>Membership of LymeForward Health and Wellbeing Group</b>	<b>Page 47</b>

## Key to acronyms

ADHD	Attention Deficit Hyperactivity Disorder
ASD	Autism Spectrum Disorder
CAB	Citizens Advice Bureau
CAMHS	Child and Adolescent Mental Health Services
CAT	Cognitive Analytic Therapy
CBT	Cognitive Behaviour Therapy
CCG	Dorset Clinical Commissioning Group
CHC	Continuing Healthcare [funding] (aka Fully-funded NHS Care)
CMHT	Community Mental Health Team
CPA	NHS Care Programme Approach
CPN	Community Psychiatric Nurse (in this document, Registered Mental Health Nurse)
CQC	Care Quality Commission
DBT	Dialectical Behaviour Therapy
DCC	Dorset County Council
DCH	Dorset County Hospital, Dorchester
DHUFT	Dorset HealthCare University NHS Foundation Trust: in common parlance (and in this document) referred to as 'Dorset HealthCare' or 'Dorset HealthCare Trust'
EHCP	Educational Health Care Plan
EIPS	Early Intervention in Psychosis Service
ELSA	Emotional Literacy Support Assistance
FNC	Funded Nursing Care
HWB	Dorset Health and Wellbeing Board
IAPT	Improving Access to Psychological Therapies
ICSD	Intermediate Care Service for Dementia
IPTS	Intensive Psychological Therapies Service
LRDT	Lyme Regis Development Trust
LRMC	Lyme Regis Medical Centre (Virgin Care)
MASH	Multi-Agency Safeguarding Hub
NAPP	National Association for Patient Participation
NCT	National Childbirth Trust
OCD	Obsessive-compulsive Disorder
OFSTED	Office for Standards in Education
POPP	Partnership for Older People Programme
PPG	Patient Participation Group
PTB	Patient Transport Bureau, Dorset
PTSD	Post-traumatic Stress Disorder
PWP	Psychological Wellbeing Practitioner
REACH	Dorset Community Alcohol and Drugs Service
SAIL	Safe and Independent Living
SEND	Special Educational Needs and Disabilities
SHARPS	Supporting Holistic Approaches: Risk,
SWAST	South Western Ambulance Service NHS Foundation Trust
TRIP	Voluntary Car Service operated out of Honiton but accessible in West Dorset
WFPZ	West Family Partnership Zone

## **1. Locality Context**

The Dorset Clinical Commissioning Group (CCG) has divided the county into 'localities'.

Lyme Regis and Charmouth are in the West Dorset Locality, comprising:

- Barton House Surgery in Beaminster [5,640 registered patients]
- Bridport Medical Centre [17,969]
- Charmouth Medical Practice [2,310]
- Lyme Bay Medical Practice (2,277)
- Lyme Regis Medical Centre [4,362]
- The Tollerford Practice (Pound Piece in Maiden Newton) } [5,984]
- Tunnel Road Surgery in Beaminster (branch of The Tollerford Practice) }
- Portesham Surgery [2,884]

The locality covers approximately 41,426 registered patients. 27.3% aged 65-84 (All Dorset: 20.3%); 4.7% aged 85+ (All Dorset 3.8%).

Bridport Community Hospital is designated the 'community hub with beds' for this locality. It houses the Community Services Team and Virtual Ward provided by Dorset HealthCare (DHUFT). DHUFT Community Services provision does not extend to patients registered in Lyme Regis and Charmouth, where Virgin Care holds the contract. But DHUFT does have some clinical and governance responsibilities for, and provides some services to, Lyme Regis and Charmouth, as detailed on pages 43 - 44.

As described by the CCG, 'Each locality group is a professional interchange and a communication vehicle for the CCG to work on Primary Care Development ... It is part of the Clinical Commissioning Group and can contribute to commissioning services'.

John Stubbs is a 'Primary Care Programme Officer (Transformation)' with the CCG and is employed by the Locality two days per week, using money provided as part of the CCG's Sustainability and Transformation Plan (STP) funding, intended to implement both the STP and NHS England's GP Five Year Forward View. His role as 'West Dorset Transformation Programme Lead', with an associated task of 'Primary Care & Locality Engagement', is to help the Locality manage those programmes of work. The other three days he works directly for the CCG.

The key objectives of the Locality Group are:

- patient-centred care
- place-based patient care
- equity of care across the locality
- sharing best practice

The Locality group's work has two strands:

A: Professional development / partnership working / mentoring / decisions on 'workstreams' / potential back-office sharing. The group in this format meets once every two months.

B: 'Transformation'. The group, or 'Transformation Board', in this format meets monthly to review and direct primary care Transformation in West Dorset. Its current focus is on four time-limited 'themes':

- Access (led by Dr Richa Singh from Bridport Medical Centre).
- Workflow (led by Dr Ian Platt from Bridport Medical Centre).
- Frailty (led by Christine Holloway and Ed Waldron, nursing specialists from Barton House and Bridport Medical Centre respectively).
- Lyme Regis Medical Centre (referring to the future of the contract for GP services at LRMC and Community services in Lyme Regis and Charmouth; led by Dr Blair Millar from Bridport Medical Centre).

'Phase 2' work from April 2018 is expected to focus also on mental health and transport.

The Locality group does not currently host a Locality Health and Wellbeing Board (see page 4).

All Locality Group meetings are chaired by Dr Blair Millar as Senior Responsible Officer for the Locality, with 'ownership' of the Transformation Plan. His Deputy is Dr Richa Singh, while Dr Ian Platt is Prescribing Lead for the Locality.

- The Terms of Reference for the group were signed off at the September 2017 meeting and give clarity over purpose and membership.
- Desired attendance, not always achieved, is one clinical and one administrative representative from each GP Practice, and representation from other Locality stakeholders such as the Bridport Hub Community Services team, DHUFT, Social Services and Public Health Dorset. No GP from Lyme Regis Medical Centre has yet attended the 'Transformation' meetings.

## **2. Locality Healthcare Federation: Jurassic Coast Healthcare Ltd**

Six of the seven Locality Practices comprise this GP Federation.

Lyme Regis Medical Centre (Virgin Care) is not part of the Federation.

The six Practices come together with the potential to tender for contracts from commissioners including the CCG, Public Health Dorset, NHS England, Local Authority or any other tenders.

Its stated purpose is:

'To enable the 6 member practices to bid for, win and deliver healthcare contracts cost effectively and to a high standard within the locality. ... Whilst making a profit is desirable it is secondary to the main objective of delivering high quality and cost-effective healthcare solutions. ... The Federation may provide medical, nursing and allied services, alone and in partnership with other provider organisations. ... This might include integration with other appropriate organisations, whether medical or not.'

The Federation has its own legal and quality arrangements because any contracts it wins are classed differently from the Primary Medical Service contracts held separately by each of its constituent members. GPs in Jurassic Coast Healthcare Ltd work on this between themselves without direct support from the CCG.

The Federation's legal status, as Jurassic Coast Healthcare Ltd, is a Private Limited Company registered at Companies House on 10.7.15 (#09680891).

Its registered address is Bridport Medical Centre.

Its Declared Nature of Business is: 'General medical practice activities'.

Its Accounting is done at Bridport Medical Centre.

### *Directors:*

Dr Louise Beale (Portesham Surgery), Dr Andrew Finucane (Bridport Medical Centre), Dr Richard Tingay (Tollerford Practice, Maiden Newton).

### *Shareholders (£1 shares):*

Dr Louise Beale (£2), Dr Andrew Finucane (£4), Dr Richard Tingay (£2), Dr Sue Beckers (Charmouth Medical Practice) (£2), Dr Forbes Watson (Lyme Bay Medical Practice) (£2), Dr Tim Robinson (Barton House, Beaminster) (£3).

### *Chair:*

Dr Tim Robinson, who is a shareholder but not a Director.

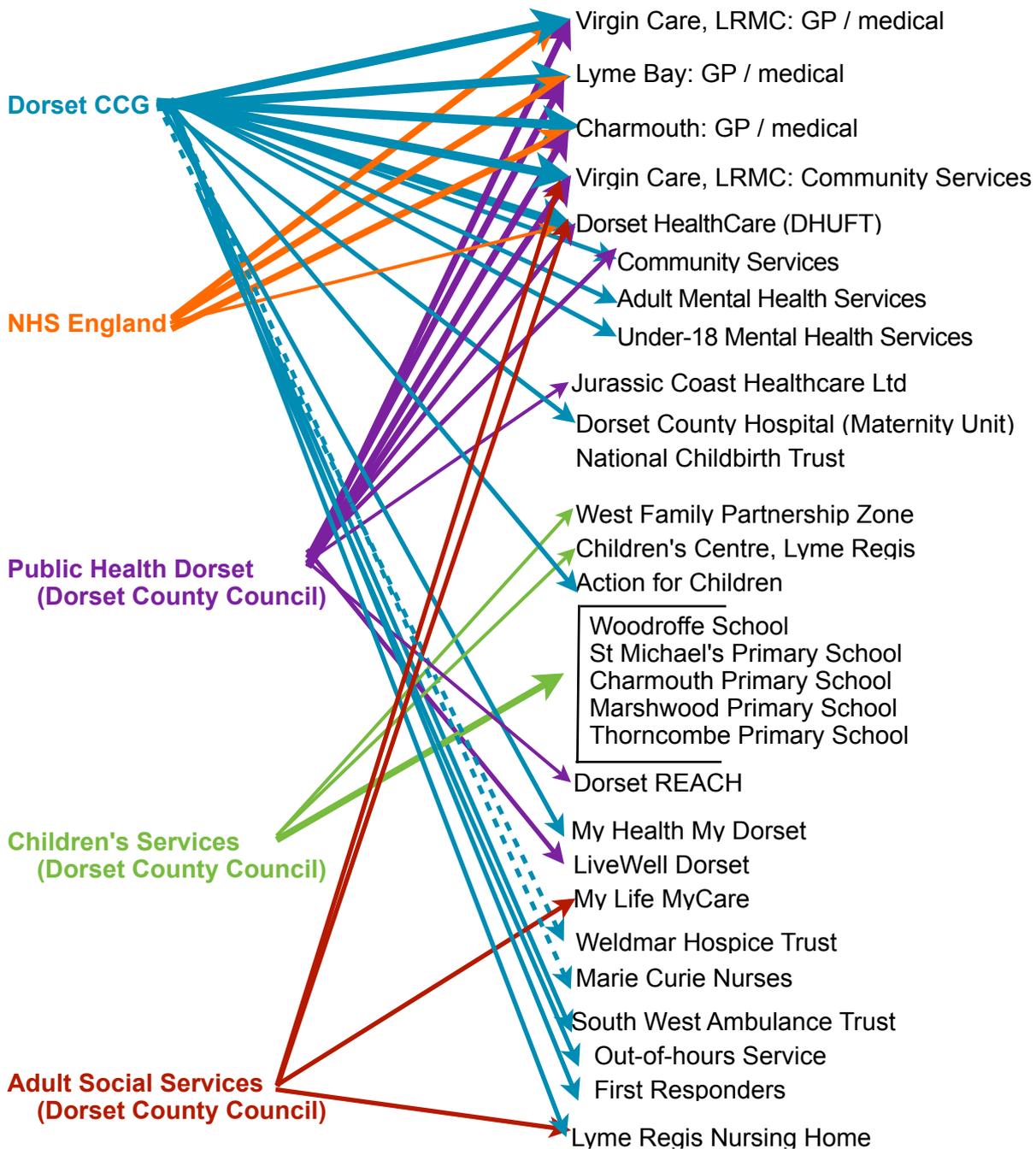
The Federation is currently commissioned by **Public Health Dorset** to provide NHS Healthchecks through the federated Practices. (At LRMC these checks are provided through a direct contract between Virgin Care and Public Health Dorset.)

The Federation tends to meet quarterly, to coincide with one of the other Locality meetings as described on Page 1.

### 3. Outline of main commissioning and providing

#### Main commissioners

#### Main providers



#### Note

Given that accountability for service provision is ultimately from the provider to the body that commissions and funds a service, by reading the arrows in reverse this diagram also identifies lines of accountability.

However, the picture is not that simple, for many links exist between providers. For example, two of the three local GP Practices are accountable in part to Jurassic Coast Healthcare Ltd; Virgin Care has contractual agreement with DHUFT for aspects of clinical supervision and governance in relation to some of its community services, while DHUFT delivers a number of services to other providers (see page 45). Similarly, co-working, such as West Family Partnership Zone with the Virgin child health team and Action for Children, or the DCH Midwives team with the health visitor, exemplifies other accountability complications.

Combined with the range of supervisory Boards, regulatory bodies and local authority scrutiny (see pages 42-43), the overall 'accountability superstructure' is exceedingly complex.

## **4. Health Promotion / Preventative and self-care advice**

Dorset Health and Wellbeing Board (HWB) is responsible for leading the Prevention at Scale and Integrated Community Services / Primary Care elements of the Sustainability and Transformation Plan. The Board is chaired by the Leader of the County Council (Cllr Rebecca Knox); vice-chair is Dr Forbes Watson as chair of the CCG.

The HWB aims to promote healthy lifestyles and improve prevention of ill health by encouraging local authorities, services, agencies and the voluntary sector to work together on prevention and early intervention, considering 'the wider determinants of health' such as housing, employment, education, social and community support, and access to services.

GPs and all other providers of clinical services are expected to take promoting self-care and prevention as an essential part of their contracted work. Other providers and services in social care, children's services, police etc are equally expected to share that obligation.

West Dorset is currently the only part of the county without a Locality-based Health and Wellbeing Board.

The county-wide priorities for prevention / early intervention are:

- cardiovascular disease
- excess alcohol use
- mental health
- musculoskeletal problems

reflecting the Dorset patient profile and, in the latter two cases, the major causes of lost working time.

For implementation, these are integrated across four 'themes':

- Starting Well
- Living Well
- Ageing Well
- Healthy Places

Three specific programmes supplement general advice from practitioners and services from partners.

### **(i) LiveWell Dorset**

*Commissioned by:* **Public Health Dorset**, with brief to focus on health inequality and areas of deprivation.

*Provider:* LiveWell Dorset (branch of a private U.S. company). Based in Weymouth.

[www.livewelldorset.co.uk](http://www.livewelldorset.co.uk) / 0800-840-1628 / 01305-233105. 9.00am - 6.30pm Monday to Friday.

Works with Natural Choices, part of Dorset Local Nature Partnership; Dorset Community Action; etc.)

- Single point of access giving free information and support to adults seeking to improve their own health and wellbeing.
- Free provision of:
  - Health & wellbeing self-assessments, resources and services for adults.
  - Personal Wellbeing coaching – including phone consultation – and follow-up.
- Focus on: weight / physical activity / smoking / alcohol.
- Self-referrals, or referrals from other service providers and professionals.
- 'Engagement team':
  - Offers ½ hr presentations to eg GP surgeries and staff, Children's Centres, sheltered housing sites, to explain what services LiveWell Dorset can provide and how this can help staff and clients. Booking via Community Engagement Team at [hello@livewelldorset.co.uk](mailto:hello@livewelldorset.co.uk).
  - Locally-based courses to raise awareness and train volunteers in community organisations and charities: 3 sessions of 1½ hours + 1 session of 2 hours.
- Promotion via visits to GP surgeries and leaflets in GP surgeries, chemists, libraries, community venues, etc.
- No record of historic engagement with Lyme Regis and Charmouth (or West Dorset locality) because of staff shortage; full complement of staff available from January 2018.
- Service Manger: Emma Rossi / 01305-233105 / [emma.rossi@livewelldorset.co.uk](mailto:emma.rossi@livewelldorset.co.uk).  
Engagement team: Tracey Hudson / 07824-467954 / [tracey.hudson@livewelldorset.co.uk](mailto:tracey.hudson@livewelldorset.co.uk).

## (ii) My Health, My Way

*Commissioned by: Dorset Clinical Commissioning Group* – re-commissioning due end of March 2018.  
(Seen as part of Dorset's 'Accountable Care System')

*Provider: My Health My Dorset.*

(Partnership of Help & Care charity + Boots + Know Your Own Health (software company) + DHUFT + Poole Hospital Trust + Bournemouth & Christchurch Hospitals Trust + BH Live (a leisure and cultural trust).

[www.myhealthdorset.org.uk](http://www.myhealthdorset.org.uk) / 0303-303-0153.

- Free provision of mainly 1:1 sessions or phone support:
  - Personal Health Coaching (5 or 6 sessions): Dorchester-based, covers all of West Dorset; responsive to demand; any suitable location with ½ hour travelling distance of the coach.
  - Online Personal Health Coaching with a dedicated coach.
  - 6-week group courses (Dorchester-based: not currently running; clients prefer 1:1 support from fear of being stigmatised).
  - Online community.
- Self-referrals, or referrals from other service providers and professionals.
- Focus on: eating / weight / mobility / tiredness / sleeping / anxiety / relationships / activity / medication / pain / money / housing / transport / social issues / voluntary work.
- Main issues are: anxiety, depression, isolation, demotivation, bewilderment.
- Refer on particularly to CAB, social services, mental health services (Steps to Wellbeing).
- Over the 20 months from April 2016 to Oct 2017 the service handled 23 referrals from postcodes DT6, DT7 and DT8, of which 3 were from postcodes DT7.
- Intention to extend and disperse service in 2018 to include co-location in GP surgeries and other appropriate community centres.
- Senior Manager: Naomi Unwin / 01202-416030 x274 / [naomi.unwin@helpandcare.org.uk](mailto:naomi.unwin@helpandcare.org.uk).

## (iii) My Life, My Care

This service is 'preventative' in that it seeks to help people to stay in their own homes wherever possible, rather than needing hospital admission or care home residency.

*Provider: Dorset, Bournemouth and Poole Councils (Adult Social Services).*

*Purpose: 'for people struggling to be safe and independent at home' and for carers.*

[www.mylifemycare.com](http://www.mylifemycare.com) / 01305-221016.

A web-based directory giving links to other links. Under five headings:

- *Finding help* (adult harm & abuse; recovering from an illness or accident; long-term health conditions; staying safe at home; support at home; health and wellbeing; living with a disability; getting out and about; housing; financial advice; 'getting my voice heard'; 'looking after someone who relies on me').
- *Health and wellbeing* (long-term health conditions; mental health; memory loss; eating; staying active; end of life care).
- *Financial help and advice* (paying for care at home; paying for residential care; welfare benefits; financial care planning; money management; mental capacity).
- *Carers hub* (information and advice for carers; support and services for carers; carers moving forward).
- *Directory* (useful detail about services and support available).

See also pages 34 - 35.

## 5. Current GP / Medical Services

An over-simplification of what the local GP Practices provide, in general terms, might be:

- health promotion / preventative and self-care advice
- assessment and diagnosis
- treatment within professional capacity
- clinics
- prescribing
- referrals
- monitoring (medication / treatment / follow-up)

All three GP Practices are contracted, as part of 'additional services', for out-of-area registration and to make 'Avoiding unplanned [hospital] admissions' a priority underpinning the services they provide.

### Patient's Named doctor

The BMA indicates that the 2014-2015 contractual requirement to provide a named and accountable GP for over 75s has now been extended: from 31 March 2016 all practices must note on their website that all patients, including children, have been allocated a named, accountable GP. The Practice summaries (pp 7 - 12) show whether this is done.

The table below summarises the principal GP/medical services described by each local Practice. Pages 7 - 12 give fuller detail. Page 13 tabulates clinical staffing resource for each Practice and for Community Services.

### Commissioning is indicated by colour-coding of cells:

Primary Medical Services commissioned by CCG – plain

Additional Services commissioned by CCG – blue

Services commissioned by Public Health Dorset – grey

Services commissioned by NHS England – orange

LPMC	LYME BAY (KENT HOUSE)	CHARMOUTH
Extended hours scheme	Extended hours scheme	Extended hours scheme
Out-of area registration	Out-of area registration	Out-of area registration
Well Person (New patients)	New Patient check-up	New Patient check-up
NHS Health Checks (ages 40-74) [*]	NHS Health Checks (ages 40-74) [**]	NHS Health Checks (ages 40-74) [**]
Frailty (former Over 75s project) [¥]	Frailty (former Over 75s project) [¥]	Frailty (former Over 75s project) [¥]
	Men's Health	Well Man
Cervical Screening	Women's Health, incl Cervical Screen	Well Woman & Cervical Smear
		Teenage Health Clinic
Six-week baby check	Six-week baby check	Six-week baby check
Learning disability Health assessments	Learning disability health check	Learning disability health check
Sexual Health	Sexual Health	
Blood pressure monitoring	Blood Pressure	Blood Pressure & Weight
Blood Tests	Blood tests	Blood test
Chronic disease management	Medicines Management and Review	Chronic disease management
Drug Monitoring (Near Patient testing)	Drug Monitoring (Near Patient testing)	Drug Monitoring (Near Patient testing)
	Asthma	Asthma
Diabetes	Diabetes	Diabetes
	Obesity	
DVT (deep vein thrombosis) testing	DVT (deep vein thrombosis) testing	DVT testing (partial)
Urology investigations	Urology Investigations & flow studies, Bladder Screening, Incontinence	
Prostate cancer follow-up	Prostate cancer follow-up	Prostate cancer follow-up
Healthy Lung / Spirometry (Lung function)	Spirometry (Lung function)	Spirometry (Lung function)
Healthy Heart / ECG (AF screening)	Coronary Heart Disease / ECG	Heart Disease
Anticoagulation	INR / Anticoagulation, for Warfarin	Anticoagulation
Leg Ulcers	Wound Care & Leg Ulcer Dressing	Wound & Leg Ulcer Dressing
	Removal of stitches	Removal of stitches
Cryotherapy	Cryotherapy	Cryotherapy
Ear syringing	Ear syringing	Ear Syringing
Contraceptive advice and some services	Family Planning / some Contraception	Family Planning / Contraception
Coil fitting		
		Antenatal & Maternity
Pre-school Child Immunisations	Pre-school Child Immunisations	Pre-school Child Immunisations
Vaccinations and immunisations	Vaccinations	Vaccinations and immunisations
Travel health / Travel immunisations	Travel Health	Travel vaccinations
Lifestyle clinics / Smoke Stop	Lifestyles, incl smoking, diet, exercise	Dietary advice
Minor surgery including joint injections	Minor Operations	Minor Surgery
* Direct commission	** via Jurassic Coast Healthcare Ltd	** via Jurassic Coast Healthcare Ltd

NHS Health Checks are arranged by each Practice for patients in the age range 40-74 who are deemed to be healthy (ie not experiencing a chronic condition or other already-identified medical issue). Each Practice invites appropriate patients, roughly once every five years, and is contracted to an annual target / maximum.

[¥] From April 2018 defined as 'Frailty', with specific criteria, rather than by age.

Public Health Dorset contract with GPs for 'Prescribing for Drug Misuse' was transferred to Dorset REACH from 31 October 2017

## **6. Lyme Regis Medical Centre: Virgin Care – GP / Medical Services**

4,362 registered patients as at December 2017. Includes 1,420 residents of Devon (32.5%) [of which 867 in Uplyme] and 40 residents of Somerset (1%). Around 650 extra seasonal 'Temporary Residents' under NHS England contract for 'Out-of-area' registration.

**Alternative Provider Medical Services Contract for GP / Medical Services with NHS England via CCG due to expire January 2018, likely to be extended to 31 January 2019.**

### ***GPs (surgery + related time)***

Sue Davies: 30.5 hrs / week  
Yvonne Hodges: 12 hrs / week  
LOCUM: 12 hrs / week  
William Wilson: 36 hrs / week

### ***Nurse Practitioner***

Staff 1 (0.6 wte)  
VACANCY (0.6 wte) - in process of recruitment.

### ***Practice Nurses***

Staff 2 (Lead Practice Nurse) (1.0 wte)  
Staff 3 (also Nurse Prescriber) (1.0 wte)  
Staff 4 (1.0 wte)  
Staff 5 (1.0 wte)

### ***Health Care Assistants***

Staff 6 (0.8 wte)  
Staff 7 (1.0 wte)

### ***Patient's Named doctor***

None of the three Practice websites, nor its brochure, refer to this contractual requirement.

### ***Clinical Lead***

Sarah Marston (Manager, Community Services)

### ***Safeguarding Lead***

William Wilson

### ***Opening hours***

(includes 'Extended Hours Scheme' contracted as Additional Services by NHS England)

Reception & Surgery: 8.00am - 6.30pm Mon - Fri  
Evening surgeries: Wed & Thurs 6.30pm - 7.00pm with GP or Nurse Practitioner  
(Minor Injuries Unit: 8.00am - 8.00pm Mon - Fri; 8.00am - 1.00pm Sat & Sun)  
Phone consultations available: call before 10.30am  
Home visits available: call before 10.00am  
Online booking for appointments / repeat prescriptions possible; requires registration  
Normally 2 GPs in the practice on any day.

Patients should be able to see a GP within 48 hours during the week, a healthcare professional within 24 hours, choice of GP within seven days and a pre-booked appointment six to eight weeks in advance.

### ***Emergency***

Website gives 999 and 111; with detailed explanation of the out-of-hours service.

## **Clinics**

<b>Type</b>	<b>When</b>	<b>Run by</b>	<b>Commissioned by</b>
<b>1. No GP referral necessary</b>			
Well Person (new patients)	Thurs pm	Practice Nurse	CCG
NHS Healthcheck	Mon pm / Tues am / Tues pm	Practice Nurse	Public Health Dorset
Cervical Screening	Fri am	Practice Nurse	CCG
Sexual Health	Fri am	Practice Nurse	CCG
Blood Pressure	Mon am / Wed am	Practice Nurse	CCG
Healthy Lung / Spirometry	Mon pm / Tues am / Thurs am	Practice Nurse	CCG (Additional)
Healthy Heart / AF screening	Tues am / Fri pm	Practice Nurse	CCG (Additional)
Leg Ulcers	Wed pm	Practice Nurse	CCG (Additional)
Pre-school child immunisations	Thurs am	Practice Nurse	NHS England
Travel Immunisation	Thurs pm	Practice Nurse	NHS England
Smoke Stop	Thurs pm	Practice Nurse	CCG
<b>2. GP referral necessary</b>			
Blood Tests	Mon to Fri 8.10am - 10.30am	Practice Nurse	CCG (Additional)
Urology	Wed pm / Thurs pm	Practice Nurse	CCG
Heart electrocardiography ECG	Mon am / Tues pm / Wed pm	Practice Nurse	CCG (Additional)

## **Other services**

<b>Type</b>	<b>Commissioned by</b>
NHS Health Checks (40-74)	Public Health Dorset
Frailty (former Over-75s project)	CCG (Additional)
Six week baby check	Public Health Dorset
Health assessments for those with a learning disability	NHS England
Chronic disease management, incl diabetes	CCG
Drug Monitoring (Near Patient testing)	CCG (Additional)
DVT (deep vein thrombosis) testing and treatment	CCG (Additional)
Prostate cancer follow-up	CCG (Additional)
Anticoagulation	CCG (Additional)
Cryotherapy	CCG
Ear syringing	CCG
Contraceptive advice and services	CCG
Coil fitting	Public Health Dorset
Vaccinations (eg Flu) and immunisations	NHS England
Lifestyle clinics	CCG
Minor surgery including joint injections	CCG (Additional)
Prescribing for Drug Misuse (by Chris Payne for Dorset REACH)	Public Health Dorset

## **Patient transport advice**

No information apparent in brochure or websites

## **Local support groups**

No information apparent in brochure or websites

## **Patient Participation Group** [covers both the GP/Medical 'side' and Community Services]

The websites contain no names of membership nor Minutes. One website gives the date of a past meeting, and of a past Joint PPG meeting given, but no information about future meetings.

## **7. Lyme Bay Medical [and Dental] Practice, Kent House – GP / Medical Services**

2,277 registered patients as at December 2017. Includes 273 residents of Devon (12%) and 35 residents of Somerset (1.5%). Around 250 extra seasonal 'Temporary Residents' under NHS England contract for 'Out-of-area' registration.

### **Personal Medical Services contract for GP / Medical Services with NHS England via CCG.**

#### ***GPs (core hours for routine appointments)***

Forbes Watson: Mon 8.30am - 10.30am, 3.00pm - 5.00pm; 6.30pm - 7.00pm  
Wed 8.30am - 10.30am  
Thurs 3.00pm - 5.00pm  
Fri 8.30am - 10.30am & 4.00pm - 5.30pm  
Sat 8.30am - 9.30am once per month  
**Total** 12hrs / week + 1hr / month.

Madeleine Smith: Tues 8.30am - 10.30am & 3.00pm - 5.00pm  
Thurs 8.30am - 10.30am  
**Total** 6hrs / week

[Charmouth Practice covers Kent House patients on Wednesday afternoons; Kent House reciprocates for Charmouth patients on Thursday afternoons.]

#### ***Senior Practice Nurse / Nurse Prescriber***

Staff 1 (full-time) (+ antenatal / postnatal / home visits)

#### ***Practice Nurse***

Staff 2 (full-time)

#### ***Patient's Named doctor***

The Practice complies, with the following statement:

'By the end of March 2016 the practice is required to assign all our patients a "Named GP". Everyone will be allocated Dr Watson as their named GP ... in overall charge of their care. In addition, for patients aged 75 and over the named accountable GP will also work with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient [and to] ensure these patients have access to a health check.

You can still have appointments with any of our clinicians not just your Named GP.'

#### ***Clinical Lead***

Dr Forbes Watson

#### ***Safeguarding Lead***

Staff 1

#### ***Opening hours***

Reception: 8.00am - 6.30pm Mon - Fri; Saturday once a month 8.30am - 9.30am  
(includes 'Extended Hours Scheme' contracted as Additional Services by NHS England)

#### ***Appointment times***

Monday: 8.30am - 10.30am; 3.00pm - 5.00pm (plus extended hours most weeks, 6.30pm - 7.00pm)  
Tuesday: 8.30am - 10.30am; 3.00pm - 5.00pm  
Wednesday: 8.30am - 10.30am  
Thursday: 8.30am - 10.30am; 3.00pm - 5.00pm  
Friday: 8.30am - 10.30am; 4.00pm - 5.30pm (open access with Senior Practice Nurse)  
Saturday: 8.30am - 9.30am one Saturday per month  
Home visits available - requests before 10.00am

#### ***Emergency***

Website and brochure give 999 and 111; refers to Minor Injuries Unit at LRMC, Dorset Out of Hours GP service, Dorset Emergency Care Service (DECS), NHS Walk-in Centre in Exeter, all with contact details.

## **Clinics / services**

'This practice tries to offer appointments for all services at a time to suit the individual need of our patients.'

<b>Type</b>	<b>Commissioned by</b>
New Patient check-up	CCG
NHS Health Checks (40-74)	Public Health Dorset
Frailty (former Over-75s project)	CCG (Additional)
Men's Health	CCG
Women's Health, includes Cervical Screening	CCG
Six week baby check	Public Health Dorset
Learning disability health check	NHS England
Sexual Health	CCG
Blood Pressure monitoring	CCG
Blood tests	CCG (Additional)
Medicines Management and Review	CCG
Drug Monitoring (Near Patient testing)	CCG (Additional)
Asthma	CCG
Diabetes	CCG (Additional)
Obesity	CCG
DVT (deep vein thrombosis) testing and treatment	CCG (Additional)
Urology Investigations, Bladder Screening, Incontinence	CCG
Prostate cancer follow-up	CCG (Additional)
Spirometry (lung function)	CCG (Additional)
Coronary Heart Disease / ECG	CCG (Additional)
INR / Anticoagulation, for all patients taking Warfarin	CCG (Additional)
Wound Care & Leg Ulcer Dressing	CCG (Additional)
Removal of stitches	CCG
Cryotherapy	CCG
Ear syringing	CCG
Family Planning and some contraception	CCG
Pre-school child Immunisations	NHS England
Vaccinations (eg Flu) and immunisations	NHS England
Travel Health	CCG
Lifestyles, includes smoking cessation, healthy eating and exercise	CCG
Minor operations	CCG (Additional)

## **Referrals**

Some contraception to Bridport Family Planning Clinic at Bridport Medical Centre.  
Some 'Lifestyles' to LiveWell Dorset'.

Brochure and web include some detailed self-help management advice, and the brochure includes a useful list of vaccines, by age group.

## **Bereavement**

A detailed page of information about practicalities, plus contact details for Cruse Bereavement Care.

## **Patient transport advice**

Web and brochure refer to transport arranged via Dorset Patient Transport Service and TRIP.

## **Local support groups**

Some 'signposting'.

## **Patient Participation Group** [covers both the GP/Medical 'side' and Community Services]

Website shows Minutes of last 10 meetings, including meetings of Joint PPGs.

There is no list of current active members. The PPG is currently chaired by the Practice Manager.

Its main role is to gather information and ideas from patients to help guide the Practice.

## **8. Charmouth Medical Practice (The Beckers) – GP / Medical Services**

2,310 registered patients as at October 2017. Includes 271 residents of Devon (11.7%) and 6 residents of Somerset (0.3%). Around 400 - 500 pa seasonal extra 'Temporary Residents' under NHS England contract for 'Out-of-area' registration.

**General Medical Services contract for GP / Medical Services with NHS England via CCG.**

### ***GPs (core hours for routine appointments)***

Martin Beckers: Mon 8.45am - 11.00am & 4.30pm - 6.00pm  
Thurs 8.45am - 11.00am  
+ ½hr Mon or Tues late opening  
**Total 6½ hrs / wk**

Sue Beckers: Mon 8.45am - 11.00am  
Tues 4.00pm - 6.00pm  
Fri 8.45am - 11.00am  
+ ½hr Mon or Tues late opening  
**Total 7 hrs / wk**

Alex Warner: 3½ hrs on each of Tues, Wed, Fri.  
**Total 10½ hrs / wk**

Website specifies 15 minute average appointment time.

(Lyme Bay Medical Practice covers Charmouth patients on Thursday afternoons; Charmouth reciprocates for Lyme Bay Medical Practice patients on Wednesday afternoons.)

### ***Practice Nurses***

Staff 1 (part-time) Mon, Tues, Wed  
Staff 2 (part-time) Thurs, Fri  
making 1.0 wte appointment

### ***Patient's Named doctor***

The Practice complies, with the following statement:

'All patients have Dr Martin Beckers as 'named and accountable doctor' unless specifically asking for a different doctor. Both Beckers will see each other's patients though advise keeping one problem per doctor.'

### ***Clinical Lead***

Dr Sue Beckers

### ***Safeguarding Lead***

Dr Sue Beckers

### ***Opening hours***

(includes 'Extended Hours Scheme' contracted as Additional Services by NHS England)

Reception: 8.00am - 6.30pm Mon - Fri  
Surgery: 8.45am - 11.00am Mon - Fri  
4.30pm - 6.00pm Mon, Tues, Wed, Fri  
6.30pm - 7.00pm Mon, Tues

Telephone consultation available daily

Home visits available: call before 10.30am

Phone, email, Online booking for appointments / repeat prescriptions possible; requires registration

### ***Clinic Times (Practice Nurses)***

Monday 9.00am - 1.00pm; 2.30pm - 5.00pm  
Tuesday 9.00am - 1.00pm; 2.30pm - 5.00pm  
Wednesday 9.00am - 1.00pm; 2.30pm - 5.00pm  
Thursday 9.00am - 1.00pm; 2.30pm - 5.00pm  
Friday 9.00am - 1.00pm; 2.30pm - 5.00pm

## **Practice-run Clinics / services**

No GP referral necessary (attendance by phone call to Reception if not professionally referred)

<b>Type</b>	<b>When</b>	<b>Run by</b>	<b>Commissioned by</b>
New Patient check-up			CCG
NHS Healthcheck			Public Health Dorset
Frailty (formerly Over-75s project)			CCG (Additional)
Well Man	Routine nurse clinics	Practice Nurse	CCG
Well Woman & Cervical Smear	Routine clinics/surgeries	Practice Nurse/Sue Beckers	CCG
Teenage Health Clinic			CCG
6 week baby check			Public Health Dorset
4-year child check			CCG
Learning disability health check			NHS England
Blood Pressure & Weight			CCG
Blood test	Before 10.45am daily		CCG (Additional)
Chronic disease management			CCG
Drug Monitoring (Near Patient testing)			CCG (Additional)
Asthma	Routine clinics/surgeries	Practice Nurse/Sue Beckers	CCG
Diabetes	Routine nurse clinics	Practice Nurse	CCG (Additional)
DVT testing (partial service)			CCG (Additional)
Prostate cancer follow-up			CCG (Additional)
Spirometry (Lung function)		Practice Nurse	CCG (Additional)
Heart Disease			CCG (Additional)
Anticoagulation			CCG (Additional)
Wound & Leg Ulcer Dressing			CCG (Additional)
Removal of stitches			CCG
Cryotherapy			CCG
Ear syringing			CCG
Family Planning/contraception	Routine clinics/surgeries	Practice Nurse/Sue Beckers	CCG
Antenatal			CCG
Maternity services			CCG
Pre-school child Immunisations			NHS England
Vaccinations (eg Flu) and immunisations			NHS England
Travel Vaccinations	By appointment	Practice Nurse	CCG
Dietary advice			CCG
Minor Surgery	In routine surgeries	Martin Beckers	CCG (Additional)

### **Note on referrals**

Onward referrals, in addition to the normal range of referrals to specialist services outside the GP contract or Community Health Services include:

- Palliative Care services from Weldmar Hospice Trust, which is partly commissioned by the CCG.
- Long acting reversible contraception (LARC), including coils and implants, is signposted to Dorset Contraception & Sexual Health Services who arrange appointments.
- Adult referrals to Social Services are made to Social Services at Dorchester for Dorset residents and Devon Social Services for Devon residents.

### **Emergency**

Website refers to Dorset Out of Hours GP service, Minor Injuries Unit at LRMC, Bridport Hospital and Dorset County Hospital A&E, all with contact details.

The website also includes some detailed self-help management advice and a useful list of vaccines, by age group.

### **Patient Participation Group** [covers both the GP/Medical 'side' and Community Services]

The website contains Minutes of PPG and Joint PPG meetings in 2017, with a record of two patient survey findings (2013, 2014). Online application to join.

Chair: Joanna Scotton.

Functions primarily as an 'educational' group. Generally meets three times per year for talks and visiting speakers, with attendance around 13 /14 people.

Dr Sue Beckers writes a regular 'health education' page in the Charmouth 4-monthly magazine 'Shoreline'.

## 9. Service staffing data across the three Practices and Community Services

Service Provider	Staff	Core Hours
GP / Medical - Lyme Regis Medical Centre (Registered patients Dec 2017: 4,362) (Seasonal Temporary Residents: 650) Contract holder: Virgin Care Practice Manager: Alison Robinson	GP: Dr Sue Davies	30.5 hrs/wk
	GP: Dr Yvonne Hodges	12 hrs/wk
	GP: LOCUM	12 hrs/wk
	GP: Dr William Wilson	36 hrs/wk
	Nurse Practitioner: Staff 1	0.6 wte
	Nurse Practitioner: VACANCY	0.6 wte
	Lead Practice Nurse: Staff 2	1.0 wte
	Practice Nurse: Staff 3	1.0 wte
	Practice Nurse: Staff 4	1.0 wte
	Practice Nurse: Staff 5	1.0 wte
	Health Care Assistant: Staff 6	0.8 wte
	Health Care Assistant: Staff 7	1.0 wte
	GP / Medical - Lyme Bay Medical Practice (Registered patients Dec 2017: 2,277) (Seasonal Temporary Residents: 250) Contract holder: Dr Forbes Watson Practice Manager: Sarah Hill	GP: Dr Forbes Watson
GP: Dr Madeleine Smith		6 hrs/wk
Snr Practice Nurse/Nurse Prescriber: Staff 1		1 wte
Practice Nurse: Staff 2		1 wte
GP / Medical - Charmouth Medical Practice (Registered patients Oct 2017: 2,310) (Seasonal Temporary Residents: 400 - 500) Contract holders: Drs Martin & Sue Beckers Practice Manager: April Boyle	GP: Dr Martin Beckers	6½ hrs/wk
	GP: Dr Sue Beckers	7 hrs/wk
	GP: Dr Alex Warner	10½ hrs/wk
	Practice Nurse: Staff 1	0.6 wte
	Practice Nurse: Staff 2	0.4 wte
Community Services (All three GP Practice catchments) (Registered patients Dec 2017: 8,949) Contract holder: Virgin Care Service Manager: Sarah Marston	Lead Community Staff Nurse: C/SN 1	1.0 wte (Note 1)
	Community Staff Nurse: C/SN 2	1.0 wte
	Community Staff Nurse: C/SN 3	0.8 wte
	Community Staff Nurse: C/SN 4	0.6 wte
	Community Healthcare Assistant: C/HC 1	1.0 wte
	Community Healthcare Assistant: C/HC 2	1.0 wte
	One Bank Nurse	ad hoc
	Health Visitor	0.6 wte (Note 2)
	Nursery Nurse	0.8 wte
	School Nurse	0.6 wte (Note 2)
	Senior Social Worker	1.0 wte (Note 3)
	Lead Registered Mental Health Nurse: VACANCY	1.0 wte (Note 4)
	Registered Mental Health Nurse: VACANCY	0.6 wte (Note 5)
	Registered Mental Health Nurse: VACANCY	0.4 wte
	Mental Health Care Assistant: C/MHCA	1.0 wte (Note 6)
	Musculoskeletal physiotherapist: C/PHY 1	0.6 wte (Note 7)
	Musculoskeletal physiotherapist: C/PHY 2	0.4 wte
Community physiotherapist: C/PHY 3	0.6 wte	
Occupational Therapist: LOCUM	0.6 wte	
Podiatrist: VACANCY	0.4 wte (Note 8)	
NOTES: The numbers refer to Note numbers on the next page		

## **10. Community Services: mostly based at Lyme Regis Medical Centre – Virgin Care**

**Most Community Services provided through Virgin contract with the CCG.  
Contract due to expire January 2018, likely to be extended to 31 January 2019.**

**Available to all 8,949 patients registered with Lyme Regis and Charmouth GP Practices,  
to 'complement the existing practice-based services'.**

**Staff** [All CCG commissioned except as shown]

### Community Nursing Team

C/SN 1	Lead Community Staff Nurse <sup>1</sup>	Full-time
C/SN 2	Community Staff Nurse <sup>1</sup>	Full-time
C/SN 3	Community Staff Nurse <sup>1</sup>	0.8 wte
C/SN 4	Community Staff Nurse <sup>1</sup>	0.6 wte
C/HC 1	Community Health Care Assistant	Full-time
C/HC 2	Community Health Care Assistant	Full-time
	Health Visitor [M - W] <sup>2</sup>	0.6 wte [Public Health Dorset]
	Nursery Nurse [Tu - F]	0.8 wte
	School Nurse [W - F] <sup>2</sup>	0.6 wte [Public Health Dorset]

One Bank Nurse available, employed on an 'as needs' basis

### Social Work

Social Worker (Senior) <sup>3</sup>	Full time
-------------------------------------	-----------

### Mental Health Team (Over-18s)

VACANCY <sup>4</sup>	Lead Registered Mental Health Nurse <sup>5</sup>	Full time
VACANCY <sup>4</sup>	Registered Mental Health Nurse [W, Th, F]	0.6 wte
VACANCY <sup>4</sup>	Registered Mental Health Nurse [M, Tu]	0.4 wte
C/MHCA	Mental Health Care Assistant <sup>6</sup>	11 hrs to MH Team

### Physiotherapy Team <sup>7</sup>

C/PHY 1	Musculoskeletal (MSK) Physio [M, Tu, Th]	0.6 wte
C/PHY 2	(MSK) Physiotherapist [Th, F]	0.4 wte
C/PHY 3	Community Physiotherapist [Tu, W, Th]	0.6 wte

### Occupational Therapy Team

LOCUM	Occupational Therapist [M, W, Th] <sup>1</sup>	0.6 wte
C/MHCA	Mental Health Care Assistant	26.5 hrs to OT

### Podiatry <sup>8</sup>

VACANCY	Podiatrist [Tu, W]	0.4 wte
---------	--------------------	---------

<sup>1</sup> Community Nurses and Occupational Therapist employed by Virgin Care receive clinical governance and professional support from Dorset HealthCare (DHUFT). Occupational Therapist post in process of recruitment.

<sup>2</sup> Currently employed by Virgin. From 1st April 2018 the School Nurse and Health Visitor contracts are likely to transfer to DHUFT. The School Nurse is leaving on 9th February 2018 for another job.

<sup>3</sup> The Social Worker is employed by Virgin but has a Working Agreement for clinical governance and professional line management with Dorset Social Services (Bridport-based team). A very small part of her time may therefore go to Bridport cases. She is retiring at the end of March 2018. Arrangements for her replacement are not yet known.

<sup>4</sup> The three Registered Mental Health Nurses have left. Recruitment 'on hold' while structure of team is being reviewed by Bridport Community Mental Health Team and CCG.

<sup>5</sup> Depending on web / brochure source, referred to also as Community Psychiatric Nurses.

<sup>6</sup> A full-time post, shared between Occupational Therapy (70%) and Mental Health (30%).

<sup>7</sup> C/PHY1 & C/PHY2 are LRMC-based; C/PHY3 mainly does treatments in homes / nursing homes.

<sup>8</sup> Previous Podiatrist is doing 1 day/week as 'bank' staff until appointment is made, plus some locum cover to meet needs.

## **Clinical Services**

Staff of the Community Services team 'Work closely with GPs and patient carers'. Some specialist community nursing is referred carried out by DHUFT specialist nurses (see page 44).

### **1. Community Nursing Services**

Nursing for those who are unable to visit their GP Practice for services normally provided by practice nurses. Community nurses (with 'bank nurse' cover as needed) provide all aspects of nursing care to the housebound: for example, following early discharge from hospital after a hip or other joint replacement, rehabilitation after general or specialist surgery, intravenous therapy, chronic disease management, vaccinations, continence assessment and advice, wound care, uncomplicated infections, palliative care, Continuing Healthcare assessment.

### **2. Hospital at Home service**

Community nurses help manage some illnesses in the home that would normally require hospital admission. This 'hospital at home' service offers the type of support normally associated with a hospital stay but provided within the patient's own home. No night service provision is available.

### **3. Intermediate Care Service**

The community nursing team, supported by the occupational therapist, physiotherapist and social worker, manages an intermediate care service, normally for over-65s, for the six NHS nursing home beds in Lyme Regis Nursing Home (see page 36). These beds provide 24 hour care. The service provides for patients who have been cared for in an acute hospital and are not ready to return home, enabling them to receive more nursing care in their local community. These patients are seen daily by community nurses and therapists, with support from GPs. The intermediate care service accepts referrals from hospitals, community services and GPs, but not self-referrals.

### **4. Physiotherapy**

Referrals come from GPs or clinical staff at the three GP Practices, or by self-referral (form available online). The physiotherapists treat musculoskeletal problems and recovery following fractures or surgery, using manual techniques, acupuncture, electrotherapy or hydrotherapy at the Flamingo Pool in Axminster. They provide walking aids or supports plus exercise advice, and will make home visits where necessary.

### **5. Occupational Therapy**

To maximise ability to manage daily living tasks including: personal care, domestic tasks, leisure pursuits, with the provision of equipment, aids, adaptations and help with rehabilitation.

The service includes a 'better balance' class running at Lyme Regis Medical Centre once a week for 10 weeks with up to 6 patients per class, to teach exercises and techniques to improve balance and prevent falls. Normally three such classes are run per year.

Patients may attend the department but most are visited at home or in local residential and nursing homes as part of the Intermediate Care Service. Late visits up to 5.00pm are available four evenings per week. Referrals by GPs or other health professionals; self-referrals; referral-with-consent by friends, relatives, neighbours.

### **6. Podiatry**

Treats a variety of foot conditions for patients eligible according to the 'Access to Podiatry Services in Dorset' criteria. This includes diabetics with high-risk feet, but does not include patients who need nail care or who do not have poor circulation and/or neuropathy of the feet. Professional referral or self-referral (form available online). Clinics are held on Tuesdays and Wednesdays. When appointments are requested, an assessment will be taken over the telephone or in person. The podiatrist will triage the request and may allocate an appointment according to need or may telephone the patient for further information. At an initial appointment the podiatrist will assess and, if necessary, provide treatment and discuss ongoing care. Home visits are also undertaken for patients assessed as housebound. Nail-cutting service by Age UK on Monday mornings @ £12.50.

### **7. Consultant clinics - GP referral**

General Surgery	Every two months – Monday (Mr Anjay Talwar)
Obstetrics & Gynaecology	Monthly – Monday (Mr Muhammad Iftikhar)
Orthopaedic / Trauma	Monthly – Monday (Mr Peter Ward)
Urology	Every 4 weeks – Thursday (Mr Stephen Andrews)

### **Adult Speech & Language Therapy**

Provided by specialist therapists from DHUFT to any patient registered with one of the three GP Practices, mostly by home / care home / nursing home visits as many patients are elderly with swallowing issues, post-stroke needs or dementia. Referrals via GP, other clinical professional or as part of hospital discharge (no automatic link with Exeter RD&E). Also possible reference to a weekly clinic at Bridport Hospital for younger / more mobile patients.

### **Complementary Medicine by private practitioners**

Osteopathy / Cranial Osteopathy: Tim Williams, all day Mon, Tues, Wed, Fri

Acupuncture / Zero balancing: Richard Walters, Thurs 9.00am - 3.00pm

## **Adult Mental Health (ages 18+)**

The service uses a 4-step model of care.

### **Step 1: GP based**

The GP, assisted by community mental health nurses, offer a mental health assessment and treatment service at primary care level for adults of 18 years and over with mild mental health issues. Their main functions are to intervene with appropriate self-help approaches and /or medication before people need onward referral, and to follow up those returning from further care.

Until recently, community mental health nurses formed part of the Virgin Community Services team. Referrals to them were by self-referral or via GPs, other health professionals or secondary mental health teams.

An older adult service was provided by two part-time registered mental nurses, equating to 1 wte. Their main focus was dementia, working with the Memory Support and Advisory Service and the Memory Assessment Service (below). These nurse posts are currently vacant.

A younger adult service was provided by one full-time registered mental nurse (the team leader) but this post has been vacant for some time.

Because pathways were thought to be unclear, these nurse services are currently being reviewed by the CCG and the Bridport Community Mental Health team.

The Memory Assessment Service / Memory Support and Advisory Service (0300-123-1916) is a Dorset-wide partnership between Alzheimer's Society and DHUFT, based in Poole, **commissioned by the CCG** for the range of anxiety and depression problems.

- Provides an assessment and treatment service for memory problems including those associated with Alzheimer's.
- One-to-one support, memory cafés, carer training, pop-up groups.
- Referral is by GP through the Memory Gateway.

### **Steps 2 & 3: West Dorset Steps to Wellbeing**

Contact: Ellie Sturrock (01305-367051 / [ellie.sturrock@nhs.net](mailto:ellie.sturrock@nhs.net)).

Steps to Wellbeing is the local implementation of a national programme 'Improving Access to Psychological Therapies' (IAPT). Based in Dorchester, managed by DHUFT, **commissioned by the CCG**.

Step 2: referrals are usually from the GP / community mental health nurses, with self-referral also possible. The target of 4 weeks maximum between referral and appointment is met. In general a Psychological Wellbeing Practitioner (PWP) carries out assessments in an initial 50-minute session in order to guide the client to the most appropriate therapy.

On the basis of the referral information and assessment, the person may be allocated to a PWP at step 2, to a CBT therapist or counsellor at Step 3, or to Step 4 (CMHT).

The lower level problems are usually treated by a PWP in 4 (maximum 8) sessions using self-help, guided self-help, computerised cognitive behavioural therapy, or courses (eg mindfulness). Appointment times, places and formats are tailored to the individual: Face-to-face, phone consultations, group work, clinic appointments etc, some arranged in Lyme, otherwise in Bridport or elsewhere as suitable.

Step 3 for more severe problems is led either by a Cognitive Behavioural Therapist or a Counsellor, according to the nature of the problem. The times, places and formats are tailored individually and may be in any of the three GP practices, at home, in Bridport or elsewhere.

Drug and alcohol problems are not normally handled by Steps to Wellbeing, but will be referred to other agencies such as Dorset REACH or Alcoholics Anonymous.

Step 4: patients with more serious needs, with severe mental illness or presenting a risk to themselves or others, are referred on, normally to the Community Mental Health Team (CMHT) at Bridport Community Hospital. Steps to Wellbeing is the single referral route into secondary support, except in emergency / crisis situations.

## **Community Mental Health Team**

Anyone who suffers with severe or enduring mental illness is referred to the CMHT at Bridport Community Hospital (01308-421236). The CMHT is part of DHUFT, **commissioned by the CCG**.

The CMHT team includes consultant psychiatrist, psychologist, psychiatric nurses, occupational therapists, and has links to social workers. This multidisciplinary service follows the NHS Care Programme Approach (CPA) model. The CMHT team will see people in Bridport or at home through the home treatment team, which provides daily contact for those with serious mental illness.

The team carries out assessments, provides therapies (including through a home treatment team), counselling, and makes onward referrals as necessary.

A smaller CMHT (Older Persons) team is also based at Bridport Community Hospital (01308-426291).

### *Referrals and support agencies*

#### - Intermediate Care Service for Dementia (West)

The Older Person CMHT has access to ICSD support based at Forston Clinic in Dorchester. Managed by DHUFT. **Commissioned by the CCG**.  
Currently core hours are Monday to Sunday 9.00am - 5.00pm. Once all posts are filled, the team will be able to extend from 7.30am - 7.30pm.

#### - Eating Disorders Service

- Outpatient, Day Patient and Inpatient service based in Poole (01202-492147 / [dhc.eatingdisorders@nhs.net](mailto:dhc.eatingdisorders@nhs.net)).
- Managed by DHUFT. **Commissioned by the CCG**.
- Also make home visits as necessary, via therapist more locally-based.
- Referral through CMHTs, though occasionally self-referral is possible. Referrals from DT7 between 1.12.16 and 1.12.17: 2.

#### - Intensive Psychological Therapies Service (IPTS)

- Based at Branksome Clinic, Parkstone, Poole (01202-584120).
- Managed by DHUFT. **Commissioned by the CCG**.
- Provides long-term psychotherapy for people referred through CMHTs.
- Cognitive Analytic Therapy (CAT), Dialectical Behaviour Therapy (DBT), Cognitive Behaviour Therapy (CBT) and others.
- 24 sessions per patient for CAT, 52 weeks for DBT, 31 weeks for CBT.

#### - Early Intervention Service (West)

Based in Dorchester (01305-214500)  
To provide an early intervention service for people first experiencing psychotic symptoms. For 14- to 35-year-olds experiencing psychotic like symptoms (eg hearing voices). Referral by GP, other professionals or self-referral.

#### - In-patient provision

Acute and Recovery beds at Forston Clinic (and Weymouth).  
Managed by DHUFT. **Commissioned by the CCG**.

### **Emergency / crisis**

The Crisis Home Treatment Team, managed by DHUFT, and **commissioned by the CCG**, is available 24 hours a day, seven days a week. Access is via a GP or other health/social care professional, or by direct contact on 01305-361269 (also available 24 hours a day, 7 days a week) to speak to a mental health professional. The service provides telephone help or face-to-face psychiatric assessment. The care provided is generally time limited: when the emergency is resolved, patients return to their normal care.

## **Adult Social Services (ages 18+)**

A full-time Senior Social Worker works as care manager for the area. She has a Working Agreement for clinical governance and professional line management with Dorset Social Services (Services for Older People). Being 'seconded' to the Bridport-based social work team, a very small part of her time may go to Bridport cases. She is retiring at the end of March 2018; arrangements for her replacement are not yet known.

Responsibilities for social care cover adults (over 18 years old) with physical disabilities and over 65 with both physical and mental health issues, with the main mental health issue being late-onset dementia.

She carries out all assessments of need for clients referred to her, and the annual statutory reviews. The role is critical in the drive to prevent unnecessary admission to an acute unit, and the increasing emphasis on earlier hospital discharge and care in the community; this makes local 'on-the-ground' knowledge an important element of her work.

Referrals are accepted from various sources – self-referral, family, all three GP practices, community services nurses, as well as referrals from the social work teams in the Bridport Hub and Dorchester County Hospital.

All referrals of whatever kind for Dorset residents must be via the Dorset Adult Access Team (01305-221016) in Dorchester. They are then passed to Bridport social services based at Bridport Hospital (01308-422234); if the social worker at Virgin's community services can take on the case she does so; if not, it is taken on by a social worker out of Bridport. Devon residents must be referred to My Devon (0845-155-1007).

The social worker maintains close links with the rest of the Community Services team at LRMC, particularly the mental health nurses, with the six community beds provided in Lyme Regis Nursing Home, with local Social Services offices at Bridport, and with all relevant agencies across Dorset and East Devon.

## **11. Community Services: Children and Families**

### **(a) Antenatal and maternity services**

#### **(i) Standard midwifery services**

##### *Antenatal*

Services are provided by midwives from Dorset County Hospital's Maternity Unit (part of **DCH commissioning by the CCG**). The local Lyme Regis and Charmouth team (part of 'Moonfleet Midwives') works out of Bridport Medical Centre (01308-428948), as well as doing clinics and shifts in the maternity unit at Dorset County Hospital.

Around 60 clients in the area (including those living in Devon but registered at Dorset GP Practices) are cared for by the midwives during an average year. On 21st November 2017, there were 24 pregnant (and 3 post-natal) cases 'on the books'.

Referrals to the midwives are by GPs or by self-referral. Expectant mothers are given a detailed 'Pregnancy Pack'. No later than 8 - 10 weeks into pregnancy a midwife books and makes an initial home visit of up to 2 hours to assess whether the mother-to-be is 'low risk' (to be managed via midwife / health visitor / GP) or 'high risk' (with referral to consultant obstetrician). The health visitor is notified at this point. At this initial visit the midwife goes through the full details of the 'Perinatal Notes', with the mother keeping her continuously-updated copy throughout the pregnancy.

For Under-19s a dedicated midwife specialising in teenage pregnancies looks after them, booking appointments, making home visits and providing antenatal care. All antenatal care is provided at home by this one midwife. The mothers-to-be are given the chance to attend specialised antenatal classes, run by this midwife, dedicated just to young mothers. Transport can be provided free if they want to attend the classes; if not, they are given one-to-one sessions at home.

The midwives hold weekly antenatal clinics at LRMC, for expectant mothers registered with any of the three GP Practices, on Friday mornings from 9.30am. LRMC is responsible for booking appointments, giving reception assistance, and providing clinic and storage space.

Under the national 'Healthy Child Programme', the health visitor has a statutory duty to visit from 28 weeks of pregnancy (see page 21).

Provision of *antenatal classes, courses or workshops* is primarily a voluntary-sector role, and in Lyme and Charmouth is limited. Occasionally midwives can book a 'double clinic' to enable some extension of service at the end of their Friday morning LRMC clinics: this is not regarded as an adequate substitute for full classes. The midwives would consider classes at the Lyme Regis Children's Centre were it available. National Childbirth Trust provision is available (see 'Workshops, classes and related support', overleaf).

##### *Postnatal*

A midwife makes a home visit as soon as practicable after delivery, with continuing responsibility up to 28 days after birth, depending on progress. Mothers have a drop-in facility at Dorset County Hospital as necessary. At an appropriate time, normally between 10 and 28 days, the midwife 'discharges' the case into the care of the health visitor.

Under the national 'Healthy Child Programme', the health visitor has a statutory duty to visit between 10 - 14 days after birth (see page 21).

##### *Midwife / Health Visitor liaison*

Given the shared responsibility, above, midwife / health visitor meetings occur every 6 - 8 weeks to ensure coordination. The Dorset / Devon boundary affects this liaison. The Dorset midwives make home visits, ante- and post-natal, to clients registered with Lyme Regis or Charmouth GP Practices regardless of where they live; the LRMC health visitor is contractually limited to home visits for those living in Dorset. In liaison with the Devon health visiting team, some overlap for Uplyme patients is agreed.

*Health Visitor Baby and Clinic* for under-5s at Lyme Regis Children's Centre on Wednesdays 2.30pm - 3.30pm is an opportunity for new mothers to seek advice.

## **(ii) Workshops, classes and related support**

### **1. General**

The volunteer-run Bridport and Lyme Regis branch of the National Childbirth Trust (NCT) offers information and support in all aspects of pregnancy and childbirth. This includes breastfeeding counsellors, postnatal support and advice, 'Baby Bundles' for mothers and families in material need, and a local network of parents with children similar in age providing social support. NCT courses and classes are either free or priced to be affordable, with up to 90% discount depending on income.

### **2. In Lyme Regis & Charmouth**

- Fridays 12.45pm - 2.15pm *NCT Bumps, Babies and Beyond* in the Children's Centre. Free weekly drop-in programme of mutual support for mothers and expectant mothers, fathers, siblings, relatives and carers etc. A collaborative provision between the health visitor and NCT, with an NCT-trained volunteer in attendance. Participation is encouraged by the health visitor.
- NCT plans a similar offering in Charmouth for 2018.

### **3. In Bridport**

- *NCT antenatal classes* resume in January.
- Mondays 1.00pm - 2.30pm *NCT Peas in a Pod* (twins and multiple birth) in Bridport Children's Centre, with specialist speakers.
- Tuesdays 1.00pm - 2.30pm *NCT Bumps, Babies and Beyond* in Bridport Children's Centre.

### **4. In Dorchester**

- Midwives offer free 2-hour workshops (6.00pm - 8.00pm) on *Breathing and Relaxation for Pregnancy and Birth* at the Dorchester Children's Centre on three Tuesdays each month. Expectant mothers and partners may attend one workshop at any point during the pregnancy. Bookings via Dorchester Children's Centre (01305-254267).
- Free sessions on *Better Birth and Foundations for Life* are held at the Dorchester Children's Centre, either as two sessions on Wednesday evenings (6.00pm - 8.00pm) or as one daytime session (10.00am - 3.30pm) on varying days, mostly Thursdays or Fridays. Expectant mothers and partners may attend two evening or one daytime session at any point during the pregnancy. Bookings via Dorchester Children's Centre (01305-254267).

### **5. Other NCT antenatal provision**

*Just Bumps*: A drop-in group providing a social meeting area for expectant mothers, with periodic guest speakers. 1½ hours, twice monthly. Available, but currently no local take-up.

**(b) Child Public Health 0 - 19** (see also Child Protection, page 29)

**Primarily LRMC Community Services through contract with Public Health Dorset**

**(i) Age 0 - 5**

The community services team of health visitor, school nurse and nursery nurse provide support, advice and guidance to families, and mothers with babies or pre-school children, in all aspects of emotional, mental and physical health, and in periods of stress and ill health.

All data from checks and visits recorded and held centrally on a child health database held by the Dorset branch of the Child Health Information Service. This is accessible by all relevant professionals except Virgin staff whose IT system is incompatible.

These services include providing, through home visits, the '**Universal five health visiting checks**', part of the national mandatory '**Healthy Child Programme 0 - 19**'.

- First visit - At 28 weeks pregnancy: Health Promoting Visit (Conducted by health visitor)  
Includes health needs assessment of mother's physical, mental and emotional health, and advice on early parenting.
- Second visit - At 10-14 days after birth: New Baby Review (Conducted by health visitor)  
Includes check on the health and wellbeing of the parents and baby, including appropriate weight gain; advice on feeding, sleep, crying, colic, safety, and early bonding; vision screening; information about the immunisation programme.
- Third visit - At 6-8 weeks old: 6-8 week assessment (Conducted by health visitor)  
Includes assessing the baby's growth and the health of the parents, particularly any signs of postnatal depression; checks on breastfeeding, sleep, vision, immunisations; information about local child health resources; assessing whether extra help is needed, such as for babies with special needs. GPs conduct a neonatal examination at this point.
- 4-month health visitor contact An additional visit, mandated by Public Health Dorset, covering all aspects of the 6-8 weeks assessment plus a check on weaning.
- Fourth visit - At 9-12 months old: One year assessment (Conducted by health visitor)  
Includes checking development, growth, vision and immunisation status; advice to parents on how to respond to their baby's needs, child safety, nutrition and dental health.
- Fifth visit - 2-2½ years old: Two to two and a half year review (Conducted by health visitor)  
Includes enabling parents to discuss how the child is developing and to flag any developmental, behaviour, speech and language problems; if parents have any concerns about vision, the health visitor will refer to local optician or, if necessary, to the ophthalmology service; early planning to link the family with other services as necessary to support the child and family for preparing for school.

**Other 0 - 5 provision by the Community Services team**

Home visiting

The health visitor and nursery nurse make home visits as necessary: part of the 'universal' service. These visits include identifying needs for further support, eg breast-feeding, potty training, diet, behaviour, relationships, signs of possible post-natal depression, housing etc. This process may lead to developing suitable care packages, which fall into two categories:

- *Universal Plus*: normally needs that can be met by support and advice from the health visitor.
- *Universal Partnership Plus*: where in addition support from one or more other agencies is needed.

Reception Class health review \*\*

On school entry at the age of 4½ years, parents are asked to complete a health questionnaire. The school nurse and nursery nurse follow up on any issues that this may raise, or that are raised by other professionals.

Audiology screening for 4- 5 year olds \*\*

Reception Class pupils are screened at school by the nursery nurse. Results are provided to the GP, parents, school and Child Health Information Service. Any concerns are referred by the nursery nurse to the audiology service at Dorset County Hospital.

National Child Measurement Programme \*\*

Reception Class pupils are included in this programme for measuring height and weight. Measurements are carried out by the nursery nurse at school, with data sent to the Child Health Information Service.

School visiting \*\*

The nursery nurse makes a monthly drop-in visit to each primary school.

\*\* Children who are home-schooled may miss out on these services unless parents request them.

## **Services 0 - 5 outside the Virgin Community Services / Public Health Dorset contract**

### **From each GP Practice** under its contract with **NHS England**

#### Pre-school age child immunisations

These are carried out by the GP / Practice Nurses.

### **From Dorset HealthCare Trust (DHUFT)** under its contract with **NHS England**

#### School-age child immunisations

These are carried out at school by nursing staff from DHUFT.

Childhood flu vaccination annually.

**At Lyme Regis Children's Centre** (Community Services Child Health team in conjunction with West Family Partnership Zone (WFPZ) / **DCC Children's Services** (see page 26).

#### 4 week baby massage course

Mondays 1.30pm - 3.00pm over 4 weeks, for parents/carers with babies from newborn to six months. Run when sufficient interest to make up a group of six. Conducted by WFPZ staff.

The health visitor advises all newly-delivered mothers to attend. The course also acts as a way of encouraging participation in Little Wrigglers. This group moving to Thursday afternoons at the Children's Centre from January 2018.

#### Little Wrigglers

Wednesdays 1.00pm - 2.30pm. Free weekly mother-and-baby clinics (up to six months) conducted by health visitor, nursery nurse and a Children's Centre activity worker from WFPZ. Covers baby development, sleep routines, weaning, etc. The health visitor encourages people to attend.

#### Bumps, babies and beyond group (NCT)

Fridays 12.45pm - 2.15pm. Free weekly drop-in programme, encouraged by the health visitor, for mothers and expectant mothers, fathers, siblings, relatives and carers etc. with mobile pre-toddlers up to age three. Mutual support, with an NCT-trained volunteer in attendance.

#### Parenting Skills & Strategies

Thursdays 1.00pm - 3.00pm, normally every fortnight, currently monthly. Free drop-in. Self-referral or on advice from relevant professional, usually the health visitor, regarding specific skills. Conducted by WFPZ staff trained for leading 'Incredible Years' courses (see below), with help from the nursery nurse. Children may accompany. Transport can be arranged where necessary. Questionnaire helps to identify possible candidates for 'Incredible Years' course who can use Skills & Strategies drop-in while waiting for a course.

### **Other Courses**

**West Family Partnership Zone / DCC Children's Services** (see page 26).

#### Incredible Years

For families with children between 2-8 years of age, usually by referral via Parenting Skills & Strategies sessions. Weekly for 14 weeks. Run by the WFPZ at Children's Centres in Bridport (Tuesdays 9.30am - 12.00noon) or Maiden Newton (Thursdays 6.30pm - 9.00pm). Transport from Lyme and Charmouth, and Child Care, can be provided. Families attending Incredible Years are receiving an enhanced (Universal Plus or Universal Partnership Plus) service as identified by the health visitor. (See page 21).

#### Incredible Years Challenging Behaviour programme

An 18-week course, weekly, for parents of children aged 5 to 11 years whose children are at risk of developing conduct disorders, are in the process of being diagnosed with ASD or ADHD, or who show aggressive or anxiety-driven behaviour. The course is co-delivered by staff from CAMHS and Action for Children (**CCG-commissioned**), coordinated by the WFPZ Cluster Manager, and held at Bridport or Dorchester Children's Centres. Transport from Lyme and Charmouth, and Child Care, can be provided.

Priority for places on Incredible Years courses is based on a family's completion of a 'strengths and difficulties' assessment questionnaire.

### **National Childbirth Trust**

The local branch of the NCT offers local First Aid Courses facilitated by British Red Cross trainers to give First Aid training for parents of babies under one (and older children up to 12 years old). Confidence-building, with opportunity to practise techniques and ask questions. No recent take-up locally.

## **At Lyme Regis Library**

Both funded by **Dorset County Library Service** and run by Library staff.

### Library Gets Lively

Mondays 10.30am - 11.00am. Free of charge.  
For pre-school children and parents / carers.

### Baby Rhyme Time

Mondays 11.45am - 12.15pm. Free of charge.  
For Under 2s and parents / carers.

## **At Lyme Regis Baptist Church**

### Parents Together in Lyme

Term time Tuesdays 10.00am - 11.30am in The Pine Hall, Baptist Church (free, for parents and carers of small children).

Coordinator: Helen Fairman with regular helpers (01297-443540 / flyingfairman@hotmail.com).

## **At Lyme Regis Hub**

### Lyme Kids Club (Self-funding volunteer group).

Thursdays 9.30am - 11.30am. Nominal charge.

For parents and toddlers. Includes refreshments, occasional trips, etc.

Coordinator: Shelley Robbins (shelleyrobbins@btinternet.com).

## **In Charmouth**

### Charmouth Cherubs (Self-funding volunteer group).

Term time Wednesdays 9.30am - 11.30am in Charmouth Village Hall.

£1.50 per child per session / 50p per each extra child (first session free as 'taster').

For mothers, fathers, carers etc and toddlers.

Organiser: Tessa Lathey 07583-259348.

### Storytelling and Rhyme time (Self-funding volunteer group).

Term time Mondays 9.30am – 10.00am in Charmouth Library (free; donations to the Library welcome).

For under 5s and parents or carers.

Organiser: Mandy Harvey, with helpers. Contact Charmouth Library on 01297-560640, afternoons.

## **In Uplyme**

### Shining Stars (Self-funding volunteer group, sponsored by Uplyme Church).

Term time Fridays 10.00am - 11.30am in the Uplyme Scout Hut, Rhode Lane. £1 per child per session.

Playgroup for 0 - 4 year olds and their parents / carers.

Coordinator: Jan Impey 01297-444499.

## **In Monkton Wyld**

### Wyld Toddlers (Self-funding drop-in volunteer group)

Thursday mornings 10.00am - 12.00noon (spring / summer / autumn) recommencing 22nd February or 1st March 2018, at Monkton Wyld Court.

£2 per family. Advance booking not required.

Toddlers up to school age (some younger school age children in holidays).

Creative activities and free play.

Coordinator: Sarah Drewer 01297-560342

## **St Michael's Pre-School**

Currently, for children aged from two years and nine months up to Reception Year, every weekday morning during school terms. The pre-school follows the Early Years Foundation Stage Framework. It works closely with the Reception class at St Michael's Primary School and ties in with the school's curriculum by taking on a different theme each term.

From January 2018, the pre-school will extend into the afternoon on Mondays and Tuesdays until 4.00pm, with lunch included. The '30 hours free childcare' programme and government funding for 'vulnerable two-year olds' makes this possible. In the longer term, the pre-school would wish to offer morning and afternoon provision on 5 days a week. The St Michael's School building contains several indoor spaces of different sizes which could be made available for use by current (and other) Children's Centre activities.

## (ii) **Age 6 - 19**

The community services team of health visitor, school nurse and nursery nurse is commissioned by **Public Health Dorset** to provide public health services for this age range, continuing the **Healthy Child Programme 0 - 19**.

The core work of the team, in particular of the school nurse, is to provide:

- health education universally within the school setting;
- health promotion, generally advice to groups and individuals;
- health protection through advice and support individually.

Issues may include diet, smoking, drugs, alcohol, emotional well-being, bullying, cyberbullying etc.

### National Child Measurement Programme for Year 6 pupils

Year 6 pupils are included in this programme for measuring height and weight.

Measurements are carried out by the school nurse at school, with data sent to the Child Health Information Service.

### Audiology screening for all ages apart from under 5s

Hearing is a consideration at every universal contact, but is also considered on an *ad hoc* basis.

Any children with hearing difficulties are referred to the Audiology department at DCH.

### Universal health checks for all Year 7 and Year 10 students

Carried out by the school nurse to identify issues not already picked up.

### School visiting

The school nurse makes monthly drop-in visits to each local primary school, and at least weekly to the Woodroffe School.

Assessments of need are carried out by the school nurse following contact or by referral via the school, parents, another clinical professional or individual child / adolescent self-referral.

## **Services 6 - 19 outside the Virgin Community Services contract**

### **From Dorset HealthCare Trust (DHUFT) under its contract with NHS England**

#### School-age child immunisations

These are carried out at school by nursing staff from DHUFT.

Childhood flu vaccination annually Year 2 - Year 4.

HPV for girls only in Year 8 and above.

Meningococcal ACWY and Td/IPV (tetanus, diphtheria and polio) for children in Year 10 and above.

### **From Dorset Ophthalmology Service at DCH under its contract with the CCG.**

#### Vision screening for Year 6 pupils

Universal provision for this age group, carried out via sessions at school, with arrangements made directly between the service and the school. Results of this screening are provided to the GP, parents, school, and school nurse.

### **Services at St Michael's Primary School**

- 138 children on roll (includes 17 from outside Dorset).
- 30% of the school population qualify for Pupil Premium.
- Approximately 25% of school population are on the SEND (Special educational needs and disabilities) register. Of those, approximately 35% have Speech and Language issues, 29% are for Behaviour, Social and Emotional Needs.
- Two staff are trained as ELSAs with 6 hrs per week committed to emotional and social support.
- The school uses some Pupil Premium funds to employ Family Liaison Officer, Dinah Norris, on 11½ hours per week. In her work with families she liaises tightly with the LRMC child health team, West Family Partnership zone staff, Action for Children, children's social workers and other agencies. The emphasis of everyone in these teams is on home visiting and on early intervention.
- One teacher has 2 afternoons a week to work with individuals / small groups needing emotional and social support.

- SEN and Child Protection 'core' support services come from Dorset County Council. The Headteacher is Safeguarding officer.
- Educational Psychology Service from Dorset County Council Children's Services prepare Educational Health Care Plans (EHCPs) as necessary.
- School nurse and nursery nurse visit regularly. The school nurse runs Personal, Social and Health Education classes as part of the curriculum, including subjects to prepare pupils for puberty and teenage transition. She also does some 1:1 work with children at emotional risk and helps to provide staff with skills in this area.
- Speech and language therapist Sarah McShilton from DHUFT visits both school and pre-school 5-6 times per term.
- Other external services are bought in (e.g. counselling, behaviour support, attendance support home visits) as required.
- Extra resources and professional support for families experiencing serious challenges to their wellbeing can be accessed through the 'Dorset Families Matter' scheme (see page 26).
- No pupils are currently referred to CAMHS. When they are, outreach worker from CAMHS visits school and/or home. CAMHS threshold is high; typically a 6 week wait between referral and acceptance.

### **Services at the Woodroffe School**

- 1040 students on roll (residents of Dorset: 543 [52.2%]; of Devon: 443 [42.6%]; of Somerset 54 [5.2%]).
- Pastoral system: 6 tutor groups for each Year; same tutor throughout Years 7 - 11 with co-tutors (incl administrative staff) in Years 7 & 8.
- Special Educational Needs Coordinator (Pam Patterson) manages students who have Educational Health Care Plans (EHCPs) and medical needs.
- Student Support Unit: Laura Webb and Andy Brown (Assistant Heads i/c Inclusion), Denise Tweddle (Student Support leader) with two other staff (Ros Moore and Kevin Brookes).
- Trained in Mental Health First Aid (national scheme) and other helping skills.
- Denise, Ros and Kevin are ELSAs, trained in Emotional Literacy Support Assistance (5-day course from educational psychologists + 4 supervised sessions per year to keep up-to-date).
- The team supports around 33% of school population (ie about 343 students) for general social and emotional issues. This could involve monthly, weekly or daily support either individually or in groups. Around 50 of that number are mental-health related issues. 5% of the 343 (ie about 17) are referred on to CAMHS (see pages 27 - 28).

#### *Additional support*

- School nurse: regular visits, at least weekly, extremely useful, and makes good connections with parents.
- Dorset County Council Children's Services educational psychologist (Petrina Tipping): on call to make student assessments and Educational Health Care Plans, involving student and parents.
- West Family Partnership Zone (WFPZ) provides Youth Workers Paula Buxton, Jo Walkey and Mandy Woodham: approx one visit per week by one or other, seeing approximately three individuals per visit, around 10 -15 per year, as referred by school or by Multi-Agency Safeguarding Hub (MASH) (see page 29).
- Speech & Language Therapist from DHUFT (Sarah McShilton) sees students 1:1 as needed – averaging about one visit per half term.
- Referrals to CAMHS normally made by school, GP, school nurse or WFPZ: six sessions are usually offered, depending on circumstances.
- CAMHS mental health nurse Louise Trewartha: visits about once a fortnight for pre-arranged appointments with individuals already referred to CAMHS, but not requiring appointments in Dorchester.
- CAMHS provides some 'workshops' for students and parents.

### **(iii) In addition, all child and adolescent ages 0 - 19**

#### **Speech and Language Therapy (DHUFT service)**

The paediatric speech and language therapist (Sarah McShilton) takes referrals, primarily from the health visitor and nursery nurse, and from the schools, with children seen as home visits or within their school.

#### **Signposting for further support**

Where families have specific needs the community services child health team can signpost to partner agencies, support groups, and voluntary organisations able to provide bespoke support.

### **(c) West Family Partnership Zone & Children's Social Services**

Family Partnership Zones are a branch of **Dorset County Council Children's Services**.

Dorset has seven 'zones': the west zone coincides closely, but not exactly, with the CCG-defined West Dorset 'Locality'.

Their purpose is to 'offer help to [children and] families that are facing problems or are likely to face problems in the future if the issues are not sorted', with the focus on early intervention and action to help prevent more serious issues developing.

This help includes 'targeted individual support, access to parent support groups and activities, group work with children and young people, help with periods of change in a child's life.'

The West Family Partnership Zone is currently divided into:

- Children's Centres for ages 0 - 5 (Lyme Regis, Bridport, Beaminster)
- West Locality for ages 5 - 13 (in effect, Children's Centre services for older children)
- Youth for ages 13 - 19

From April 2018 those distinctions will be merged into a single operation for the age range 0 - 19.

*Note: the County Council will be undertaking a review of 0-5 services in early 2018, to include Children's Centre provision.*

Zone staff work alongside schools, health services (in particular, the health visitor, school nurse and nursery nurse), CAMHS, Action for Children, children's social services and voluntary community groups. The local administrative base is at Bridport Children's Centre.

In our area, West Family Partnership Zone:

- Manages Lyme Regis Children's Centre and allocates specific activities within it (see page 22):
  - Baby massage course (WFPZ staff)
  - Little Wrigglers (health visitor and nursery nurse)
  - Parenting Skills & Strategies (WFPZ staff)
  - Bumps, babies and beyond group (NCT)
- Provides individual home visits, normally on a weekly basis, by allocated family workers to families in need of support and advice but which fall below the threshold for social worker involvement.
- Places relevant parents on the appropriate 'Incredible Years' courses (see page 22).

The West Family Partnership Zone is a leading agency for the 'Dorset Families Matter' scheme. This is not a distinct service, but a partnership approach by which specific families identified by agencies such as Family Partnership Zones / social work teams etc can sign families up to a multi-agency plan giving access to bespoke services and funding. Family Partnership Zones hold the money and agencies can put plans and proposals forward for agreement. The scheme is being 'mainstreamed' into Family Partnership Zones in 2018.

The children's social services team is based in Dorchester. Referrals to the social workers are made through the MASH: ie the threshold is at Level 3 or 4 on the child protection scale (see page 29).

## **(d) Child and Adolescent Mental Health (under 19 years)**

### ***Dorset Sustainability and Transformation Plan***

'Through the Joint Commissioning Partnership Board for Children, a Pan-Dorset Emotional Wellbeing and Mental Health Strategy for Children and Young People has been developed. It emphasises the need for a focus on mental health and emotional well-being and improved early access to support across a broad spectrum of need. More use will be made of schools and early years settings to provide low level support. Parents will be helped to become more self-reliant and build the emotional resilience of their family. We will also ensure improved partnership working to identify vulnerable families and children who need extra assistance.'

The Dorset Health & Wellbeing Board 'Assist in the development and 'sign off' of the Local Transformation Plan for Children and Young People's Mental Health and Wellbeing'.

### ***Primary***

Primary services are provided by the Community Services child health team at LRMC (health visitor, school nurse and nursery nurse).

They liaise with the schools: Woodroffe and St Michael's (see pages 24 - 25) plus Charmouth, Marshwood and Thorncombe.

They work with the West Family Partnership Zone (see opposite) for services at the Children's Centre and parenting courses.

The team deals with issues within its capacity. For more serious conditions, such as communication difficulties, Autism Spectrum Disorder (ASD), or Attention Deficit Hyperactivity Disorder (ADHD), they refer on as appropriate: to West Family Partnership Zone, to Speech & Language Therapy, Paediatrics, CAMHS, social services etc.

### ***Secondary***

The core provider is the **Child and Adolescent Mental Health Service West** (CAMHS), managed by DHUFT. All DHUFT mental health services are **commissioned by the CCG**. CAMHS is part of the Pan-Dorset Children and Young People's Emotional Health and Wellbeing Board, a sub-set of the multi-agency and all-age Pan-Dorset Emotional Wellbeing and Mental Health Board. (Dhc.camhswest.admin@nhs.net)

- West Dorset team is based in Dorchester (01305-255705), but with outreach to schools, patient homes, or Lyme Regis Medical Centre, as appropriate. Appointments at LRMC are normally held on Tuesdays, half-day or full-day according to caseload.
- Multi-disciplinary team of 10 people for assessments and therapies, including: 2 psychiatrists (one for up to 16 years and one for 16 - 18; an OT; family therapist; 3 clinical psychologists; nurse prescribers; primary mental health workers; mental health support workers.
- Psychologists are Dr Clare Young, Laura Artist and Linda Bolton.
- Take referrals from GPs, health visitors, schools, social services, paediatrics, Youth Offending Team and voluntary sector. Consent of client and/or family required except in cases of serious risk.
- Do not normally accept single symptom presentations, or those present for less than three months, expecting these to be dealt with by primary care, community services, or schools.
- Meet daily to review assessments and diagnoses.
- Accept primary diagnoses of specific mental health conditions following specific care pathways:
  - Anxiety: generalised anxiety / panic disorders, obsessive-compulsive disorder, body image disorder, social anxiety, separation anxiety, phobia.
  - Affective Disorders: self-harm, depression, bipolar.
  - Trauma: attachment disorder, conduct disorder, post-traumatic stress disorder, adjustment and acute stress.
  - Neurodevelopmental: attention deficit hyperactivity disorder, autism spectrum, tics / Tourettes, foetal alcohol syndrome (must have primary mental health condition to reach criteria).
  - Children with eating disorders, learning difficulties, gender identity issues, borderline personality disorder, selective mutism or psychosis are referred to specialist services.
- Waiting list varies with issue; waiting time currently 6 - 8 weeks. Target for initial assessment is 8 weeks; for treatment is 16 weeks. Emergency referrals where risk of harm are prioritised.
- Care model based on THRIVE – service based on need, with emphasis on self-help, peer-support, partnerships and early intervention.
- Cognitive behavioural therapy, group work, occupational therapy, family therapy, parenting support (via a contract with Relate), psychology, psychiatry, workshops, out-of-hours phone support.

- Feedback to client, plus GP, parents, schools at client's wish except in cases of potential risk.
- Liaison with other teams / services, including the Multi-agency Safeguarding Hub (MASH) for safeguarding concerns, and attendance at meetings as required.

#### *Parenting and family courses*

- Parenting through the Senses. A 4-week course to give parents of children with significant sensory processing difficulties relevant information about sensory difficulties and sensory strategies.
- FLASH (Families Learning About Self-Harm). A once-weekly 10-week course to educate parents about self harm.
- Dorset Recovery Education Centre is jointly delivered by DHUFT and the Dorset Mental Health Forum, a peer-led charity. It provides education and training for people affected by mental health problems, focusing on self-management, self-determination, choice and responsibility. Courses are available to people with personal experience of mental distress and their carers/supporters, friends and family, and also for staff members who work alongside people suffering periods of ill health. Some of the courses are one-off sessions, while others are spread across several weeks.

#### *Training role in relation to primary care, schools, social care and voluntary organisations*

- Mental Health First Aid: 2-day course in assessment/helping.
- Improving Access to Psychological Therapies (IAPT) work with children. Training at Reading University through 12 months (45 days) Psychological Wellbeing Practitioner (PWP) course accredited by British Psychological Society.
- SHARPS (Supporting Holistic Approaches: Risk, Parents and Self-harm) training by the 'Ministry of Parenting' to train nurses and other workers in dealing with self-harm. A 3-day multi-agency training course for professionals in the key principles of working with young people who self-harm, and their families.

#### *Referrals and support agencies*

- CAMHS Young People's Eating Disorders Service (DHUFT)  
Based in Poole. (01202-492415).  
Provides help for children and young people with eating disorders, as well as support for their parents and carers. A community-based service undertaking visits in the home or at a clinic held in Marvin House, Winterborne Monkton, Dorchester.
  - Referrals from GPs, schools, social workers, CAMHS and other clinical professionals; self-referral possible but background context essential. Referrals from DT7 between 1.12.16 and 1.12.17: 2.
  - Appointment with a care co-ordinator to develop a care plan and help put it into action.
  - Regular assessments.
  - Individual and family therapy.
  - Meal time and post meal time support.
  - Carers support (including monthly support group) held in Poole on the last Wednesday every month, 7.00pm - 8.30pm.
  - Help with practical and creative activities, such as food shopping and cooking.
- CAMHS Child and Young Person Early Intervention in Psychosis Service (EIS) (DHUFT)  
Based in Bournemouth. (01202-584336). For 14-35 years having first psychotic episode.
- CAMHS Learning Disability Service (DHUFT)  
Based in Bournemouth (01202-584353).
- CAMHS SWIFTS Outreach Community Service (DHUFT)  
Based in Marvin House, Winterborne Monkton, Dorchester (01305-228981).  
Learning disability with challenging behaviour.  
Referrals through a professional: GP, social worker, school, Children's Centre manager, etc.

#### *In-patient provision*

- 10 bedded adolescent unit (ages 12 - 18) at Pebble Lodge in Bournemouth (funded by NHS England).
  - Stays range from 3 days to 12 months.
  - Staff include psychiatrist, clinical psychologist, OT, teachers, family therapist.

#### **Emergency / crisis**

CAMHS Crisis Service, based at Pebble Lodge covering all hospital sites from 5.00pm to 1.00am. Includes a telephone helpline 01202-545413: open weekdays 5.30pm - midnight, weekends 9.00am - to midnight. Staffed by single responder, thus not available if responding to an earlier crisis.

## **(e) Child Protection**

Under the Government guidance document 'Working Together to Safeguard Children' (2015), the Community Services Child Health Team has statutory responsibility to undertake any intervention that will safeguard a child, as determined by their professional judgement. They share this duty with, for example, other health professionals, schools, social services, police etc.

Level 1. The Universal Healthy Child Programme is the first level of child protection. The three other gradations of support are:

Level 2. 'Early Help'. ('Universal Plus') Intervention with children and families as necessary by health visitor, school nurse, nursery nurse or possibly another agency.

Level 3. 'Child in need'. ('Universal Partnership Plus') Identified risk factors, including mental health issues, drug and alcohol problems, domestic violence – the 'Toxic Trio'. A package of support ('Team around the family') involves as appropriate local Community Services Child Health team, West Family Partnership Zone, Children's Social Services, CAMHS, and other safeguarding / protecting agencies. The professional most directly involved with the child acts as coordinating lead professional.

Level 4. 'Child Protection'. At risk of or suffering harm. The 'Team around the family' triggers a Child Protection Order under Section 47 of the Children Act 1989, with the child becoming a registered statutory responsibility of DCC Children's Services, coordinated through the Multi-Agency Safeguarding Hub (MASH). A Child Protection family, with a Child Protection plan in place, has additional checks and access to services.

### ***GPs' safeguarding duties***

Every GP Practice is expected to have a designated lead for safeguarding children and young people (as well as vulnerable adults). The role of safeguarding lead is to set out a Safeguarding Children and Young people policy, to promote good professional practice, provide advice and expertise for fellow professionals, and ensure that safeguarding training is undertaken.

The Care Quality Commission (CQC) expects practices to have an appropriate professional in this role, to maintain a risk register of vulnerable patients, to record training, and to ensure that staff know how to recognise signs of abuse in children, young people and vulnerable adults and understand the system for reporting and documenting concerns.

## **12. Minor Injuries Unit: based at Lyme Regis Medical Centre – Virgin Care**

**Part of Virgin's Community Services contract with Dorset CCG; managed by Alison Robinson not by Sarah Marston**

### **Nurse-led by LRM Practice Nurses**

Open: Mon - Fri: 8.00am - 8.00pm; Sat, Sun and Bank Holidays: 8.00am - 1.00pm.

Available to adults and children over the age of one with minor injury including:

- lacerations capable of closure by simple techniques (stripping, gluing)
- cuts and grazes
- wound care
- urinary tract infections
- skin infections
- removal of foreign bodies from the ears or nose
- minor burns and scalds not involving the face, hands, arms, feet, genitals, perineum or joints
- minor foot, knee, hand, elbow and shoulder injuries
- sprains and strains
- recent minor superficial eye injury
- minor ear problems
- insect bites and stings including tick removal
- removal of splinters and fish hooks
- dog/cat bites
- nosebleeds
- sudden neck pain and suspected fractures/broken bones
- head injuries where there has been no loss of consciousness
- emergency contraception

Protocols limiting services from the MIU leave a staffing gap in the 'excluded' areas between about 4.30pm (when most nursing services have finished in the GP Practices) and 6.30pm when the Out of Hours service begins. Plugging that gap currently falls to GPs.

## **13. Emergency Response**

### ***Dorset Out of Hours service***

Managed by South West Ambulance Trust and **commissioned by Dorset CCG**.

Access via 111 phone line.

Out-of-hours functions between 6.30pm and 8.00am on weekdays, 24 hours a day at weekends and Bank Holidays.

Services covers:

- Telephone advice, if necessary from a clinician.
- Signposting to a treatment centre if appropriate / practicable.
- Home visit by a GP, specialist paramedic or advanced nurse practitioner.

Target times:

- Emergency home visits within one hour
- Urgent home visits within two hours
- Routine home visits within four to six hours

### ***First Responders***

Managed by South West Ambulance Trust and **commissioned by Dorset CCG**.

Access via 111 or 999 phone line, 24 hour service.

Respond to emergencies such as chest pain, heart attack, breathing difficulty, unconsciousness, fit, stroke, serious fall etc.

Local service in recent years provided by trained volunteer Fire Department officers based in Lyme Regis. Two officers on call for 12-hour shifts (and not liable to fire call-out during that time), ie 4 officers per 24-hours.

Historically usage has averaged 350-400 calls per year; in last 18 months reduced to 100-120 as the revised SWAST triage system calls more on volunteer Community First Responders.

### ***Defibrillators***

Public-access defibrillators are available at or near:

*In Lyme Regis:* The Lifeboat Station; the Shelters; the Masonic Hall; Woodmead Halls; Golf Club; Football Club.

An installation at the far end of Monmouth Beach car park is under consideration by LRTC.

*In Charmouth:* the foreshore; the pharmacy; Wood Farm Caravan Park.

*In Uplyme:* Village Hall.

## **14. Local Support Groups**

### **(a) General**

#### ***Citizens' Advice Bureau***

- Drop-in service at St Michael's Business Centre in Lyme on Wednesdays from 10.00am - 3.00pm (outreach from Bridport)
- Appointments with Bridport CAB by phoning 0344-245-1291.
- Legal, Universal Credit and benefits, health, housing, utilities.

### **(b) Frailty / hospital discharge / caring / isolation / bereavement etc**

***My Life, My Care:*** see page 5.

#### ***Help at Hand*** (primarily Uplyme)

- Volunteer support available for all ages.
  - Transport to doctors, chemists, dentists etc
  - Home visits
  - Meals
  - Outings, lunches, coffee mornings
- Over 30 volunteers.
- Coordinator: Anne Hardman.
- Contact: Anne (01297-444799) or Marilyn (07885-859946); transport: Jenny (01297-32254) or Sue (01297-444289).

#### ***Red Cross***

- Support at Home Service to help over 65s get out of hospital.
- Shopping, household chores, transport for appointments etc.
- Currently covers Dorchester and Blandford with 7 volunteers and 2 support workers, 2 admin staff.
- Coordinator: Nicola Can. Hopes to be expanding.

#### ***Royal Voluntary Society (RVS)***

- Provides a 'befriending' service, typically an hour session of in-home support dependent on individual needs.
- Local to Lyme Regis, Charmouth and Uplyme.
- Local organiser: David Sarson (01297-442544 / sarsondavid791@gmail.com)

#### ***SAIL programme***

SAIL provides a multi-agency referral approach enabling access to signposting, support, and services for those aged 50+ or experiencing vulnerability. Through this route people can complete a benefits check, receive a home safety check, find out about energy saving and insulation grants, learn about food and nutrition, get help to stop smoking or drinking alcohol, etc. (See also My Life My Care on page 5).

Locally, LymeForward has made use of the Safety at Home advice, especially for the elderly, provided by Dorset Fire & Rescue Service.

#### ***Partnership for Older People Programme (POPP) (Dorset Help and Care)***

Angela O'Connor is the local POPP 'Wayfinder'. 07702-336753 / angela.oconnor@helpandcare.org.uk. The Wayfinder works with adults having an identified need or a concern that reduces their ability to maintain independence or quality of life while living in their own homes for as long as they wish to. Wayfinders connect people with different sources and types of support available in their community such as social groups, community education, information and advice, self help / support groups, physical activities, learning opportunities, debt and benefit advice etc.

#### ***Cruse Bereavement Care***

- Volunteer support for those experiencing bereavement (not trained counselling).
- Currently 4 trained volunteers, based in Bridport Hub.
- Offer a drop-in group on the third Friday each month, 10.00am - 12noon at Bridport Hospital, and 1:1 support at home or another setting as required.
- Self-referrals, or signposting by GPs, health visitor, Steps to Wellbeing.
- Volunteers trained by CRUSE (2 hours per week over 10 weeks) and DBS checks arranged.
- Interested in recruiting Lyme / Charmouth based volunteers and a local room to use for group / 1:1 sessions.
- Contact: Rosemary Pinney (01305-260216).

## (c) Mental Health

### ***The Altogether group***

- Volunteer support for those living with mental health issues (not trained counselling).
- Fridays from 10.30am - 1.30pm in the Bethany Chapel, Coombe Street, Lyme Regis.
- Wednesdays from 10.00am - 1.00pm in The Hollands Room at Bridge House, Charmouth.
- Social activities and outings.
- Volunteer leader: Julie Barton / bartonjulieanne@gmail.com.
- Core group of 6-8 members, with another 4-6 semi-regulars. New members welcome.
- New members are generally referred by the Community Mental Nurses or GPs.
- No costs for members.
- More volunteer help required.

### ***Meet and Remember***

- Support group for those living with dementia and their carers.
- Starting 21st February 2018.
- Meet 3rd Wednesday of each month, 2.00pm - 3.30pm at Lyme Regis Football Club, Davey Fort – venue provided free-of-charge as a community contribution.
- Assisted by adult volunteers with some training and Sixth Form students from Woodroffe School, with support funding from Lyme Regis Regatta & Carnival Committee and the Rotary Club.
- Some funding and support for activities via AONB Stepping into Nature (Julie Hammon).
- Coordinator: Jane Thomas / lymememory@gmail.com / 07765-555894.

### ***Carers Support Group***

- Hosted and run by Claire Stapley, social worker, for unpaid carers (without the cared-for) across all three Practice areas.
- Drop-in service for free coffee and tea with opportunities for mutual support and asking questions with professional advice.
- First Friday of each month, 10.30am - 12.00noon, at Lyme Regis Medical Centre.

### ***The Project*** in Axminster

- Serving East Devon and West Dorset.
- Charitable support centre and peer support group for young people between 12 and 24, focussed on improving the emotional wellbeing and mental health of young people, and on providing support to the parents and carers of young people experiencing mental distress.
- Designed as an early intervention/prevention service, mainly for those not eligible to access support from other services, or who are waiting for that support.
- Self-referral, or by any professional or lay person already providing support, with the client's agreement.
- Based in the Young People's Centre, Lyme Road, Axminster. Free of charge.
  - 13-18 year olds: 6.00pm - 8.00pm alternate Thursdays in the month.
  - 18-24 year olds: 6.00pm - 8.00pm intervening alternate Thursdays in the month.
- Run by a team of staff and volunteers.
- In an informal, non-clinical setting, participants meet others, talk, share food, give and receive support and take part in a range of activities to support emotional and mental wellbeing, as well as building confidence and self esteem.
- Contact: 01404-549045

## (d) Physical Health

### ***REACH*** (for drug and alcohol issues).

- A partnership between EDP Drug & Alcohol Services, Avon and Wiltshire Mental Health Partnership Trust and Essential Drug and Alcohol Services.
- Integrated service **commissioned by Public Health Dorset**.
- REACH staff available Mondays and Wednesdays 9.00am - 4.00pm in the Bethany Chapel, Coombe Street. Scheduled provision:

Monday 10.00am - 11.00am	'Lets get started'
Monday 1.00pm - 2.30pm	'UK Smart Recovery'
Wednesday 10.00am - 11.00am	'Taking it Forward'
Wednesday 1.00pm - 2.30pm	'Lose the Booze'

- Provides professionally-led advice and information for drug and/or alcohol users or anyone concerned about someone's use (friends, family, employers).
- Young People Substance Misuse advice, information, brief interventions and engagement.
- Harm reduction interventions, detoxification, and needle exchange.
- Prescribing for drug misuse.
- Group work programmes.
- One to one working.
- Whole Family support and interventions.
- Aftercare, relapse prevention and post treatment programmes and activities.
- Self-referral or referral by GP or other agencies. Freephone 0800-043-4656 for initial contact.
- Service Team Leader: Theresa Smith (theresasmith@reach-dorset.org / 07809-387943).
- Alternative contact: 01305-760799.

### ***The Living Tree***

- A self-help support group for people living with any cancer and for their families/carers.
- Fridays 2.00pm - 4.30pm at the Friends Meeting House, South Street, Bridport.
- Serves West Dorset, East Devon and South Somerset.
- Offers friendship, mutual support, creative activities, coping strategies, holistic therapies, relevant diet and lifestyle information, and access to further resources.
- Programme of speakers and therapists, activities and outings.
- Contact: Jo O'Farrell (01308-427851)
- Currently no Lyme Regis / Charmouth base.

### ***Diabetes Support Group***

- Charmouth-based drop-in group, open to anyone in the area.
- Self-supporting volunteer group to share knowledge and experiences.
- 3rd Wednesday of each month, 7.00pm - 9.00pm, in The Hollands Room at Bridge House, Charmouth.
- Free, but 50p per session contribution to refreshments.
- Contact: Helen Parker (01297-561580).

## **(e) Nutrition**

### ***Lyme Regis Food Bank***

The Food Bank has been running for several years under LymeForward auspices. Its way of operating is currently under review to determine the most efficient and effective system of referrals and provision.

### ***Lyme Regis Community Lunches***

- Second Wednesday of each month in The Pine Hall, Baptist Church, Broad Street.
- Professional chef with volunteer assistance.
- Bookings made via Penny Black Café (07980-991685).

### ***Cookery Classes***

- For men who have become isolated, particularly through bereavement, to develop skills and social connections.
- Organised by Uplyme Help at Hand.
- Mostly held in participants' own homes.
- Mutual support for confidence and skills.
- The group produces and serves a community lunch for 30 people 4 or 5 times a year with a morning's input from a professional chef.
- Access by personal contact / invitation.
- Contact: Anne Hardman / 01297-444799 / anne.uplyme@gmail.com.

## **(f) Employment**

### ***Face Forward programme***

Programme designed to offer personal development/careers help for 15-24 year old NEETS in Dorset. LymeForward in partnership with Ansbury and the Lyme Regis Development Trust.

### ***Working Links***

Provides hands-on support (counselling, training etc) to those trapped in long term unemployment, helping them to deal with the barriers they face in achieving employment. Each case is personalised and tailored to the individual's needs. LymeForward in partnership with the LRDT. Regis Development Trust.

## **15. Care at Home**

'My Life My Care' (see page 5) is a detailed online resource for those needing care at home, and for their families, friends and carers: [www.mylifemycare.com](http://www.mylifemycare.com). Its extensive 'Directory' section contains information on topics important to people wishing to remain in their own homes with support.

The website [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk) also has much practical information on ways to manage living independently at home.

### ***Financial help***

Up to six weeks reablement support is available without charge. Thereafter, people with savings or available capital of less than £23,250, and meeting the care-need criteria relating to physical and / or mental health, may be eligible for County Council financial support with care costs. Dorset Direct provides an assessment procedure online ([www.mylifemycare.com/paying-for-care-at-home](http://www.mylifemycare.com/paying-for-care-at-home)) or by phone (01305-22101).

If care needs are mostly health-related, requiring a nurse rather than a carer, NHS Continuing Healthcare may contribute to costs. NHS Continuing Healthcare refers to a package of ongoing care arranged and funded solely by the NHS where the individual has been found to have a 'primary health need'. CHC is not means-tested: eligibility depends solely on the level of assessed medical need.

Continuing Healthcare is administered centrally by the **Dorset Clinical Commissioning Group**. *Continuing Healthcare Team, Dorset Clinical Commissioning Group, Vespasian House, Barrack Road, Dorchester, DT1 1TG. 01305-361123 / [continuing.care@dorsetccg.nhs.uk](mailto:continuing.care@dorsetccg.nhs.uk).*

**Dorset Advocacy** is free support service to help families apply for CHC funding. 0300-343-7000 or [enquiries@dorsetadvocacy.co.uk](mailto:enquiries@dorsetadvocacy.co.uk).

### ***Help in the home***

The 'Help in the Home' section of the 'mylifemycare.com' website lists 50 providers of home care all claiming to cover DT6 and DT7 postcodes, either on a regular home visit or on a live-in basis. Many of these are regional or national businesses, particularly for live-in agreements. The website '[www.homecare.co.uk](http://www.homecare.co.uk)' lists 131 for the area. The two lists have some overlap.

For home visiting, where travel distance is a limiting factor, it is possible that regional and national agencies may have locally-based carers available, but such information is hard to establish. The following providers of home visiting care are based within West Dorset / South Somerset / Devon.

Courtesy Care Ltd	Axminster	01297-35985	[-]
Axe Valley Home Care Ltd	Seaton	0800-084-3584	[90 carers]
Angel Carers	Bridport	01398-459204	[-]
Agincare	Bridport	01308-459777	[50 carers]
Daley Home Care	Bridport	01308-898345	[28 carers]
Altogether Care	Beaminster	01308-863775	[50 carers]
Absolute Care South West	Honiton	01404-44698	[-]
Bluebird Care	Honiton	01404-814880	[33 carers]
My Support and Care Services	Honiton	01404-43920	[-]
Robert Owen Communities	Honiton	01404-891627	[-]
RV Care	Honiton	01404-47696	[-]
Care South Home Care	Crewkerne	01460-270500	[220 carers]
Libertas Care Ltd	Crewkerne	01460-78726	[33 carers]
Somerset Care	Crewkerne	01460-271529	[185 carers]
All About Care	Dorchester	01305-261177	[-]
Apex Prime Care	Dorchester	0845-603-4743	[30 carers]
Better Care at Home	Dorchester	01305-520590	[-]
Bluebird Care - West Dorset	Dorchester	01305-236655	[-]
Encompass. Dorchester. (Specialises in clients with mental health conditions).		01305-267483	
Essential Nursing and Care	Dorchester	01305-77590	[-]
Everycare Wessex	Dorchester	01395-257777	[-]
iDirect	Dorchester	01305-259075	[-]
Nurse Plus	Dorchester	01305-259328	[62 carers]
Park House Care	Dorchester	01305-889420	[40 carers]
The Care Division	Dorchester	01305-213195	[-]

### ***Tricuro Reablement Service***

A free, short-term service, under contract with **Dorset Adult Social Services**, to help over-18s return from hospital and re-settle in their own homes. Contact via Social Services Adult Access Team (01305-221016). Following assessment, service is provided by trained reablement staff and occupational therapists, with the aim of making the client independent again as soon as possible.

### ***Occupational Therapy support***

The Occupational Therapy service offers advice and help to people unable to do everyday tasks because of physical illness, long-term disability or age. The occupational therapist aims to keep people as independent as possible.

The occupational therapist will make home visits to assess needs and risks. The service can lend some equipment, such as commodes, walking frames and devices for getting in and out of the bath. This provision is normally temporary, after hospital discharge for example, but is continued as long as necessary. For longer-term supply the occupational therapist will indicate other sources. The occupational therapist will also provide training for carers.

The occupational therapist is available at LPMC Community Services (see page 15). Alternatively, contact Dorset County Council adult social care on 01305-221061.

### ***Careline Alarms / Telecare***

Telecare equipment and services support safety and independence at home. The systems contact a help centre automatically if specific problems occur, and the help centre can arrange for someone to come to the home or can contact family, doctor or emergency services. Depending on its specification, equipment can sense falls, or risks such as smoke, gas, or running water, or can give reminders to take medication. They can also warn the client of problems by sounding an alarm, flashing lights or vibrating a box kept in a pocket or under a pillow.

Dorset County Council Adult Social Services may offer appropriate telecare free of charge to eligible clients following assessment of need.

The social worker, occupational therapist, The Independent Living Centre (below) or the website [livingmadeeasy.org.uk](http://livingmadeeasy.org.uk) all have full information on the systems available.

### ***Equipment Provision and Advice***

For equipment to make life easier permanently (not loaned equipment for a temporary need).

Greenwood Independent Living Centre, Maiden Castle Road, Dorchester DT1 2ER  
(033-003-0010 / [milifegreenwood@millbrookhealthcare.co.uk](mailto:milifegreenwood@millbrookhealthcare.co.uk)).

Clients can try out a wide range of equipment for long-term loan and in some cases borrow to try at home – from help to put on socks/tights, and onwards.

The Disabled Living Foundation provides advice, information and training on daily living aids.  
(0300-999-0004 / [helpline@dlf.org.uk](mailto:helpline@dlf.org.uk) / [www.dlf.org.uk](http://www.dlf.org.uk)).

### ***Home adaptations***

Installing handrails, ramps, or a stairlift; widening doorways; altering bathroom or kitchen fittings, etc.

Dorset Accessible Homes Service provides advice and practical help on home adaptations, housing options and potential grant eligibility for those disabled or over 50.

DAHS is based at the Independent Living Centre (0333-003-0010).

To access a Disabled Facilities Grant for substantial adaptations, assessment by a Social Services occupational therapist is necessary.

### ***For carers***

A variety of advice and resources to help carers is available at:  
[www.mylifemycare.com/Dorset-carers](http://www.mylifemycare.com/Dorset-carers).

## **16. Nursing and Residential Care Homes**

### **Lyme Regis, Charmouth and immediate vicinity**

#### **Lyme Regis Nursing Home, Pound Road**

- Residential care home with nursing.
- Registered for Old Age, Physical Disability, Dementia, Sensory Impairment, Younger Adults.
- Respite care / Palliative Care.
- 26 single rooms (12 en suite).
- Phone point / TV point in each room.
- Lift & wheelchair access.
- Six NHS beds with CCG paying for nursing and 'hotel' costs.
  - List controlled by community nursing team.
  - GPs from each of the three practices have care of their own patients and the GP on call for each practice responds promptly when requested by nursing staff.
  - NHS bed patients have medical and nursing support from the GPs, community nurses, Occupational Therapist, physiotherapist, and social worker.
  - Weekly multi-disciplinary team meeting (Mondays) with all care agents and GP representation.
  - Main needs: rehabilitation for hips and major operations; poor mobility; Urinary Tract Infections; not managing at home.
  - Discharge criteria: being able to manage at home and having a sufficient reablement care package in place, or to another care setting. Expected average stay is 6 weeks; actual average stay up to and over 1 year.
- Other beds potentially fundable by Dorset County Council Social Services.
- Dining room, garden and outdoor seating.
- Additional services and appointments include Chiropody, Occupational therapy, Physiotherapy, Osteopathy, Dentist and Optician, some of which are chargeable.
- Activities and trips.
- Owners: Farrington Care Homes Ltd.
- Registered Manager: Elaine Jefford. 01297-422322.
- Senior care nurse: Dee Conber.

#### **Abbeyfield, Silver Street, Lyme Regis**

- Sheltered fee-paying home offering independent supported living.
- 9 separate flats, communal lounge, dining room, conservatory, garden.
- All en-suite rooms furnished by residents, each with its own front-door bell.
- No formal care or nursing.
- An independent Abbeyfield managed by trustees, not by central Abbeyfield.
- Manager: Christine Holden / 01297-443783 / abbeyfieldlymeregis@hotmail.co.uk

#### **Note:**

The six homes following all accept Social Services funded residents but require a 3<sup>rd</sup> party top-up to meet the fees.

#### **Bymead, Charmouth**

- Residential care home with nursing.
- Registered for Old Age, Physical Disability, Sensory Impairment.
- No dementia patients.
- Specialist Care Categories: Cancer, Epilepsy, Hearing Impairment, Motor Neurone Disease, Multiple Sclerosis, Orthopaedic, Parkinson's Disease, Stroke, Visual Impairment.
- Day care, Convalescent care, Respite care, Palliative care.
- Gold standard for end of life care.
- 30 single rooms (27 en-suite), on two floors with lift and wheelchair access.
- Nurse call system / Phone point / TV point / Internet access in each room.
- Communal living room on each floor; dining room, conservatory, shop and garden.
- Other services: Physiotherapy, Activities, Trips, Minibus.
- No smoking.
- Owners: Bymead House Ltd.
- Registered Manager: Lisa Walters / 01297-560620

### **Fairfield House, Charmouth Road, Lyme Regis**

- Residential retirement home.
- Registered for Old Age, Physical Disability, Dementia.
- Specialist Care Categories: Hearing Impairment & Deafness, Orthopaedic, Speech Impairment, Stroke, Visual Impairment.
- Respite care, end-of-life care.
- Staff trained in dementia care.
- 34 single rooms, 1 shared room (26 en suite).
- Phone point / TV point / Internet access in each room.
- Lift, stairlift, wheelchair access.
- Lounges, restaurant-style dining, conservatory, garden.
- Other services: Physiotherapy, Activities, Trips, Minibus.
- Owners: Fairfield House Healthcare Limited. Zoe and Miles Hutchins.
- Registered Manager: Sarah Cornick / 01297-443513.

### **Pinhay House, Rousdon**

- Residential care home without nursing.
- Registered for Old Age, Dementia.
- Respite care, Day care.
- 19 single rooms, 3 shared rooms (5 en suite).
- Phone point / TV point in each room.
- Stairlift and wheelchair access.
- Dining room, garden.
- Other services: referrals as needed to community psychiatric nurses, speech and language therapists, district nurses, GP's and chiropractors.
- Activities, minibus.
- Owners: Robin and Carole Hodges (The Pinhay Partnership).
- Registered Manager: Adele Brady. 01297-445626.

### **Shire House, Sidmouth Road**

- Residential care home without nursing.
- Registered for Old Age.
- Respite care, Day care.
- 18 single rooms, 2 shared rooms (17 en suite).
- Phone point / TV point in each room.
- Lift & wheelchair access.
- Additional service: physiotherapy.
- No smoking.
- Garden.
- Owners: Chris & Lorraine Nichols
- Registered manager: Marie Bunao. 01297-442483

### **Tree Tops, Timber Hill, Lyme Regis**

- Residential care home.
- Registered for Old Age, Dementia, Sensory Impairment.
- Respite care, Day care.
- 16 single rooms, 1 shared room (19 en suite).
- Phone point / TV point in each room.
- Lift, stairlift and wheelchair access.
- Dining room, lounge, garden.
- Additional service: physiotherapy.
- Owners: Belinda and Richard Iyavoo.
- Registered manager: Belinda Iyavoo. 01297-443821.

### **The Koppers, Kilmington**

- Specialist residential memory care home.
- Registered for Old Age, Dementia, Mental Health Condition, Physical Disability, Sensory Impairment.
- Day care, Respite care, Palliative care.
  - Specialist Care Categories: Alzheimer's, Challenging Behaviour, Epilepsy, Parkinson's Disease, Speech Impairment, Stroke, Visual Impairment.
  - Staff training in the Gold Standard Framework for end of life care.
- 15 single rooms, 5 shared rooms (14 en suite).
- Phone point / TV point in each room.
- Stairlift and wheelchair access.
- Dining room, lounge, patio, garden.
- Owners: The Koppers Care Ltd.
- Manager: Andy Charles. 01297-32427.

**Total rooms: 180**

## **Axminster**

**Tudor Cottage.** Residential Care Home. 17 rooms.

**Oak House.** Residential Care Home. 15 rooms.

**Magnolia House.** Residential Care Home. 19 rooms.

**Silverleigh Nursing Home.** 61 rooms.

**Total rooms: 112**

## **Colyton / Colyford**

**Elmwood, Colyford.** Residential Care Home. 38 rooms.

**Doveridge, Colyton.** Residential Care Home. 19 rooms.

**Total rooms: 57**

## **Seaton**

**The Check House.** Residential Care Home with Nursing. 54 rooms.

**Dove Court.** Residential Care Home. 30 rooms.

**Thornfield.** Residential Care Home. 36 rooms.

**Seaswift House.** Residential Care Home. 15 rooms.

**The Seaton.** Residential Care Home with Nursing. 43 rooms.

**The Manor House.** Residential Care Home. 15 rooms.

**Netherhayes.** Residential Care Home. 27 rooms.

**Total rooms: 220**

## **Bridport**

**Sidney Gale House.** Residential Care Home. 44 rooms.

**Drayton House.** Residential Care Home. 16 rooms.

**The Hyde.** Residential Care Home. 28 rooms.

**St James Park.** Residential Care Home with Nursing. 31 rooms.

**Coneygar Lodge.** Residential Care Home. 22 rooms.

**Harbour House.** Residential Care Home. 33 rooms.

**Total rooms: 174**

## **Broadwindsor**

**Broadwindsor House.** Residential Care Home. 18 rooms.

### ***Financial help.***

Up to six weeks reablement support is available without charge. Thereafter, people with savings or available capital of less than £23,250 and meeting the care-need criteria relating to physical and / or mental health, may be eligible for County Council financial support with care costs, subject to a care needs assessment. Dorset Direct provides an assessment procedure online ([www.mylifemycare.com/paying-for-care-at-home](http://www.mylifemycare.com/paying-for-care-at-home)) or by phone (01305-22101).

People receiving council support may choose a more expensive care home if a 'third party' such as a relative, friend or charity agrees to a 'top-up' that bridges the gap between fees and council payment. This involves a legal agreement between the third party and the council to cover fee increases and continuity of payment.

If care needs are health-related, requiring nursing help, NHS Continuing Healthcare may contribute to costs. See page 34, or [www.mylifemycare.com/article/426062/Paying-for-your-care](http://www.mylifemycare.com/article/426062/Paying-for-your-care).

Someone living in a care home registered to provide nursing care, who has been assessed as needing nursing care but is not eligible for NHS Continuing Healthcare, should receive NHS-Funded Nursing Care as a contribution (currently £155 per week) made directly to the care home.

## **17. Palliative and End-of-Life Care**

In Dorset there is no single palliative care provider either for inpatients or in the community. Palliative care is provided either on an inpatient basis in hospitals, hospices and in nursing/care homes, or in the community.

### **Community Palliative Care**

Provided, both in the home and in nursing and residential care homes, by the LPMC Community Nursing Team, with the first point of contact normally being the GP and/or social worker.

For more complex conditions, the LPMC Community Nursing Team is supported by a specialist community palliative care nurse from the Weldmar Hospice Trust, a Registered Charity providing care free at the point of delivery. Weldmar is based in Dorchester but locally works from Greenfields Day Centre adjacent to Bridport Hospital. It is the regional centre for training and validation for the Gold Standard Framework for end-of-life care, which GP Practices and care homes can follow. Our local Practices are not currently involved in the Gold Standard Framework, but two care homes are (see pages 36 - 37).

Weldmar employs two specialist nurses. Noreen Reid (01305-215353) is full-time and covers the whole of West Dorset including the Bridport, Lyme Regis and Charmouth vicinity.

Referrals mainly come from GPs, but some from acute hospitals planning discharge or from community matrons. Very few are self-referrals. All referrals are reviewed against Weldmar's criteria by a central triage meeting held at the Hospice in Dorchester. If the patient appears to meet the criteria, Noreen Reid makes a home visit to carry out an assessment.

The criteria have been tightened recently. Referrals will be considered only if a patient has one or more of a range of advanced progressive medical condition with a prognosis of being in the last year of life. Additionally, the condition must have complex symptom management problems or/and be accompanied by specific psychological, social or spiritual needs.

Weldmar estimates are that 1% of a typical GP's registered patients will be in 'the last year of life', of which  $\frac{1}{3}$  are likely to need specialist palliative care. Local data for January 2017 to early December 2017 is as follows:

	<b>LRMC</b>	<b>Kent House</b>	<b>Charmouth</b>
<b>EXPECTATION</b>			
1% of registered patients	44	23	23
33% of figure above	<b>15</b>	<b>8</b>	<b>8</b>
<b>ACTUAL Jan - early Dec 2017</b>			
Weldmar clients	<b>13</b>	<b>5</b>	<b>7</b>

In addition to direct nursing visits, the specialist nurse can signpost other Weldmar services such as:

- Day service at Greenfields Day Centre in Bridport, Wednesdays 10.00am - 3.00pm, enabling social activities, group support, learning new skills and a period of respite for carers. Transport can be arranged as necessary.
- Complementary therapies.
- Social worker support.

Weldmar nurses can also offer professional support to staff in care homes.

Approximately 28% of Weldmar's clinical costs are NHS-provided via the **Dorset Clinical Commissioning Group**, managed through a Service Level Agreement.

**Marie Curie** nurses provide care and support for patients with any terminal condition, not just cancer. The free service includes night sits at home, from 10.00pm - 7.00am, as well as drop-in day visits where necessary. Referrals, using the Fast Track CHC route, are made by the GP, community nurses, discharging consultant or other relevant health professional. No self-referrals. In our area night services are easier to obtain than day services. Take-up of Marie Curie services in our area are lower than would be expected, compared proportionately with the rest of Dorset. These Marie Curie services are **commissioned by the CCG**.

**Macmillan Cancer Support** has two Macmillan nurses in Dorset, operating in Poole and Bournemouth.

### ***Inpatient care***

Provided at any acute or community hospital in Dorset. In Lyme Regis there is also access to six NHS inpatient beds at Lyme Regis Nursing Home although none are specifically ring-fenced for palliative care. Residents of Lyme Regis and Charmouth also have access to beds at Bridport Hospital.

### ***Hospice care***

Hospices can provide care for people from the point at which their illness is diagnosed as terminal, to the end of their life. Hospice care can provide medical, emotional, social, practical, psychological and spiritual support. Hospices also support family and friends.

Dorset has four hospices, only one relevant to West Dorset patients:

- Joseph Weld Hospice in Dorchester (14 beds). The Weldmar Hospice provides NHS funded inpatient beds for the whole of the county but prioritises patients with terminal cancer – so patients with other conditions are unlikely to find a bed. Given demand pressure, Weldmar is increasingly focusing on 'stabilising and managing symptoms' and then discharging patients elsewhere, including home with care rather than providing a final resting place. Weldmar Hospicecare Trust, Dorchester. 01305-215300.
- Lewis Manning Hospice in Poole (15 beds). East Dorset focus.
- Forest Holme in Poole (part of Poole Hospital NHS Foundation Trust) (12 beds). East Dorset focus.
- Macmillan Unit at Christchurch Hospital (part of The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust). (16 beds). South-East Dorset and South West Hampshire.

### ***Finance***

Residential nursing homes can take residents with NHS Continuing Healthcare funding (see page 34) so long as they are on the CHC Brokerage list. Continuing Healthcare will not fund beds for Lyme Regis patients in other suitable nursing homes outside Dorset, say in East Devon, because of CCG jurisdictions. Residents outside the Dorset CCG area, but registered with a Dorset GP, would need to change to a GP in their own CCG area in order to qualify for CHC funding. The CHC system has procedures in place for this.

There is also a FAST TRACK CHC for patients with a rapidly deteriorating condition that may be entering a terminal phase, handled by Marie Curie nursing in conjunction with the CCG.

## **18. Access and transport**

### **Commercial bus services**

*Bridport Community Hospital* ('Bridport Hub') X51 / X53 to Bridport Bus Station, followed by almost one mile walk, or a taxi (about £8 return).

*Axminster Community Hospital*: X51 / X53 to Trinity Square followed by 5 - 10 minutes walk.

*Dorset County Hospital*: X51 / X53 stop in Bridport Road opposite the hospital: just a few minutes walk.

*Exeter RD&E*: Train from Axminster to Exeter changing in Exeter to H bus into the hospital grounds.

### **71 Town Bus**

Provides access to town centre bus stops and local GP practices / dentists / chemists etc.

### **'Ring & Ride' services**

**Axe Valley and West Dorset Ring and Ride Service.** 01404 46520 / [axevalleyringride@btinternet.com](mailto:axevalleyringride@btinternet.com)  
Serves Lyme, Charmouth, Marshwood, Uplyme. Pre-bookable minibus service for the elderly, disabled, parents with young children or those living in isolated areas without adequate public transport. Wheelchair accessible. Door-to-door to use local services. Cost: £5 return per journey.

**TRIP Community Transport.** 01404-46529 / [admin@tripcta.org](mailto:admin@tripcta.org)  
Voluntary car services from Lyme / Uplyme / Charmouth to and return from local medical facilities (GPs, dentists etc) and hospitals anywhere from Exeter to Taunton to Poole/Bournemouth. Booked via TRIP office. 48 hours notice needed.

Charges: 50p per mile (min £5, covers local journeys within Lyme Regis).

(Sample: Lyme/Axminster £6; Lyme/Bridport £11; Lyme/Dorchester £26; Lyme/RD&E £30)

### **Help@Hand volunteer drivers (Uplyme)**

Volunteer drivers using own cars under their own insurance. Free lifts are mostly local – medical, dental, pharmacy, bank, shopping, etc. Bridport is the furthest: RD&E and DCH only in exceptional circumstances if volunteer hears of the need and offers. Donations to Help at Hand welcome.

### **Dorset Community Transport**

Tim Christian, 01258 287983 or [tim.christian@ectcharity.co.uk](mailto:tim.christian@ectcharity.co.uk)

For our area, the web-based directories, including [dorsetforyou](http://dorsetforyou), signpost only the two Ring and Ride Services above.

### **Pathways to Care, Bridport**

Booking requests via 'Good Books' in Bridport (01308 420483).

Small charity, volunteer-run, with about 40 volunteer drivers and two volunteer coordinators. Wide-reaching service. No set charge but appropriate donations are asked for if possible,

### **NHS or private professional services**

Non-emergency, pre-bookable services (funded by the CCGs) are arranged for patients with a medical need for planned transport with professional care to and from secondary healthcare services such as hospital or clinic appointments. Eligibility depends on medical condition (eg advanced dementia / cancer) and/or mobility (eg need to carry person/wheelchair between buildings and transport) requiring the skills or support of professional staff on/after the journey or where it would be detrimental to condition or recovery if travelling by other means.

### **Dorset Patient Transport Bureau**

e-ZEC Medical: 0300-777-5555 / [www.dorsetptb.co.uk](http://www.dorsetptb.co.uk)

Available to patients registered with a Dorset GP irrespective of county of residence or location of hospital.

### **Patient Transport Advisory Service (Devon)**

0345-155-1009

### **Taxis**

Sample prices: Top of Queen's Walk to LRMC: £6 return; Lyme / Axminster Hospital: £30 return; Lyme / Bridport Hospital £40 return; Lyme / Dorchester Hospital return: £100. (Taxi operator encourages 3 or 4 passengers at a go for economy: but not normally practicable for medical needs.)

## **19. Quality monitoring**

(i) **The Care Quality Commission (CQC) and the Office for Standards in Education (Ofsted)** have nation-wide responsibilities.

The CQC monitors, inspects and rates health and social care services against standards of quality and safety.

Ofsted inspects and rates schools, and includes in its remit services that care for children and young people (including childcare, adoption and fostering), plus early years provision and children's social services.

Both organisations publish reports on every inspection, and have powers that can extend to placing organisations in 'special measures' or, in extreme cases, enforcing closure.

Clearly, there is some overlap in the two remits, and the activities of both bodies should relate closely to those of the county-wide and local oversight shown below.

(ii) **Dorset Clinical Commissioning Group**

The CCG has a Quality Improvement Team. Accessible public sources do not make its remit or method of work very clear, but it seems to cover "Quality, Customer Care, Patient Safety, Medicines Management, Safeguarding, Continuing Healthcare, Care Home Quality".

Nor is it clear what specific procedures are operated to monitor providers in receipt of CCG contracts and to ensure full compliance with the terms of those contracts, including methods of obtaining quality feedback from local people directly and through their representative bodies such as PPGs.

(iii) **Dorset Health Scrutiny Committee**

Composed of around 12 representatives from County and District Councils, with CCG representation. It appoints Liaison Members to the local Health Trusts (Dorset County Hospital, Dorset HealthCare, South Western Ambulance Service) and to the CCG; these members are expected to bring any particular concerns to the committee. Informal Quality Account meetings are held twice per year with Dorset County Hospital and Dorset HealthCare Trust. Hosted by the Quality Leads for the Trusts, these are attended by the Chair and Vice-Chair of the Health Scrutiny Committee and the Liaison Member for that Trust. The Scrutiny Committee's relevant functions include:

- scrutinising the planning (including commissioning), provision and operation of health services in the area of the County Council;
- reporting on any matter which it scrutinises, with recommendations, to relevant NHS Bodies and/or relevant health service providers, and to the Cabinet and other relevant committees of the County Council;
- scrutinising and commenting on any proposal for a substantial development or variation in provision of health service in the area of the County Council.

The committee does not appear to have much oversight of primary care and community services.

(iv) **Dorset Health and Wellbeing Board**

Composed of around 16 representatives including local authorities, social services, children's services, police, fire, DCH, DHUFT, CCG ...

Its terms of reference cover a large range of partnership issues, and quality assurance forms only part of its role. Its main quality assurance tasks include:

- overseeing the Prevention at Scale and Integrated Community Services / Primary Care elements of the Sustainability and Transformation Plan;
- measuring progress against local plans, including the Clinical Commissioning Group Strategy and the Joint Health and Wellbeing Strategy, to ensure action is taken to improve outcomes when monitoring or performance indicators show that plans are not working;
- identifying outcome and investment priorities from the key groups that report to the HWB;
- holding partners to account for achieving improved outcomes (by developing and updating the Joint Strategic Needs Assessment and by developing and updating the Pharmaceutical Needs Assessment);
- ensuring that the patient / service user voice, including that of seldom heard groups and children and young people, is intrinsic to the commissioning cycle and commissioning decisions.

Under a Memorandum of Understanding agreed in September 2015, the Health Scrutiny Committee and Health and Wellbeing Board must liaise and cooperate with each other.

- (v) **Dorset People and Communities Overview and Scrutiny Committee**  
 Composed of 9 county councillors, with meetings attended by relevant officers.  
 Its purpose is to monitor fulfillment of a key aspect of the Corporate Plan – 'to ensure that people in Dorset are healthy and independent'.  
 Performance indicators are summarised as being outcomes in which:  
 Most people are **healthy** and make good lifestyle choices:
- Children and families know what it means to be healthy and happy.
  - People adopt healthy lifestyles and lead active lives.
  - People enjoy emotional and mental wellbeing.
  - People stay healthy, avoiding preventable illness as they grow older.
  - People live in healthy, accessible communities and environments.
- We all want to live **independent** lives and have a choice over how we live:
- Families are strong and stable and experience positive relationships.
  - Children and young people are confident learners and are successful as they grow into adulthood.
  - People remain happily independent and stay in their own homes for as long as possible.
  - People are part of inclusive communities and don't feel lonely or isolated.
  - People who do need help have control over their own care.
- (vi) **Dorset Healthwatch**  
 A statutory body funded by the County Council from non-ring-fenced government funding.  
 Its aim is to give communities a stronger voice in how health and social care services are provided within their locality. It has no direct power and cannot pursue individual cases, but does have the statutory right to be given a reasoned response.  
 Its key role in helping to assure quality lies in:
- being the consumer champion in respect of the commissioning, delivery and scrutiny of all publicly funded, or part publicly funded, health and social care services;
  - reporting concerns about the quality of health and social care services to Healthwatch England, which can then recommend that the Care Quality Commission take action.
  - representing the views and experiences of people who use services, carers and the public on the Health and Wellbeing Board. (It is not a member of the Dorset Health Scrutiny Committee.)
- Contact: Martyn Webster (0300-111-0102 / [martyn.webster@healthwatchdorset.co.uk](mailto:martyn.webster@healthwatchdorset.co.uk))
- (vii) **Patient Participation Groups**  
 Each of the three local GP Practices has a PPG.  
 Healthwatch advises that the role of a PPG should be as a 'critical friend' to the practice, which implies a degree of patient representation.  
 Membership of the PPGs remains, generally, thin.  
 The purpose of each PPG is interpreted, to some extent, differently in each PPG.  
 By taking out membership of the National Association for Patient Participation (NAPP), and with some PPG members attending a county-wide training day on 5th February 2018, opportunity exists to strengthen these groups and their contribution to 'on the ground' quality assurance.  
 Contacts:  
 LRMC: Dave Edwards (01297-443696 / 07717-457180 / [david.edwards88@me.com](mailto:david.edwards88@me.com))  
 Kent House: Sarah Hill (443399 / [Sarah.Hill@dorset.nhs.uk](mailto:Sarah.Hill@dorset.nhs.uk))  
 Charmouth: Joanna Scotton [joanna@goldcap.co.uk](mailto:joanna@goldcap.co.uk))
- (viii) **Joint Patient Participation Group**  
 The three PPGs hold joint meetings two or three times a year, providing an opportunity to consider together matters affecting all three practices, in particular:
- the provision of community services, since these affect all three practices equally;
  - the re-commissioning of the Virgin Care contract from 2019, since this directly affects community services and could affect the way GP / medical services are provided.
- (ix) **LymeForward Health and Wellbeing Group**  
 Given its extensive and continuing research into local service provision, its wider public-representation role, and its links with the PPGs, this group is potentially an important resource to provide grassroots feedback to Healthwatch, to the Locality Group (page 1), to the Dorset Health Scrutiny Committee and Health and Wellbeing Board, and to the Clinical Commissioning Group.  
 Contact: Chris Boothroyd (01297-442237 / [chris@caboothroyd.net](mailto:chris@caboothroyd.net))

## **Note on Bridport Hub and Virtual Ward**

1. The DHUFT team at the Bridport Hospital Hub is responsible for all patients in the West Dorset Locality (CCG-defined) except for those in Lyme and Charmouth (who come under Virgin Community Services).
2. The Community Services team comprises District Nurses, Rehab Assistants, Occupational Therapists, Physiotherapists, Adult Mental Health, Old People's Mental Health. The team includes a DHUFT Consultant Geriatrician, (Raiz Dharamshi) and an Older Persons Psychiatrist (Susan Jeffreys).
3. A key role is to prevent acute hospital admissions where alternative and more appropriate provision can be provided locally or at home, and following up hospital discharges to ensure safe recovery and avoid readmission.
4. The service is available 7 days a week from 8.00am to 8.00pm, with access to DHUFT's Night Nursing service after 8.00pm. It has a staffed telephone number available to GPs, health and social care professionals, and care homes to ensure coordination and assistance.
5. The locality's Head of Integrated Care for Dorset County Council Social Services is based in the same open office space, arranging local services from Tricuro which is commissioned by DCC to handle reablement provision. This provision arranges Home Care, for a maximum of six weeks, intended to minimise the need for long-term care packages. Reassessment is conducted where necessary at the end of the six week period. All patients have a general right to assessment, whether privately funded or with a private care agency, or not.
6. The 'virtual ward' at the hospital involves:
  - a daily multidisciplinary team review of patients at 'high risk' (average about 12 at any one time);
  - twice weekly meeting with the Consultant Geriatrician for updates on patients needing a multidisciplinary overview as well as all the 'at risk' patients;
  - a monthly multidisciplinary team review with the GPs and practices to discuss the on-going management of patients who are becoming more complex or frail. Patients in Lyme and Charmouth are not part of this process because Virgin, not DHUFT, is responsible for our community services. A Lyme Regis and Charmouth version is organised, as below.
7. Holly Bradbery is one of two Health and Social Care Coordinators. These are non-clinical roles, funded by CCG, to link the clinical services with social workers and social care. The Social Services team works from an adjacent office with inter-connecting doors.
  - Holly arranges a multi-disciplinary meeting once every three weeks at each of Lyme Regis Medical Centre, Kent House and Charmouth Medical Practice, attended (ideally) by one or more GPs and Practice Nurse, and by staff from community services: Community Nurse, OT, Mental Nurse, etc. Occasionally Noreen Reid (Weldmar Palliative Care nurse) attends.
  - These meetings, generally of 1 - 1½ hours, review vulnerable patients: those on the frailty index; who may be heading for crisis; who have moved between e.g. hospital, residential care, home; currently admitted to hospital and discharged from acute hospital stays including (spasmodically) RD&E; preventative care plans for 'care at home'.
  - Holly prepares the 'agenda' (ie cases for review); attenders at the meeting may add individuals who need consideration. She does not have access to information from private hospitals (eg Winterbourne): the GP must be responsible for this.
  - Typically, around 10 patients may come under review at LRMC, fewer at Kent House and Charmouth. At each meeting, some will stay on the list, others will be taken off.

- After each meeting, Holly writes the Minutes, updates patient data on the Dorset Care Record (all West Dorset GPs, including Lyme and Charmouth, are on System 1 of the Dorset Care Record) and checks on follow-up action at the next meeting.
- A pilot 'meeting-by-phone' is being tried with LRMC, as this might improve GP involvement.
- Additionally, Holly is available for assistance to Lyme Regis and Charmouth GPs and Community Services between meetings.

NB: Any social work / social care implications for Dorset residents registered at the three Practices are covered by these meetings, which can also refer to Devon Social Services. But Patients in Lyme and Charmouth, being the responsibility of Virgin community services, are not eligible for any follow-up action by the DHUFT Community Rehabilitation Team.

8. The procedure short-cuts the otherwise lengthy procedure and form-filling normally required for referral to Social Services, via the adult access team, local office allocation meeting and social worker meeting – a process that can take several weeks. Instead, referrals can be taken straight from the multi-disciplinary meeting to the reablement team. Devon residents cannot benefit from this fast-track approach, but must be referred to the Devon adult access team.
9. DHUFT community teams can access specialist clinical support as required: Tissue Viability , Diabetes Specialist Nurses, Infection Prevention and Control, etc.
10. Bridport Hospital itself has 2 wards of 16 beds each, as 'step-up' or 'step down' facilities; it carries out day-case surgery and assessment procedures in accordance with its staffing and equipment provision; it has a busy Minor Injuries Unit open 7 days a week from 9.00am - 6.00pm.
11. Other DHUFT current involvement in Lyme Regis and Charmouth:
  - The team is contracted by Virgin to provide clinical supervision and governance to the Community Nurses and Occupational Therapist working at LRMC.
  - DHUFT school nurse service provides child immunisations at local schools:
    - Reception Class child immunisations.
    - Annual flu vaccinations Year 2 - Year 4.
    - HPV for girls only in Year 8 and above.
    - Meningococcal ACWY and Td/IPV (tetanus, diphtheria and polio) for children in Year 10 and above.
  - Child Speech and Language Therapy service to schools.
  - Adult speech and language therapy (referrals from acute hospital discharge or GPs).
  - Specialist nurse services for specialist advice, home visits, in care homes or at GP surgery, as appropriate:
    - tissue viability (referrals normally from LRMC community nursing team, or from GP);
    - heart failure (referrals from GPs or acute hospital discharge);
    - brain injury: rehabilitation after accident or acquired (referrals mainly from acute hospital discharge);
    - Parkinson nursing (referrals normally from GPs).
  - DHUFT provided initial training for Early Stroke Discharge to Virgin community nursing staff, but contractually cannot provide a service to patients registered with Lyme Regis or Charmouth GPs. Some patients have changed GP to access DHUFT early discharge service at home.
  - A range of Child and Adolescent Mental Health Services through CAMHS and onward referrals, as on pages 27-28.
  - A range of Adult and Older Adult Mental Health Services through Adult and Older Adults CMHTs as on pages 16-17.
  - DHUFT is a partner in 'My Health, My Way' (see page 5).
  - Virgin's School Nurse and Health Visitor staff are probably moving from Virgin to DHUFT in April 2018.

## **Note on published sources of information**

### **Public access to information about the GP Practices and Community Services**

- each Practice offers a printed brochure;
- LRMC has three websites: its own, a version under the Virgin brand; a version under NHS Choices;
- the other two Practices each have two websites: their own, and versions under NHS Choices.

Therefore:

- each Practice offers three, or in the case of LRMC, four sources of public information;
- Community Services are described in ten sources.

The information across those sources is unsatisfactory and varied in terms of completeness, accuracy, consistency and currency. Given those factors, the multiplicity of sources adds further confusion and misunderstanding.

The available sources sometimes use medical jargon rather than language comprehensible to the lay person at whom they are directed.

The NHS Choices websites are in all cases notable for being out-of-date, inaccurate, far from user-friendly and unattractive in design.

One online and one printed source per Practice, accurate and up-to-date, with Community Services described identically in all cases, would be sufficient for public understanding while minimising the administrative demands on staff maintaining them.

Gathering the material for this document has been made difficult by the inadequacy of much published information; this, in turn, has regretfully used up more professional staff time in explaining things than should have been necessary. We are grateful beyond words to all those professional staff who have made their time and expertise available to us during our researches.

## **Membership of LymeForward Health and Wellbeing Group**

Sue Atkinson

Chris Boothroyd (Chairman)

Hilton Davis

Dave Edwards

Anne Hardman

Sue Herman

Ken Lavery

Mike McAlpine

Rachael Pope

Adrian Ragbourne

Cheryl Reynolds

Julie Sheppard

Steve Trevethan