

NHS
Southern Health
NHS Foundation Trust

Relieving the Pressure

In more ways than one!

OUR VALUES

Patients & people first
 Partnership
 Respect

NHS
Southern Health
NHS Foundation Trust

Understanding the current state:

Cost to patient

Financial Social life Lost Job Dignity Quality of Life

The True Cost of Wound Care

Annual NHS spend in Ebillions*

Respiratory	Alcohol	Diabetes	Wound Care	Obesity	Cancer	Diabetics
£1.8	£3.5	£4.3	£5.3	£5.1	£5.6	£10

* Data based on number of consultant visits, days and outpatients available on the NHS system and not adjusted for consultation, days covered or of March 2018. © NHS, Health Equity 2018.

NHS
Southern Health
NHS Foundation Trust

OUR AIM:

NO HARM FROM PRESSURE ULCERS IN OUR CARE

OUR VALUES

Patients & people first
 Partnership
 Respect

NHS
Southern Health
NHS Foundation Trust

Rapid Process Improvement Workshop

- 👉 Community Staff Nurse
- 👉 Therapy Lead
- 👉 Community Support Worker
- 👉 Head of Nursing
- 👉 Area Matron
- 👉 Clinical Training Lead (LEaD)
- 👉 Community Team Lead
- 👉 Nurse Facilitator (West Hampshire CCG)
- 👉 Serious Incident Investigating Officer
- 👉 Tissue Viability Specialist Nurse

OUR VALUES

Patients & people first
 Partnership
 Respect

NHS
Southern Health
NHS Foundation Trust

Rapid Process Improvement Workshop


- Input from Information Team, Ulysses Support Team, Community Records Group
- Service User reflection (unable to attend the workshop)

OUR VALUES


Patients & people first Partnership Respect

NHS
Southern Health
NHS Foundation Trust

Starting Point

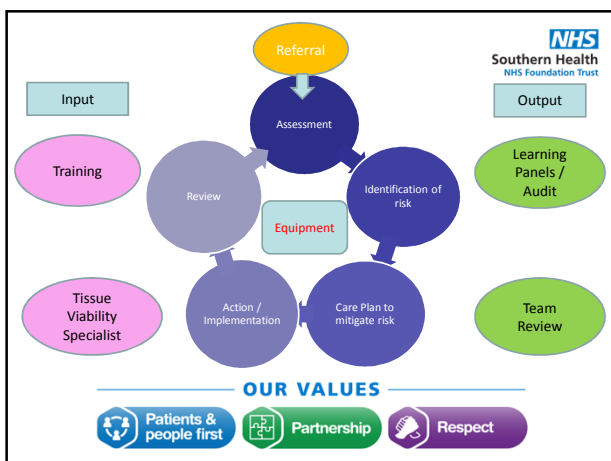


- High incidence of pressure ulcers
- Complex documentation
- Multiple reporting points
- Panels time intensive
- Lack of shared learning
- Equipment ordering challenges
- Patient / Carer advice not evidenced / confidently delivered



OUR VALUES

Patients & people first Partnership Respect



NHS
Southern Health
NHS Foundation Trust

PRESSURE ULCER CHAMPIONS



“RELIEVE THE PRESSURE”

OUR VALUES

Patients & people first Partnership Respect

Quality Improvement Summary:

Removed

- ❖ Tracker tool
- ❖ PU form
- ❖ Intentional rounding
- ❖ Repetition of information
- ❖ Short term assessment
- ❖ Inappropriate visits
- ❖ Training confusion
- ❖ 98% non added value in panels
- ❖ Documentation time
- ❖ Primary care giver

Improved

- ❖ Mandatory training for all
- ❖ Identification of risk prioritised
- ❖ Care plan process simplified
- ❖ Mobile working for all staff
- ❖ Standardised approach
- ❖ Releasing time to spend with patients
- ❖ New panel process - 50% time reduction
- ❖ Adding in 0.4WTE a week of clinical time
- ❖ Clinical supervision in every team - weekly

OUR VALUES

Patients & people first Partnership Respect

So Far....

- 🔄 Roadshow Week took place in December to launch the process changes
- 🔄 Close monitoring of panel process and team reflections
- 🔄 Launch of e learning package
- 🔄 Report sent to CCG for review of equipment contracts
- 🔄 PUP cards given to all staff & during induction training
- 🔄 Development of Pressure Ulcer Prevention Guide
- 🔄 Monthly updates in ISD Governance Snapshot

OUR VALUES

Patients & people first Partnership Respect

How are we doing?

- 🔄 Before the project, 22% open RiO referrals had a holistic assessment completed. Since January ↑ 35%, with 78.84% ↑ in March compared to previous year
- 🔄 Evidence of learning & positive feedback from teams for the Reflective Discussion Tool
- 🔄 SOAP notes now in use
- 🔄 Individualised care plans written since launch in January
- 🔄 Too early to see impact on harm levels & pressure ulcer Incidences (review 6, 9 & 12 months)

OUR VALUES

Patients & people first Partnership Respect

Challenges we face

- 🔄 Some teams struggling to embed changes due to pressures
- 🔄 Quality of SOAP notes, care plans and assessments is variable and more support is needed in some areas
- 🔄 Panels remain time intensive – further support needed for reflections and understanding of harm
- 🔄 No progression with rapid access to equipment which is key to preventing pressure ulcers

OUR VALUES

Patients & people first Partnership Respect

What's Next?

NHS
Southern Health
NHS Foundation Trust

- 🔄 Roadshow Take 2 – focus on aSSKING, understanding harm & staff feedback on progress
- 🔄 Inpatient Roadshow – focus on preventing Category 2 Pressure Ulcers
- 🔄 Distribute Pressure Ulcer Prevention Guides
- 🔄 Continue to support teams with documentation
- 🔄 Monitor caseload assessments & care plans
- 🔄 Project review & reflection (July)
- 🔄 6, 9 & 12 month review of incidences & harm
- 🔄 Quality Indicator & Priority



Lessons Learnt from the process

NHS
Southern Health
NHS Foundation Trust

- 🔄 Identification and engagement of Corporate requirement earlier
- 🔄 Patient involvement challenges
- 🔄 Value of focused week to make change
- 🔄 Value of committed and expert team
- 🔄 Early data gathering essential
- 🔄 Key partners involvement in change
- 🔄 Connection with leaders of the implementation of change to understand the journey
- 🔄 Speed of change – removal of barriers
- 🔄 Patient journey approach - 'Whole picture'



NHS
Southern Health
NHS Foundation Trust

