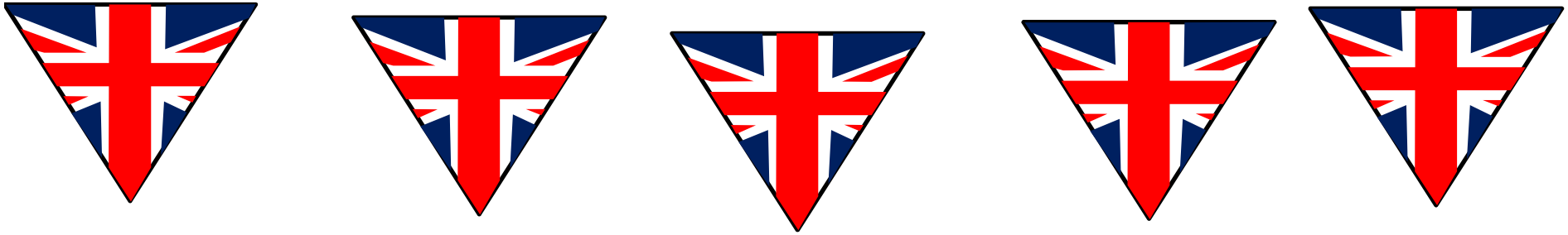


The Quality and Assurance Measures to Ensure Leeds Centre for Older People Becomes Better than the Best

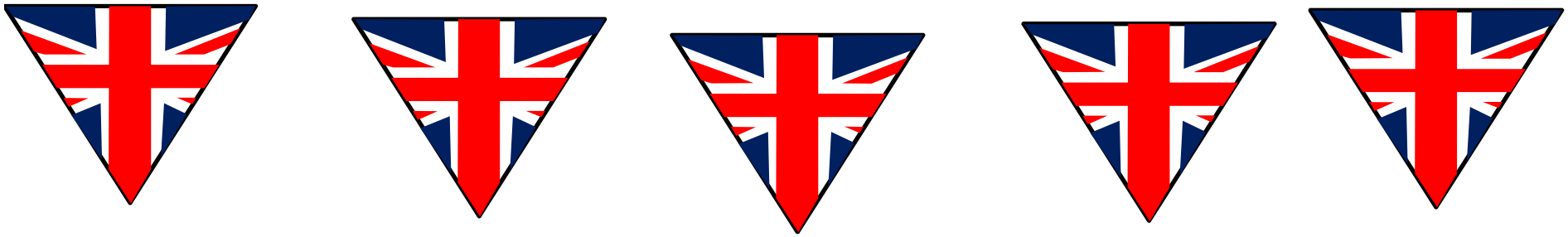
Ruth Holt, Chief Nurse

1st June 2012

The Leeds Teaching Hospitals NHS
NHS Trust

Quality at LTHT

Patient Safety	Aim to eliminate all avoidable pressure ulcers	**HCAI** **Falls** **Serious Untoward Infections** **Deteriorating patients (MEWS)** **Reduction in medication errors**
Clinical Effectiveness	Aim to improve the care and outcomes for patients with dementia	**Standardised Hospital Mortality Index (SHMI)** **VTE** **Orthopaedic care** **Stroke care**
Patient Experience	Improve the experience of patient discharge	**Improved outcomes from patient survey** **Breaches mixed-sex accommodation** **End of life care** **CQC essential standards of quality and safety**



The National Agenda

- Changing population
- “Cinderella service”
  - Adult safeguarding followed children’s safeguarding
  - Peer review e.g. cancer
- External Assurance
  - CQC, LINKs, Governors/Members
- Quality Mark for wards
  - LTHT expression of interest

A Patient's Perspective…

- Entering hospital services is often part of a journey that changes the lives of patients and their families

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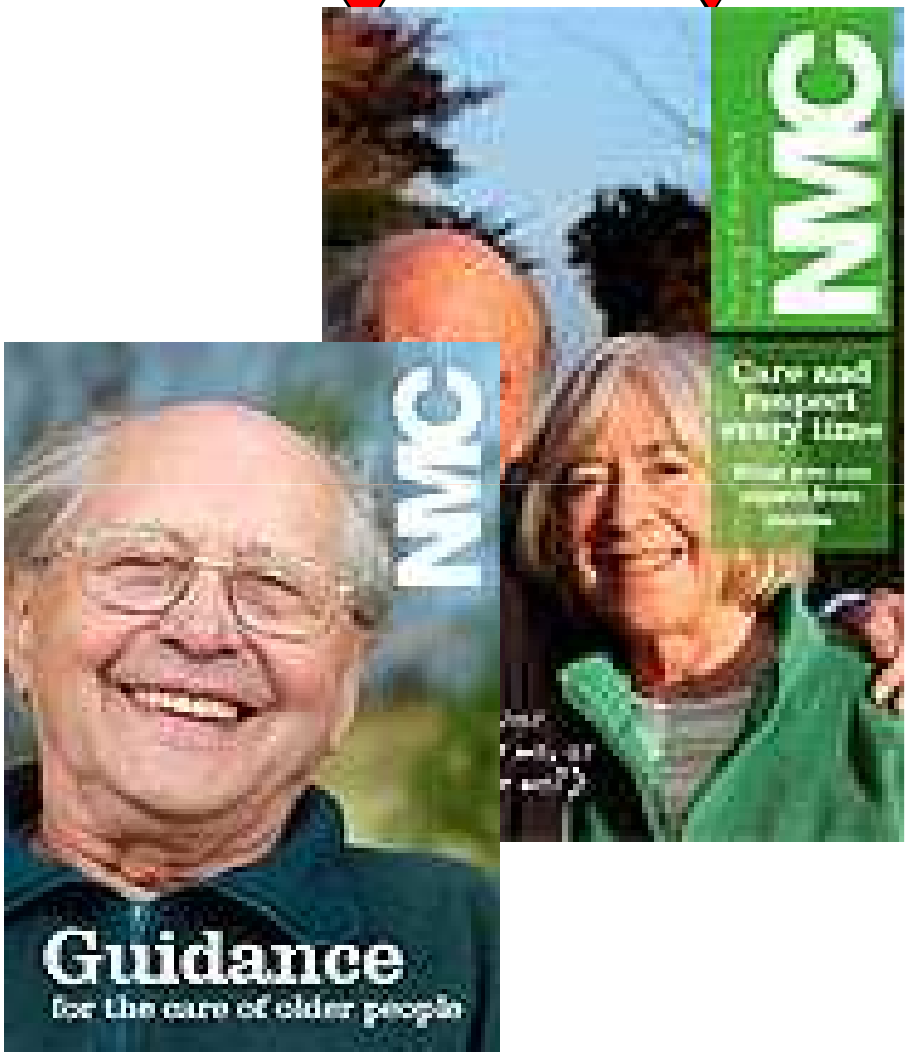
Nursing & Midwifery Council

NMC Code of Conduct:

"You must treat people
as individuals and
respect their dignity"



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The essence of nursing care for older people is about getting to know and value people as individuals…

Nursing & Midwifery Council

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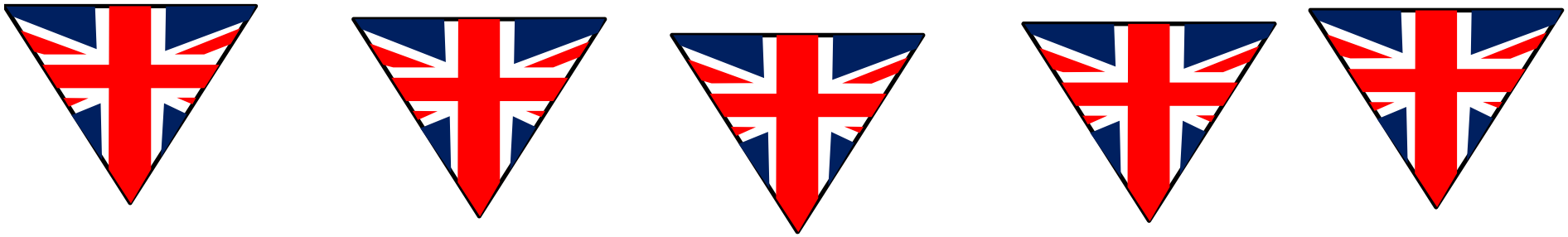

Royal College of Nursing

Dignity

At the heart of everything we do

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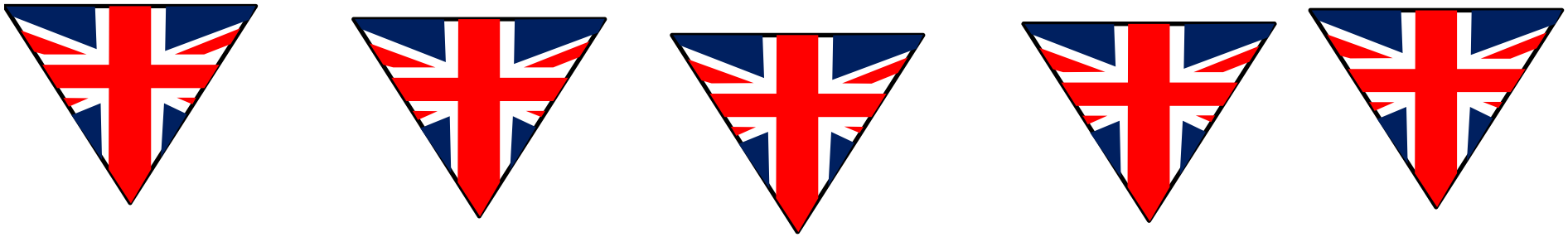


- “His moustache had been shaved off which he had had for over 60 years” – wife of an elderly patient describing his last days of life

- “Dementia has taken everything from him. All he has left is his dignity and he needs your help to preserve this” – wife of a patient with dementia

The Patient's Association

- The CARE Challenge: As a minimum, all patients should get assistance when they call for help, encouragement to eat and drink, assistance with going to the toilet, and have their pain addressed.

Care

C – communicate with compassion
A – assist with toileting, ensuring dignity
R – relieve pain effectively
E – encourage adequate nutrition

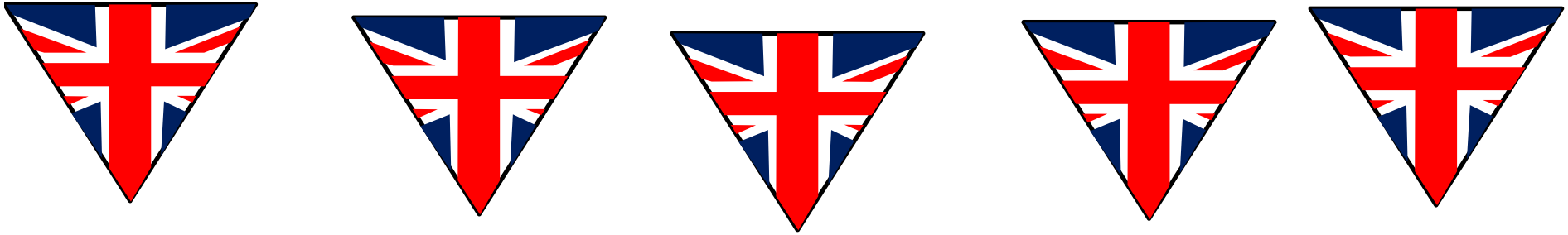
The Right People

- New Posts
  - Lead Nurse for Older People
  - Lead Doctor

- Education
  - Increasing recognition of Older People as a speciality

The Right Environment

- Stimulation
- Social interaction
- Importance of mealtimes
- “institutionalisation”
- Disorientation – “ward moves”
- Design of wards
  - Large signs, clocks, door colours



What are our Patients' Quality and Assurance Measures?

- Care
- Compassion
- Commitment