





Andrea Hawthorne, Demi Simpson, Ciaran McKinney, Lesley Garrett

BACKGROUND

James is an elderly gentleman living at home with his wife. He has a diagnosis of mild dementia but manages very well at hame with family and Social Care support.

Unfortunately James was admitted to haspital and during his stay his swallow function deteriorated. His Speech & Language Therapist recommended he have a modified testure diet to reduce the risk of choking and thickened liquids to avoid aspiration of liquids into the lungs. This advice was given to his family on discharge. On the day of discharge his Care Workers arrived and were preparing him lunch. Unaware of the change in his diet he was provided with a toosted sandwich which pased a significant risk of choking. Fartunately a family member arrived who intervened and serious harm was avoided. Our project sought to investigate the reason for this near miss and how similar situations could be avoided in future.

OUR AIM

Speech and Language Therapists will provide community Social Care Teams with accurate swallow recommendations within one day of assessment for 70% of service users by 1 March 2020 and for 100% of service users by 1 June 2020

OUR CHANGE IDEAS

Introduce a standardised process to communicate SLT recommendations to Social Care teams - "Further Request" via CMC.

SLT Swallow Care Plan to be uploaded to Paris as an assessment module.

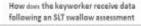
WHAT WE DID

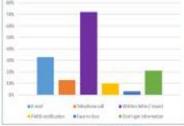
- . Amplicals of Dattie Incidents
- Survey of SLT and Social Care Teams
- Process map of current situation
- Boseline measurements
- Englaged with relevant stokeholders
- Evidenced the variance in the time frame and method of communicating recommendations across from and locations

Comments from Social Cure Questionnaire



Time taken for swallow recommendations to be sent by SLT, and received by Social Care teams Care teams 0 Within 29 days Within 1 week Over 1 week hot received/sere



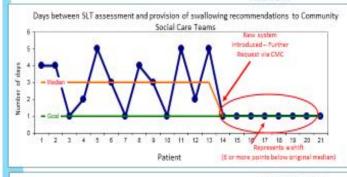


PDSA CYCLES



- Process mapping of current system
- o Identify and engage with stakeholders
- Identify and implement data measurement tools
- Pilot use of CMC "Further Request" one SLT clinician
- Pilot use of CMC "Further Request" one SLT toam

RESULTS



Aim: 70% received within 1 day.
Result to date: 100% received within 1 day.



WHAT NEXT?

Oscaling up and spreading. Pall-out to North & West SLT department. Paoli-out to acute SLT service in RVH, Milt and BCH. Expand project to include other Social Care Teams e.g. PH&D, Mental Health, LD Pengage with service users to review and get feedback on project. Community Dietetic service have requested that SLT use QUICK process to communicate recommendations. See Swallow Care Plan to be launched on Paris April 2020.





