

Project Name: Improve SU Experience/Quality of Annual Nursing & Res Care



Organisation: Northern Health & Social Care Trust

Aim

Rationale for improvement:
Requirement for Annual Care Review
Backlog of Annual Reviews in Permanent Placement Teams
Improved compliance with Care Management Standards required
Service User feedback indicated improvement essential
AIM: Improve compliance with Care Management Standards regarding annual reviews to 80% by September 2016 in Permanent Placement Team (North).

Tests of Change/Methodology Used

Stakeholder Team to drive improvement identified
Baseline to support measurement of Care Management Standards with Service User engagement focus agreed.
Processes and review forms revised, PDSA cycles enabled further revision of forms incorporating feedback from service users/carers & staff.
Standardized letters, statement of review purpose, Pre-review form for Care homes and Aide-Memoire to assist staff meet Care Management Standards introduced.
Review form incorporated what mattered to service user/carer
Hand held tablets piloted to support timely completion of reviews

Why is this important to service users and carers?

At mid point of project Permanent Placement Team were meeting Care Management Standards, but feedback from service users/carers indicated the review process had become too lengthy.
Using feedback from service users/carers & staff, review form altered to incorporate what mattered to service user/carer, whilst ensuring standards were still met.

Data

Qualitative outcomes -
Pre QI project - Service user feedback - "The review went on and on and I felt like a spare part"
Post QI project - Service user feedback - "I felt well informed and satisfied that my opinions counted. "I know exactly what is happening with my dad and his care needs."
Staff feedback - "We now have a more streamlined focused approach in reviews." "I am keen that we work together to save time/resources and improve quality for patients." GP
"Team are now knowledgeable about QI and keen for future projects."

Quantitative Outcomes

Sample of 18 NHSCT Service Users Reviewed by Permanent Placement Team



Sample of 18 service users reviewed by permanent placement team

Learning and Outcomes

Backlog of Annual Reviews eradicated
Improved compliance with Care Management Standards
Person centred approach incorporated into Annual Review process
Positive feedback from service users, carers, care homes and staff
Quality improvement takes time and effort but is worth it
Quality improvement is an on-going process and should be at the heart of practice
Collaboration and co-production with service users, carers and staff is key to ensure best outcomes

Contact

Caroline McGonigle and Kathryn Carmichael, Social Care Governance Department,
caroline.mcgonigle@northerntrust.hscni.net or kathryn.carmichael@northerntrust.hscni.net