

Relevant findings from E&V reports – Milton Keynes linking the provision of Community Health Services.

Evidence period – 01.04.2024–24.07.2025

Site/Service	Date of Report	Key Insights	Recommendations – linked to Community/Mental Health and Neighbourhood working
Bletchley House	July 2025	<p>There are regular visits by a chiropodist and residents can choose to book a visit if they wish.</p> <p>Staff book appointments with a local dentist for those residents that require visits with either resident or family consent.</p> <p>If a hearing test is needed family members usually organise these appointments.</p> <p>As yet the home have not need to make use of BSL/interpretation services</p>	<p>Continue the dementia friendly journey by inviting the Specialist Memory Service, the Dementia Information Service, or similar organisation to assess/ re-assess residents whose Dementia may have progressed during the pandemic. Or consider outings to a Memory Club such as Water Eaton Memory Club Water Eaton Church Centre, Drayton Road, MK2 3RR Call: 07510 203 166 Email: info@memoryclub.co.uk</p>
Parklands Nursing Home	Feb 2025	<p>There was a wide range of length of stay and reasons for stay at the home; hospital discharge, short stay for rehabilitation, chosen to stay as no longer able to care for self at home, and time of stay varied from a few weeks to over three years.</p> <p>Central North West London (CNWL) NHS Trust run a seated exercise session for people who are using the Seacole beds. Seacole beds are part of the 'Virtual' wards and people are discharged from</p>	

		<p>hospital into Seacole beds for rehab, assessment, and/ or reablement. We observed longer term residents seated in the lounge area looking on with interest and trying to copy the exercises. It seems a little shortsighted, in terms of prevention, that these classes are only available to Seacole patients and that other residents are actively excluded from taking part. We were told that this was due to CNWL Health and Safety and concerns around insurance cover.</p>	
Willows Care Home	March 2025	<p>The care home has an oral hygiene program as part of its regular care plan for each resident. This programme includes hydration, food and, if required, finding a dentist that will make visits to the care home.</p> <p>Another theme that we are seeing more of, as more men enter Care Homes, is that the male residents tell us they don't feel particularly included in the activities and that the type of activity offered is aimed more at the women in the Home.</p>	
Highclere Care Home	February 2025	<p>The home provides personal care, respite care, and palliative care for persons over 65 years. The home has open visiting hours for family</p>	<p>We recommend that staff are given training in the Accessible Information Standards and Equality Act duties regarding the use of interpreters. While it would be useful to have some staff who are able to</p>

		<p>members.</p> <p>The home also provides training to other Care Providers for:</p> <ul style="list-style-type: none"> • First Aid • Peg Feed • IDDSI (International Dysphagia Diet Standardisation Initiative) - global standardised way of describing foods and drinks that are safest for people with feeding, chewing or swallowing problems. <ul style="list-style-type: none"> • Falls Awareness • Induction Training <p>The GP has a regular in person visit every Wednesday and they have access to an on-call Dr on a Sunday.</p> <p>Part of each resident's arrival check is an oral care assessment to ensure that they are not in need of any urgent treatment.</p> <p>With one profoundly Deaf resident having lived at Highclere for three years, it was disappointing that staff did not see the need to organise interpreters for medical or care and treatment decision making conversations. While the resident funds a BSL PA, the PA is not a qualified interpreter and is employed by the resident for social activity, not to provide interpreting for care and treatment conversations.</p>	<p>communicate using BSL, this would not negate the requirement for qualified interpreters when having clinical, legal, financial, and capacity conversations</p> <p>Use of the Care Homes minibus for resident transport to clubs and social activities run by external providers could be of interest to residents.</p>
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Water Eaton Medical Centre	Nov 2024	<p>We were also told that the difficulties linking the NHS app to AccuRx was an issue for those who had access to the technology. Visual impairment was also given as a reason that the new digital system didn't work for some patients. These patients told us that they couldn't use it because they couldn't see it.</p>	<p>Consider tasking the PPG, a social prescriber or admin team member to offer 'Tech Support/ training' sessions for the AccuRx system, possibly in the waiting room on a regular but short-term basis. This would enable more of the patient base to get up and running with the system, answering their questions would go a long way towards increasing their understanding of the 'how and why' of the new system.</p> <p>Consider an exercise to evaluate barriers for patients using online systems which could highlight opportunities to build trust in online access systems and support patients to use them, freeing up telephone lines for patients who are digitally excluded.</p> <p>Consider giving more information to patients around how you manage demand; making people aware of the number of administrative staff that work on answering calls at peak times will help patients understand the pressures that staff face during these busy times.</p>
Newport Pagnell Medical Centre	October 2024		<p>Consider an exercise to evaluate barriers for patients using online systems which could highlight opportunities to build trust in online access systems and support patients to use them, freeing up telephone lines for patients who are digitally excluded. Consider tasking the Patient Participation</p>

			<p>Group (PPG) or an Admin Team member to offer 'Tech Support/ training' sessions for the new ACCURX system, possibly in the waiting room on a regular but shortterm basis. This would enable more of the patient base to get up and running with the system, answering their questions would go a long way towards increasing their understanding of the 'how and why' of the new system.</p>
WaterHall Care Home	Oct 2024	<p>This care home provides dementia and nursing care for residents. First floor – Willen & Furzton – is nursing and dementia care and the second floor – Caldecott – is Frail nursing and dementia, there are residents with full capacity at Waterhall that have a combination of other care needs whose rooms are on the first floor.</p> <p>translation services, one resident has their own iPad for communication – any resident with special language requirements will have a picture card in their own language in room to help with communication, google translate is used, but if any important information is needed then a family member is asked to attend for conversations.</p> <p>There is a drive for oral care within the home over the last year trying to encourage residents to improve their oral health, changing tooth brushes every three months and encouraging daily cleaning.</p>	

Dovecote Manor	March 2025	The introduction of 'Meaningful Moments' is a great initiative which should reduce feeling of isolation or loneliness among residents	
Burlington Hall Care Home	August 2024	<p>The home provides residential and dementia care, with more than 60% of the residents at the care home during the time of our visit living with some level of dementia.</p> <p>There are very good connections with the local community and the Manager believes that the home should be a part of the community, not just be in the situated in the town. Things like the free community puzzle swap, which is run by the volunteers, help maintain these community connections, as do the events such as the tea parties. The local charity shops supported this tea party by giving all their summer hats to the home Manager. It was a very hot day, so the manager popped out to purchase a few hats and when the shops realised what the purchases were for, they donated them all, ensuring residents stayed cool for the afternoon. There is space available at the home that has a covered exterior seating area and access through an external side entrance. The home's Manager has offered this newly decorated, private, comfortable space to the Citizens Advice Bureau. The community had lost this service due to</p>	Consider refreshing the personal care training provision to ensure that staff are more mindful when supporting frail residents in transfers and when providing personal care.

		<p>it not having a suitable venue. If this goes ahead, there will once more be a drop-in service available to, and for the benefit of, the wider community.</p>	
Bluebird Neurological Care Home	Sept 2025	<p>Residents of the home have complex neurological conditions with varied health conditions.</p> <p>Wednesday is GP Day. Which means that the local GP visits the care home every week and meets with the nurse in charge and the manager to check which residents need to be prioritised that day before carrying out the patient visits. Bluebirds' residents are currently registered with the Watling Street Practice.</p>	
Caton House	July 24	<p>The home is registered to cater to adults over 65 years of age for general residential care, mild dementia, nursing and palliative care.</p>	<p>If help is required with activities or support for residents with dementia, it may be useful to contact a local memory club: https://www.healthwatchmiltonkeynes.co.uk/advice-and-information/2019-07-08/dementia-memory-clubs-and-support-groups Review the status of those currently bedbound residents and consider whether they could be helped to be more mobile through better equipment or physical therapy. Consider ways of alleviating isolation for those residents that have</p>

			<p>mobility issues, more one to one time with care staff, more time in group situations, enlist the help of volunteer groups such as befriending services to sit and talk with residents.</p>
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Resident Feedback of relevance

Mental Health – Adults	Mental Health – Young People
<p>Concern at loss of in person Recovery College – considered incredibly valuable as a support service x 2</p> <p>Resident diagnosed with autism – parent paid private due to long wait – but struggling to access follow-on support and help to get into employment.</p> <p>Parent advocating for their adult child from a geographical distance. Adult child not receiving regular contact from mental health worker – they really need support the local advocate to help their son navigate services and support.</p> <p>Requests for information about local Mental Health support and unable to find information/information not visible to public – 5</p>	<p>Praising the value of the BLMK Mind’s young persons sanctuary x 5</p> <p>Asking for information/complaint about lack of contact from CAMHS. X 10</p> <p>Parent carer – child in the process to being diagnosed with autism, ADHD, self-harm, suicidal thoughts, night terror and high anxiety. CAHMS rejected referral. The school sendco intervened and referral accepted. After their 2 hour assessment their son was discharged from CAMHS mostly straight away despite them showing the self-harm marks, and they were told if they tried to end their lives they should seek crisis support at A&E. It took a very long time to get the report back from the assessment because apparently the person who assessed them forgot to finish their notes. The report was poor in quality; it did not reflect their son at all. The</p>

Poor representation from Mental Health teams at outreach events in the community – 3

Praising the value of the Man Cave as a space to support mental health and isolation x 10

Theres a gap for post relationship services/mental heath support.

Complaints about being prescribed medication for mental health but not being provided with any other support x 4

Talking therapies over the phone was excellent but it was just a repeat of previous support accessed – when you need longer term support short 6 week interventions mean you stop and start care and it doesn't help to manage in the longer term.

Diagnosed with complex PTSD and eligible for 12 therapy sessions but it is irrespective of the nature of their trauma, which noted may include severe experiences such as trauma, sexual assault, loss of a child, a history of abuse in childhood, bereavement, an abusive relationship, divorce, or other traumatic events. Despite having endured multiple forms of trauma, they are still restricted to only 12 sessions of therapy. Twelve sessions are insufficient to adequately

client tried to complain to CAHMS about it, but they are not answering over the phone. The client complaint to the GP about the way they were treated by CAMHS.

address even a single trauma, rendering the initiation of therapy largely ineffective.

The client went for an ADHD assessment which came back as negative but felt that the assessment was affected due to their personal difficulty engaging online before and mental health issues. The resident said that they needed face-to-face ADHD assessment and it should be available for people with difficulties like theirs.

I've been having problems with Talking Therapies. The appointments are getting shorter and shorter. They're supposed to last 30 minutes but the last one was only 10. I feel like the location in Stantonbury is not safe for some users too.

Community Health – Adults

The client had a brilliant experience but because their GP is a Northampton practice, they have to have transport from EMAS even though they live in Milton Keynes, and they're going to Milton Keynes hospital. The client had this to say; "Sometimes the drivers do 70 miles for the journey even though it is only 10 miles each way."

Community Health – Children

Resident – no recourse to public funds. Has aggressive breast cancer and is a carer – was unable to find suitable outreach services/community support to help.

Issues accessing patient transport to hospitals outside of MK following onward referral – not information given to patient to help - 9