continuing

> closure rate. These included adding senior decision-makers at the early stage of the process; strengthening its early-stage decision-making by revising guidance on preliminary assessment of allegations; and establishing a team to manage high-profile, sensitive and complex cases.

**Smart resourcing**
The FtP annual report states: ‘These changes mean we are better able to identify and close cases which do not raise public protection concerns at the earliest opportunity and concentrate our resources on investigating only serious cases which require regulatory action.’

Other findings from the FtP review and the NMC’s annual report and accounts include:

» 1,635 calls dealt with daily by the NMC contact centre.

» £220,284 spent on chief executive Jackie Smith’s total remuneration (an increase of 7.7% on 2014-15).

» £565,000 spent on catering for FtP hearings and meetings (£675,000 in 2014-15).

» £570,000 spent on recruitment (£307,000 in 2014-15).


> 78% of FtP cases completed in 15 months, above minimum expectation level of 65%.

Last week the NMC launched a consultation on proposed changes to its ‘costly and out of date’ FtP processes, which it hopes will save £6.9 million a year.

**EXCLUSIVE**

Crisis response team is keeping over-65s out of emergency departments

By Stephanie Jones-Berry  @NurseNewsSteph

More than 1,000 older patients were diverted from emergency care during the past year, thanks to a nurse-led service on the Isle Wight.

The crisis response team, part of an integrated care hub, has also helped bring about better access to social care for older people and helped pick up undiagnosed dementia cases.

A recent evaluation shows that, in the 14 months leading to June 2016, the team helped keep 1,051 patients over the age of 65 from becoming yet another emergency care statistic.

Hub clinical director Christopher Smith, a paramedic by background, said the crisis response team has fundamentally changed the way older people are cared for.

‘When we used to go to incidents, we didn’t want to take the patient to hospital, but we were at a loss because we didn’t have anywhere else to take them.’

Now, anyone over-65 can be referred to the team for an assessment at the person’s home and 72-hours of wrap-around care.

The team, which includes nurse practitioners, paramedics, assistant practitioners, social workers, an occupational therapist and an Age UK representative, takes referrals from anywhere.

Clinical nurse lead Diane Goring said the team provides a holistic health and social care service.

‘We would like this model to grow across the southern area,’ she added.

Team lead nurse practitioner Lucy Monk said: ‘Taking people out of their home environment is often not conducive to healing.’