

Carole Ribbins
Director of Nursing
University Hospitals of Leicester NHS Trust

Older People's Care

One team shared values

Caring at its Best Training

- An interactive training module has been developed for nursing staff which deals with the basics of clinical patient care (Falls / Tissue Viability / Pain / Nutrition / Continence / etc)
- The purpose of the training is to remind ward staff what the gold standard of care should be. Our wards have begun to focus on these issues through the nursing metrics; the interactive training will remind people that we not only measure these important components of care but why they are important in the first place.

One team shared values

Hourly Ward Rounds

University Hospitals of Leicester **NHS**
NHS Trust

Caring at its best

- We are supplementing current nursing practice with an extra hourly ward round by a designated nurse for every patient. During this round each patient will be asked...
 - How are you feeling / are you in any pain?
 - Would you like a drink?
 - Do you need to go to the toilet?
 - Are you comfortable in bed?
 - Make sure the call bell is within reach
 - Ask if there is anything you need before leaving
 - Explain a nurse will be back again in 1 hour

One team shared values

Nurse in Charge

University Hospitals of Leicester **NHS**
NHS Trust

Caring at its best

- We assume that patients and relatives understand the 'code / status' which our uniforms indicate. The reality is that they do not. And as such patients and relatives are often unsure of who to talk to about care issues. So whilst we look into the wider issue of wholesale change to uniforms we will ensure that on every ward at every time of the day or night the person in charge wears a large, red, 'Nurse in Charge' badge.

One team shared values

Matron Rounds

University Hospitals of Leicester 
NHS Trust

Caring at its best

- Daily ward visits by matron during visiting times already take place. Matrons are usually responsible for 3-4 wards and though they will already visit these wards on a daily basis we will introduce dedicated time on each ward, every day for patients and or their relatives to sit down and talk to the matron about any aspects of their / their relatives care.

One team shared values

Measurement

University Hospitals of Leicester 
NHS Trust

Caring at its best

- We collect lots of data, at lots of different points, for all of our wards. However this data is not currently triangulated as best as it could be. As such the data often confirms when a ward has problems after the problems have become apparent but does not act as a predictor.

One team shared values

Sanctions When Staff Break With Our Values

University Hospitals of Leicester NHS Trust

Caring at its best

- As well as celebrating the many staff who do such wonderful jobs and who often go above and beyond for their patients we need to be clear about what the response is to staff who break with our values and behave in ways which are at odds with our desire to give patients the kind of care we would expect for ourselves.

One team shared values

Targeted Action

University Hospitals of Leicester NHS Trust

Caring at its best

- Every intervention described is intended for Trust wide roll out. However we want to get moving quickly; as such we have already introduced each of these measures on the elderly care wards at the Leicester General Hospital.

One team shared values

Conclusion

University Hospitals of Leicester 
NHS Trust

Caring at its best

- Whilst the vast majority of patients tell us they receive a positive patient experience, we are committed to making changes to ensure distressing accounts of poor patient experience are a thing of the past and that all our patients receive Caring at its Best within UHL.

One team shared values