

Improve Service User Experience and Quality of Annual Nursing and Residential Care Reviews

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Rationale

Annual Review requirement

Improve compliance with NHSCT Care Management audits

Service User Feedback indicated improvement required

'...the review went on and on and I felt like a spare part...'

'..staff kept having to go in and out to get information. I can't understand why they can't be more organised...'



Collaboration with stakeholders during the project to drive Quality Improvement

Initiative Aim

Improve compliance with Care Management Standards
Focus on Service User engagement
Standardised format re purpose of Review
Service User/Representative given choice to attend Review
Service User/Representative consent to share information
Consideration of DOLS & Human Rights

Permanent Placement Team PDSA Cycles to Streamline and Improve Processes

1. Identify Stakeholder Team.
2. Implement revised forms and processes.
3. Provide staff training on new documentation.
4. Revise documentation based on Service User, Staff and Provider feedback.
5. Introduce Pre-Review Preparation Form for Provider.



6. Revise documentation based on feedback.
7. Introduce standardised letter, statement of review purpose and Aide-Memoire.
8. Introduce trial of hand held tablet devices
9. Review and relaunch revised Pre Review Form
10. Trial with Social Workers person centred approach to review format.

Qualitative Outcomes

'I am very keen that we work together to save time and resources and improve quality for patients' - GP

'I better understood what the review was about and how important it all is'

'I felt well informed and satisfied that my opinions counted'

'We now have a more streamlined, focused approach going into a review. It is better for everyone'
- Care Home Regional Manager

'I know exactly what is happening with my dad and his care needs'

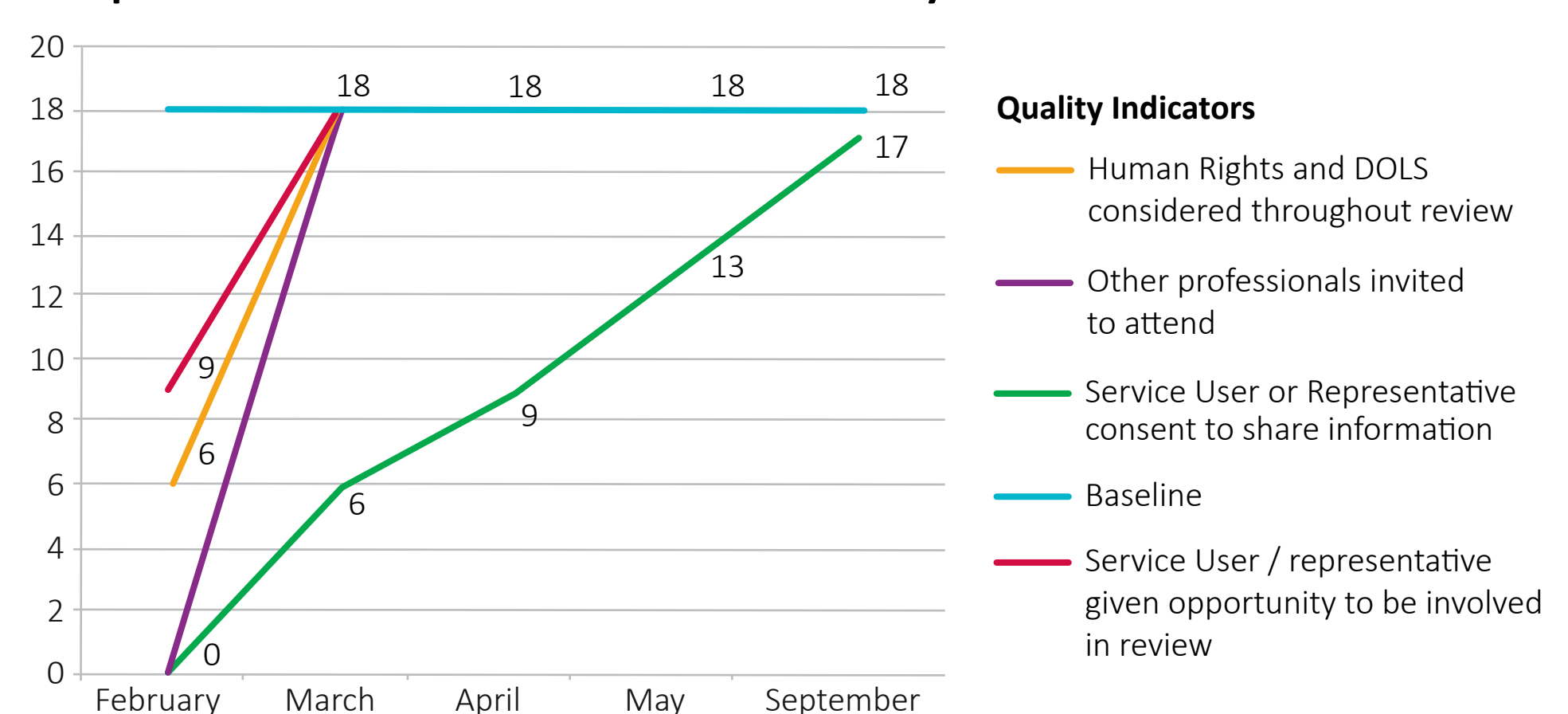
'The team are now knowledgeable about QI and keen for future projects' - Team Manager

'My work has radically changed. I now co-ordinate the reviews. This has reduced cancellations and freed up professional time
- Admin staff

'Although I found it difficult to talk about mum's end of life care I now feel I know what her wishes are'

Quantitative Outcomes

Sample of 18 NHSCT Service Users Reviewed by Permanent Placement Team



Learning and Next Steps

- Quality Improvement takes time and effort but is worth it.
- Quality Improvement is an ongoing process and should be at the heart of practice.
- Workshop on the 7th October 2016 to spread learning and roll out changes to both Permanent Placement Teams.
- Embed service user involvement / feedback and promote person centred practice.
- Phased implementation of handheld devices.
- Support teams to embed learning into practice.