

## STATEMENT OF PURPOSE

### What does Lincolnshire Community Health Services do?

Lincolnshire Community Health Services NHS Trust (LCHS) delivers a range of community-based services to the people of Lincolnshire. LCHS is committed to improving the patient experience and delivering high quality and safe care. LCHS employs 2,500 staff working out of a range of bases covering the whole county of Lincolnshire, an area of 2,350 sq. miles and a population of 735,107.

### Regulated Activities

The organisation is regulated and registered with the Care Quality Commission who ensure that our services meet essential standards of quality and safety. The services provided by the Lincolnshire Community Health Service fall within the following regulated activities:

- Treatment of disease, disorder or injury
- Nursing care
- Diagnostic and screening procedures
- Family planning
- Surgical Procedures

Within the regulated activities are various service types.

### What kinds of services are provided?

- Community nursing and therapy services for adults**
- Community Hospitals:** Johnson Hospital Spalding, John Coupland Hospital Gainsborough, Skegness Hospital (urgent care centre), Louth Hospital (urgent care centre and medical wards)
- Dental:** Community dental services and Pain and Anxiety Management Services
- Sexual Health Services,** including Genito-urinary Medicine
- 'Phoenix' Smoking Cessation**
- Ante-Natal Weight Management Services**
- General Practitioner (GP) Out of Hours Services**
- Children's Safeguarding Services:**
- Health visiting, school nursing, family nurse partnership and therapy services for children**
- Lincoln City Primary Care Access Centre:** Monks Road Walk in Centre
- Minor Injuries Units, based at the John Coupland Hospital and Johnson Community Hospital
- Peterborough Minor Injury and Illness Unit:** City Care Centre, Peterborough

## PROVIDER DETAILS

Details of Service Provider
Lincolnshire Community Health Services, Bridge House, Unit 16, the Point, Lions Way, SLEAFORD, Lincolnshire, NG34 8GG.  Tel: 01529 220470 Fax: e.mail:
Legal status
<b>Will be established as an NHS Trust from April 1<sup>st</sup> 2011</b>

## SERVICE TYPES AND LOCATIONS

More information regarding services and locations is given below.

Acute Services (ACS)	
Locations	
Skegness Hospital, Dorothy Avenue, Skegness, Lincs PE25 2BS Johnson Community Hospital, Spalding, Lincs PE11 3PB John Coupland Hospital, Ropery Road, Gainsborough, Lincs DN21 2TJ Louth County Hospital, High Holme Road, Louth, Lincs LN11 0EU	
Aims and objectives	
To provide a wide range of holistic, person-centred services in a local environment.	
Services provided.	
The Community Hospitals provide a wide range of holistic, person centred services, including inpatient wards, palliative care services, rehabilitation, outpatients and urgent care services.	
<u>Inpatients</u>	
Skegness Hospital	Dedicated palliative care beds End of life care Rehabilitation Step down care
John Coupland Hospital, Gainsborough	Dedicated palliative care beds End of life care Rehabilitation Step up and Step down care pathways
Johnson Community Hospital, Spalding	Dedicated palliative care beds End of life care Rehabilitation Step down care
Louth County Hospital	Sub-acute medical care Cardiac monitoring End of Life care

	Rehabilitation Step down care
<u>Outpatient services</u>	
Skegness Hospital John Coupland Hospital, Gainsborough Johnson Community Hospital, Spalding Louth County Hospital	Consultations Diagnostics Paediatrics
<u>Day cases</u>	
Skegness Hospital John Coupland Hospital, Gainsborough	On-going rehabilitation Surgical procedures
<u>Emergency/Urgent Care</u>	
Skegness Hospital John Coupland Hospital, Gainsborough Walk in Centre, Lincoln Johnson Hospital, Spalding Louth County Hospital	Urgent Care Centre Minor Injuries Units Minor Illness and Minor Injury Minor Injuries Units Urgent Care Centre
These services are provided for the entire population of Lincolnshire.	
<b>Community Healthcare Services (CHC)</b>	
<b>1. Adult Community Healthcare Services, Community Response and Rehabilitation Services and Rapid Response Service</b>	
<b>Locations</b>	
Provided principally in patient's home or usual place of residence but also in GP surgeries and health clinics and in community facility beds, along with in reaching into acute hospital sites	
<b>Aims and objectives</b>	
To support people in their own homes as far as possible and ensure safe and timely discharge home, or preventing unnecessary admission to acute care.	
<b>Services provided</b>	
Care to patients with long-term conditions Management of long term and limiting conditions Partnership working across the health and social care community to promote independence and prevent avoidable hospital admissions and facilitating hospital discharge. Rehabilitation. Short, time limited interventions to maintain independence.  The service is provided for all adults in Lincolnshire.	
<b>2. Community Physiotherapy and Occupational Therapy</b>	

<b>Locations</b>
<p>Provided principally in patient's own home but with some patients seen in bases and gyms at:</p> <p>John Coupland Hospital  North Hykeham Health Centre  Mablethorpe Health Clinic  Woodhall Spa  Spilsby Health Clinic  Louth I/C  Bourne Health Clinic  Sleaford I/C  Boston Health Clinic  Inreach into Acute Trusts:</p> <ul style="list-style-type: none"> <li>• ULHT: Lincoln County Hospital, Pilgrim Hospital, Boston, Grantham and District Hospital</li> <li>• Peterborough and Stamford Hospitals Foundation Trust</li> <li>• Queen Elizabeth Hospital, Kings Lynn</li> </ul>
<b>Aims and objectives</b>
<p>The teams aim to increase or maintain independence and function for those with long-term conditions and to provide either self or care management plans which will support the person to reach their maximum potential and to remain in the community.</p>
<b>Kinds of services provided and the range of people's needs they are intended to meet.</b>
<p>Environmental risk assessments  Equipment provision  Exercise Programmes  Falls assessment and prevention  Provision of assistive technology and telemedicine  Provision of self and care management programmes  Training and support of carers  Treatment of patients with long-term conditions.</p> <p>The service is provided for older people, younger adults, and those with a physical disability.</p>
<b>3. Family and Healthy Lifestyle Universal Provision</b>
<b>Locations</b>
<p>The service is provided from client's homes, schools, children's centres, and GP practices.</p>
<b>Aims and objectives</b>
<p>The children and family team (universal provision) within Family and Health Lifestyle services, comprises of the Health Visiting, Family Nurse Partnership and School Nursing teams. The service provides a public health programme with a range of contributions (including those of parents and carers) to optimise the health and well being of children and young people.</p>
<b>Services provided</b>
<p>Evidence based intervention and prevention programmes</p>
<b>4. Targeted Services which includes county-wide Sexual Health, Smoking Cessation, and Ante-Natal Weight Management Services</b>
<b>Locations</b>
<p>Health Clinics  GP Surgeries</p>

Clinics within Hospital settings Colleges Schools HMP Lincoln	
<b>Aims and objectives</b>	
<b>To provide targeted services addressing sexual health, smoking cessation and ante-natal ante-natal weight management</b>	
<b>Services provided.</b>	
Sexual health	Chlamydia screening Contraceptive methods and advice Genito-urinary medicine HIV management Partner notification services Pregnancy testing Screen and treat sexually transmitted infections Insertion and removal of IUDs
Smoking cessation	Develop and implement Stop Smoking client pathway Help and advice to smokers Provision of stop smoking services
Ante-natal weight management	Advise, help and support adults who are motivated to tackle their weight Enable and support overweight and obese adults to lose weight and subsequently maintain a healthy weight Promote realistic weight change through modifying diet and activity, supported through motivating behaviour change
The service is provided to the whole population	
<b>5. Children's Therapy Services</b>	
<b>Locations</b>	
Provided from Health Clinics, children's centres, schools, child's home, preschool, nurseries and language units attached to primary schools.	
<b>Aims and objectives</b>	
To provide a specialist therapy service for children aged 0 -19 presenting with a range of disabilities and conditions. To support children to achieve their potential. To help children live as independent a life as possible. Ensure all services for children are safe and the child and his carers can exercise choice	
<b>Services provided</b>	
<ul style="list-style-type: none"> <li>• Speech and Language in Children's Centres – Prevention and early intervention services delivered through children's centres</li> <li>• Children 0 – 19 with Complex Needs</li> <li>• Children 0 – 19 with Speech Language and Communication Difficulties including specialist services for             <ul style="list-style-type: none"> <li>▪ Autism</li> <li>▪ Cleft Lip and Palate</li> <li>▪ Dysphagia ( 0 – 3 months excluded )</li> </ul> </li> </ul>	

- Fluency
- Hearing Impairment
- Specific language Impairment
- Children with Developmental Delay
- Children with complex respiratory conditions – cystic fibrosis.
- Children presenting with developmental orthopaedic conditions.
- Children requiring therapy intervention following hospital discharge
- Children 0–19 requiring specialist equipment and /or manual handling plans.

The service is provided for:

Children registered to a GP in Lincolnshire aged 0 – 19

Children with Sensory impairment

Younger adults

Children

Children with Physical disability

## **6. Vulnerable Children and Young People**

### **Locations**

Health Clinics

Lincolnshire Children's Centres

Lincolnshire Schools – Mainstream and Special Schools

Child's home

Children Residential homes – Local Authority/Independent

Pupil Referral Unit

Children's Secure Unit

GP practice.

### **Aims and objectives**

To support vulnerable/disadvantaged children who require additional support either at school, home or in the local community.

### **Services provided**

A quality specialist health service to meet the health needs of vulnerable children and young people (0-19 years of age) within Lincolnshire, working with the Consultant Nurse for Safeguarding Children, Nurses for Vulnerable Children and Young People, Designated Doctor for Children in Public Care, Named Doctors for Safeguarding Children and the Safeguarding Children Team.

Partnership working with health, education, secure unit staff and social care agencies, to support, develop and implement the training of foster carers, residential staff, social workers, health visitors and school nurses to improve health outcomes for children in public care.

A specialist service to support the reduction of health inequalities in Lincolnshire and enable Children and Young People to achieve their optimum potential as defined within the Every Child Matters outcomes framework and improve the health of vulnerable children and young people at risk of social / educational exclusion including:

- Children in Public Care (CiPC)
- Children within the secure unit
- CYP excluded from education e.g. Pupil Referral Units (PRUs) / Solutions 4
- CYP educated outside mainstream education, e.g. home educated

- Teenagers who are pregnant / undergo termination / parents in collaboration with the Teenage Pregnancy specialist staff
- At risk of / actual youth offenders
- CYP in special circumstances
- CYP involved with risk taking behaviours including self harm
- Children who have a disability
- Identified others

To provide regular training and structured supervision including specialist advice and support in response to staff needs.

To be an expert resource / advisor for LCHS at the point of need in order to promote a high standard of clinical practice to achieve better outcomes for children and young people.

## **Dental Services (DEN)**

### **Locations**

Provided from the following registered locations:

Grantham Hospital, 101 Manthorpe Road, Grantham, Lincolnshire, NG31 8DG.

Lincoln County Hospital, Greetwell Road, Lincoln, Lincolnshire, LN2 5QY.

Louth Hospital, High Holme Road, Louth, Lincolnshire, LN11 0UE.

Birchwood Dental Centre, Jasmin Road, Birchwood, Lincoln, LN6 0QQ.

Boston Dental Clinic, Lincoln Lane, Boston, Lincolnshire, PE21 8RU.

Gainsborough Dental Clinic, Hickman Street, Gainsborough, Lincolnshire, DN21 2DZ.

Grantham Dental Clinic, St. Catherine's Road, Grantham, Lincolnshire, NG31 6TT.

Market Rasen Dental Clinic, Gordonfields, Market Rasen, Lincolnshire, LN8 3AD.

North Hykeham Dental Clinic, Moor Lane, North Hykeham, Lincoln, Lincolnshire, LN6 9BA.

Skegness Dental Clinic, Cecil Avenue, Skegness, Lincolnshire, PE25 2BX.

Sleaford Dental Clinic, Riverside, 21 Westgate, Sleaford, Lincolnshire, NG34 7PJ.

Stamford Dental Clinic, Ryhall Road, Stamford, Lincolnshire, PE9 1UA.

Domiciliary visits are also made to patients' normal place of residence.

### **Aims and objectives**

Priority 1 Treatment for those with urgent dental needs, pain, swelling and infection.

Priority 2 Assessment for perceived need.

Priority 3 Routine care where the clinic has capacity

### **Services provided**

Dental screening programme (limited to special needs schools)

Epidemiology surveys

Oral health promotion

Orthodontic service

Pain and anxiety management service

Treatment service

The special care dental service provides integrated special dental care, comprising access for urgent and routine treatment for individuals with special needs, facilitated via direct access or on referral for the following client groups:

- Mentally and physically compromised
- Learning difficulties

- Homeless
- Substance misuse groups
- Vulnerable children

### Mobile Doctors Services (MBS) (Out of Hours)

#### Locations

GP Out-of-hours services based at:

Lincoln Out of Hours  
Lincoln County Hospital  
Greetwell Road  
Lincoln  
LN2 5QY

Grantham Out of Hours  
GP Centre  
Grantham & District Hospital  
101 Manthorpe Road  
Grantham  
NG31 8DG

Boston Out of Hours  
GP Centre  
Pilgrim Hospital  
Sibsey Road  
Boston  
PE21 9QS

Louth Out of Hours  
County Hospital Louth  
High Holme Road  
Louth  
LN11 0EU

Spalding Out of Hours  
Johnson Community Hospital  
Spalding Road  
Pinchbeck  
Spalding  
PE11 3DT

Stamford Out of Hours  
Stamford and Rutland Hospital  
Ryhall Road  
Stamford  
PE9 1UA

Gainsborough Out of Hours  
John Coupland Hospital  
Ropery Road



Gainsborough  
DN21 2TJ

Skegness Out of Hours  
Skegness and District Hospital  
Dorothy Avenue  
Skegness  
PE25 2BS

#### **Aims and objectives**

Provide safe effective and timely out of hours primary medical care services to the population.

#### **Services provided**

Practitioners and Doctors deal with all patients who contact the service out of hours (1830-0800 Monday – Thursday, 1830 Friday – 0800 Monday, and all Bank Holidays) with primary care needs.

Patient calls are triaged and prioritised using clinical software systems, and definitive care delivered through clinical advice, primary care centre attendance (locations as above) or home visits.

Practitioners and doctors provide medical consultations including physical examination and simple physiological measurements. They discuss diagnosis and treatment option and may prescribe medicines for the patient to take at home.

The service is provided to the whole population.

#### **Urgent Care Services (UCS)**

##### **Locations**

Walk in Centre, 63 Monks Road, Lincoln

GP Out-of-hours services based at:

Lincoln Out of Hours  
Clinic 11  
Lincoln County Hospital  
Greetwell Road  
Lincoln  
LN2 5QY

Grantham Out of Hours  
GP Centre  
Grantham & District Hospital  
101 Manthorpe Road  
Grantham  
NG31 8DG

Boston Out of Hours  
GP Centre  
Pilgrim Hospital  
Sibsey Road  
Boston  
PE21 9QS

Louth Out of Hours

County Hospital Louth  
High Holme Road  
Louth  
LN11 0EU

Spalding Out of Hours  
Johnson Community Hospital  
Spalding Road  
Pinchbeck  
Spalding  
PE11 3DT

Stamford Out of Hours  
Stamford and Rutland Hospital  
Ryhall Road  
Stamford  
PE9 1UA

Gainsborough Out of Hours  
John Coupland Hospital  
Ropery Road  
Gainsborough  
DN21 2TJ

Peterborough Minor Injury and Illness Unit  
City Care Centre  
Thorpe Road  
Peterborough  
Cambridgeshire  
PE3 6DB

Skegness Out of Hours  
Skegness and District Hospital  
Dorothy Avenue  
Skegness  
PE25 2BS

#### **Aims and objectives**

To increase access to primary care services for minor illness and minor injuries and promote healthy living/lifestyle advice amongst all age groups

Provide safe effective and timely out of hours primary medical care services to the population.

#### **Services provided**

##### **Walk In Centre/Minor Injury and Illness Unit**

Care and treatment for minor injury and minor illness clinical presentations.  
Consultations are provided by nurse practitioners and general practitioners.

The walk in centre and Minor Injury units are able to refer patients to hospital for further care/clinical intervention if required.

The walk in centre is able to supply prescriptions for medications if required.

### **Out-of-Hours Service**

Practitioners and Doctors deal with all patients who contact the service out of hours (1830-0800 Monday – Thursday, 1830 Friday – 0800 Monday, and all Bank Holidays) with primary care needs.

Patient calls are triaged and prioritised using clinical software systems, and definitive care delivered through clinical advice, primary care centre attendance (locations as above) or home visits.

Triage calls are made to assess urgency of patients care need (the calls have already been handled by call takers at EMAS). These are screened and prioritised into categories needing advice or to be seen within 20 minutes, an hour or within six hours.

Doctors and practitioners also provide consultations, physical examinations and simple physiological testing and or measurement, diagnosis and treatment, prescribing of medicines and referrals to other primary care services.

Patients sometimes walk in to the service and these are triaged by clinicians at the primary care centre.

## **Hospice Services (HPS)**

### **Locations**

Skegness Hospital, Dorothy Avenue, Skegness, Lincs. PE25 2BS

Johnson Community Hospital, Spalding, Lincs. PE11 3PB

John Coupland Hospital, Ropery Road, Gainsborough, Lincs. DN21 2TJ

Louth County Hospital, High Holme Road, Louth, Lincs. LN11 0EU

The Butterfly Hospice, Rowan Way, Boston, Lincs. PE21 9DH

### **Aims and objectives**

Provision of palliative care.

### **Services provided**

Palliative care services are amongst the wide range of holistic, person-centred services provided by the community hospitals.

The service is provided to adults only.

**The Butterfly Hospice:** is a purpose built six bedded Nurse Led Unit in Boston for Palliative Care Patients. The patients who can most benefit from admission are those with non-complex physical symptoms, psychological or spiritual needs that are causing distress or social care needs that are difficult to address in the patients usual home or care setting.

## **Rehabilitation Services (RHS)**

### **Locations**

Skegness Hospital, Dorothy Avenue, Skegness, Lincs PE25 2BS

Johnson Community Hospital, Spalding, Lincs PE11 3PB

John Coupland Hospital, Ropery Road, Gainsborough, Lincs. DN21 2TJ

Louth County Hospital, High Holme Road, Louth, Lincs. LN11 0EU

Wider community

### **Aims and objectives**

To provide rehabilitation services to promote a timely recovery from illness, prevent unnecessary admission to acute services and support discharge and maximise

independent living.

**Services provided**

Management of long term and life-limiting conditions

Partnership working within the community hospital and across the health and social care community.

Rehabilitation

Timely interventions

All staff within the service work in collaboration with the patient, their relatives or carer, Community nursing services, healthcare professionals from other organisations and a variety of agencies including the voluntary sector. End of life care, rehabilitation and step down care is provided at all community hospitals

All these services are provided to older people and young adults in a practice-led or medical-led service as appropriate. Multi-disciplinary teams are employed in each community hospital to meet the needs of the people using community hospital services.

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