

Report for: Adults & Health Scrutiny Panel, 18 January 2016

Item number: 8

Title: Haringey Foot Care Services

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Ward(s) affected: All

Report for Key/

Non Key Decision: Non Key Decision

1. Describe the issue under consideration

1.1. This report will address the following issues that have been highlighted by the Adult and Health Scrutiny Programme:

- What foot care services are available to people in Haringey?
- How can people find out about foot care services in Haringey?

2. Recommendations

2.1. The Adults Health & Scrutiny Panel is asked to note the following:

- There are a range of foot care services in Haringey provided by both statutory and voluntary health and social care organisations.
- Issues with the performance of the Whittington Health Podiatry and Foot Health Service are being tackled via monthly contract monitoring meetings.
- There are a number of communication channels used to notify Haringey residents about local foot care services.

3. Reasons for decision

3.1. The following information is a brief overview of foot care services in Haringey and should give assurance that services are available, quality issues are dealt with and there are communication channels available.

4. Alternative options considered

4.1. Not applicable

5. Background information

5.1. The following foot care services are available to Haringey residents:

Haringey Locality Teams

5.2. The Locality Team consists of a community matron, physiotherapist and pharmacist from Whittington Health NHS Trust; a social worker from the London Borough of Haringey and a mental health nurse from Barnet, Enfield and Haringey Mental Health Trust. There are currently two locality teams (one in the east and one in the west of Haringey). The Locality Teams work with patients who are at risk of an emergency hospital admission and co-ordinate care to help keep people well and independent.

5.3. As part of the initial comprehensive assessment Locality Team members review the past medical history of the patient/client including factors that affect foot care, such as diabetes and falls history. The team members also check whether agencies, such as podiatry services, were ever involved with the care of the patient. During the assessment, the foot condition is checked and a Falls Risk Assessment (FRAT) is also conducted. Following the assessment, referrals are made to the appropriate agencies for further foot care, if required.

Whittington Health NHS Trust - Podiatry and Foot Health Service

5.4. Whittington Health Podiatry and Foot Health Service specialises in assessing and treating problems of the lower limb particularly of the foot and ankle. Podiatrists aim to maintain and promote good foot health within the population of Haringey in order to help sustain mobility, independence and reduce pain.

5.5. The service assesses a patient's foot problem and provides them with treatment and self-care advice as appropriate to their individual needs. The service strives to support patients to self-manage their foot problems in order to improve and increase control over their foot health. The service offers:

- Treatment of foot pain: Podiatrists can help diagnose foot pain by assessing a patient's foot structure, gait analysis and through the prescription of orthotics or innersoles.
- Treatment of the high-risk foot: Podiatrists play an important role in caring for patients that are at risk of foot problems due to Diabetes, circulation problems or Rheumatoid arthritis. These patients can be at risk of foot ulcers, infection and possible amputation and therefore take priority over low-risk patients.
- Treatment of skin and nail conditions of the foot: The service can only provide this care to eligible patients, based on a medical and clinical need, to facilitate mobility.
- Toenail surgery: Some persistent nail conditions, e.g. ingrown toenails, can be permanently resolved through a minor surgical procedure carried out under local anaesthetic

- Radiosurgery: Some painful, longstanding verrucae and corns can be treated by a minor surgical procedure using radio waves under local anaesthetic.
- Injection Therapy: Specially trained podiatrists can administer anti-inflammatory injections in the foot to resolve painful conditions where conventional treatments have failed.

5.6. All Patients can be referred to the Podiatry and Foot Health Service by their GP or other health care professional.

5.7. In Haringey, within the community, treatment is carried out in 6 health centres (Monday - Friday 8.00 am – 6.00 pm excluding Bank holidays):

- Bounds Green Health Centre
- Hornsey Central Neighbourhood Health Centre
- Lordship Lane Clinic (Orthotics laboratory)
- Stuart Crescent Health Centre
- The Laurels Health Living Centre
- Tynemouth Road Health Centre

5.8. The service is commissioned to provide toenail cutting by assistants for those whose disability prevents their ability to undertake this for themselves, including those with diabetes. Domiciliary treatment is available for patients who are completely housebound either in their own home or a care/nursing home. An individual will not be eligible for a home visit if they are able to leave their home environment on their own or with minimal assistance to visit public or social recreational services (including shopping). Patient transport is available for patients who require assistance to travel and meet the eligibility criteria.

5.9. The podiatry service also has an acute clinic based at Whittington Hospital which is consultant lead and only treats high-risk, urgent foot complaints e.g. diabetic gangrene or ischaemic foot ulcers.

5.10. Regular monitoring meetings are held with the podiatry service. These meetings cover residents across Haringey and Islington and current data is reported across both boroughs. The service receives approximately 1400 referrals per month. From April to September 2015:

- 65% of patients waited less than six weeks for their first appointment. Throughout September 2015 the service has been working to reduce the waiting list of patients waiting longer than six weeks in order to meet the target of 95% of patients waiting less than six weeks.
- 14% of patients did not attend their appointments. This is set to reduce with the imminent introduction of text reminders.
- 8% of appointments have been cancelled by the service; however this may be higher than usual due to the fact that even if a patient changes an appointment themselves or there are problems with patient transport it counts as a cancellation by the service. IT system improvements in December 2015 should help with this.
- 100% of clients discharged from the service have an improved quality of life, function and have been given the skills to self-manage, with 98% agreeing that they would recommend the service to friends and family.

- 5.11. Actions to improve performance are agreed in the contract monitoring meetings.

London Borough of Haringey - Adult Foot Care Service

- 5.12. The London Borough of Haringey and The Whittington Health NHS Trust have trained staff to become Foot Care Assistants. Foot Care Assistants provide simple nail cutting and foot care at five venues across the Borough. Staff are regularly up-dated and their practice skills reviewed by the Whittington Health Podiatrists who were involved in their training.
- 5.13. The Adult Foot Care Service is provided between 9.30 am and 3.30 pm, five days a week (one day in each venue):
- The Priory, N8
 - Abyssinia Court, N8
 - The Haven Day Service, N17
 - The Crescent, N15
 - Woodside, N22
- 5.14. The Haringey Adult Foot Care Service provides simple toe nail cutting and foot hygiene, to adults over the age of 50. The resident must live in Haringey and have difficulty in managing their own foot hygiene/toe nail cutting. The service doesn't treat people with diabetes and rheumatoid arthritis as they are best cared for by the Whittington Health Podiatry Service.
- 5.15. At a first session with the Adult Foot Care Service a foot care kit will need to be purchased at a cost of £5.75 (this price may increase slightly). This kit will be for the Resident's personal use, which they can take home and bring to each appointment. After this one off payment all future sessions [approximately 30 minutes] are free. This service has delivered to over 260 residents to date.
- 5.16. Due to the planned closure of The Haven, from where the Adult Foot Care Service is being delivered, the service is currently considering options for future delivery from alternative locations.

Bridge Renewal Trust – Foot Care+

- 5.17. The Bridge Renewal Trust (a charity focused on reducing health inequalities) has been providing affordable Foot Care+ for older people (aged over 50 years old) in Haringey since 2010. The service receives charitable funding to deliver the service and is not funded by Haringey CCG or the London Borough of Haringey. Over the past two years approximately 400 clients have visited the weekly Foot Care+ Clinic at the Laurels Healthy Living Centre or have been visited by the FootCare+ Outreach Programme. Most of the clients are over 70 years old, with many in their 90's.
- FootCare+ Clinic: The FootCare+ service includes toe nail cutting and foot therapy (foot massage that aims to help circulation and is ideal for some

conditions such as diabetes). The nail cutting is £10 and the foot therapy is £10, or £15 for a combined treatment.

- FootCare+ Outreach: The FootCare+ Outreach Programme is available to Care Home or Sheltered Scheme. The service is provided directly at the location (if a minimum of 6 clients can be assembled). Locations are visited every 6-8 weeks, depending upon the demand for the service. Currently 12 locations are visited.

Information and Communication

- 5.18. In order for people in Haringey to find out about foot care services there are several methods for communication:
- 5.19. People who require foot care services will be identified by health and social care services including GPs, district nurses and the Locality Team (as described above). Once foot care needs have been identified people can be referred into the appropriate service e.g. Whittington Health Podiatry Service.
- 5.20. The London Borough of Haringey has commissioned IAG (Information Advice and Guidance) services from Citizens Advice Bureaux (CAB), Age UK and the Law Centre which can be accessed in the community both face-to-face or via the telephone. The IAG will be able to identify how people can access foot care services in Haringey.
- 5.21. Health services (eg Whittington Health) often have Patient Advice and Liaison Services (PALs) or equivalent. These services can give information on the services provided, eligibility criteria and can help to resolve any concerns or problems regarding health services.
- 5.22. The London Borough of Haringey Integrated Access Team (IAT) is the first point of contact for new users of Adult Social Care services, their carers and families. It delivers a simple screening process aimed at resolving local residents' social care needs as quickly as possible. Where needs are more complex, or where there are concerns regarding the safeguarding of vulnerable adults, a speedy referral will be made to the most appropriate service. The service will also give information and advice on a range of services and activities locally. The team can be accessed via the telephone, email or in writing.
- 5.23. An online directory for health and social care services, known as Haricare (www.haricare.haringey.gov.uk), has been produced by the London Borough of Haringey. This directory includes foot care services. The directory will be kept up to date via the IAG service.
- 5.24. NHS Choices (www.nhs.uk) gives information on health conditions and local services for these conditions. There is a section on foot health and foot care for older people which also links to a directory to find a registered podiatrist as well as its existing directory of health and social care services.

6. Contribution to strategic outcomes

6.1. Foot care links to a number of plans for the London Borough of Haringey (LBH) and Haringey CCG. In particular it supports:

- 2014/19 North Central London 5-Year Plan
- 2014/19 Haringey CCG 5-Year Plan
- 2015/16 Haringey CCG Operating Plan
- LBH (2012) Joint Health and Well-being Strategy

7. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

7.1. Finance and Procurement

7.1.1. This report is for noting only and there are no financial implications arising directly out of this report. There are also no procurement issues arising.

7.2. Legal

7.2.1. There are no legal implications arising from the recommendations in the report

7.3. Equality

7.3.1. As this paper is a brief overview of foot care services in Haringey with no decisions an equality impact assessment has not been completed on this paper.

8. Use of Appendices

8.1. Not Applicable

9. Local Government (Access to Information) Act 1985

9.1. Not Applicable