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

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# Quality at LTHT

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<th>Aim</th>
<th>Goals</th>
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<td><strong>Patient Safety</strong></td>
<td>Aim to eliminate all avoidable pressure ulcers</td>
<td>HCAI&lt;br&gt;Falls&lt;br&gt;Serious Untoward Infections&lt;br&gt;Deteriorating patients (MEWS)&lt;br&gt;Reduction in medication errors</td>
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<td><strong>Clinical Effectiveness</strong></td>
<td>Aim to improve the care and outcomes for patients with dementia</td>
<td>Standardised Hospital Mortality Index (SHMI)&lt;br&gt;VTE&lt;br&gt;Orthopaedic care&lt;br&gt;Stroke care</td>
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<td><strong>Patient Experience</strong></td>
<td>Improve the experience of patient discharge</td>
<td>Improved outcomes from patient survey&lt;br&gt;Breaches mixed-sex accommodation&lt;br&gt;End of life care&lt;br&gt;CQC essential standards of quality and safety</td>
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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
NMC Code of Conduct:

“You must treat people as individuals and respect their dignity”
The essence of nursing care for older people is about getting to know and value people as individuals…
• “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.

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