Aim Of Project:
"By September 2018 95% of care home residents requiring access to the Emergency Nurse Practitioner service in Ayr ED will be FAST TRACKED through registration and triage process to first consultation. Accommodation will be available for assessment on arrival to ED."

Primary Drivers:
The CNO Scotland advocates improved care of elderly in the acute care setting. The 20:20 vision for achieving sustainable quality in Scotland’s health care highlights that by 2033 60% of our population will be over 75s old resulting in a care group with complex needs, co-morbidities and cognitive impairment.

ENP Vision:
Our team vision is to improve the standard of care delivery to care home clients, reduce/prevent unnecessary ED attendances and improve communication links between acute and primary care.

The Project:
- Care home is visited by project lead
- Use of flow chart allows care home to follow steps of fast track
- Care home speaks directly to ENP via telephone
- Patent demographics are obtained
- Call is logged in call folder
- ENP advises of suitability for Fast track service or redirection to GP, Majors ED, First aid/Analgesia
- Reception and triage alerted of pending attendance
- ENP meets patient on arrival and escorts to pre-allocated examination area for assessment and treatment
- Patient is discharged with documentation detailing treatment and discharge advice

Benefits:
- Reduced anxiety for frail elderly
- Care home staff able to return to base quickly
- Patient less distressed for ENP examination
- Less staff involved in care journey
- Overall reduced time in ED
- Improved communication acute/primary care
- Enhanced partnership
- Effective patient- centred care
- Able to prevent unnecessary ED attendance- initial stage of project saw 2 care home patient’s attendance prevented by pre-hospital communication

Audit of Care home minor injury patients Jan 2017-2018:

Time to first consultation

Total time in emergency department

Evaluation By Carehome:
100% of the care homes who completed the evaluation forms stated that they would be happy to utilise the FAST TRACK service again.

“The service was fast and efficient for the patient with dementia who had been very distressed.”