

Reading LINK

Local Involvement Network

FINAL REPORT AND RECOMMENDATIONS ON REVIEW OF TOE NAIL CUTTING SERVICE FOR OLDER PEOPLE IN READING

BACKGROUND

This referral was brought to Reading Local Involvement Network (LINK) by Age Concern Reading. Their concern was that toe nail cutting for older people is no longer provided by NHS Berkshire West and increasingly access to foot care services is dependent on ability to pay rather than need. Disadvantaged older people are unable to access toe nail cutting services, frequently resulting in poor mobility, loss of independence and social isolation

The referrer wished the Reading LINK to pursue with NHS Berkshire West the need to invest more resources into foot care for the elderly to improve foot health and prevent loss of mobility

PROCESS

Members of the Reading LINK Interim Board formed a Task and Finish Group to investigate the issue and invited a representative of Age Concern to join the Group. The Group gathered and reviewed national information as well as reviewing information provided by NHS Berkshire West following information requests around footcare provision locally. One of the main questions related to establishing what assessment of local foot care needs had been undertaken by NHS Berkshire West

KEY FINDINGS

The findings by the LINK as a result of NHS Berkshire West information requests were

- **No formal review of footcare services has taken place since 2005**
- **NHS Berkshire West charges charity providers to train and supervise providers in delivering toe nail cutting service**
- **No formal system exists for training to provide toe nail cutting in care homes**
- **NHS Berkshire West does not provide a toe nail cutting service**

OUTCOMES

The Task and Finish Group pursued with NHS Berkshire West their concerns at the service deficits in providing toe nail cutting for the elderly. With the evidence provided by the Group NHS Berkshire West have stated they will undertake the following:

- A review of foot care services to include toe nail cutting for older people to start on 1st October 2009
- Jill Dean, Care Group Commissioning Manager, NHS Berkshire West, will lead the Review.
- The Review will gather information from the Reading LINK, Age Concern, other toe nail cutting providers plus domiciliary care and residential providers to ensure patient and public involvement in partnership with NHS Berkshire West

CONCLUSION AND RECOMMENDATION

The Reading LINK through its Task and Finish Group has successfully raised the issue of toe nail cutting for the elderly as an issue of concern in Reading and the NHS Berkshire West has now agreed to commissioning a review of foot care services in the Berkshire West area.

- **The LINK recommends that the findings from the review be published when complete**

Representatives of the Reading LINK and Age Concern look forward to being involved in this Review from 1st October and receiving the Terms of Reference for the review.

In December 2009 Reading LINK propose to review the progress to date or the final conclusions reached in the review of foot care services.

REPORT COMPLETED: OCTOBER 2009