

Halton Policy & Performance Board Topic Group Care at Home: Community Nursing Overview and monitoring arrangements

Diane Evans - Service Manager, Community Nursing

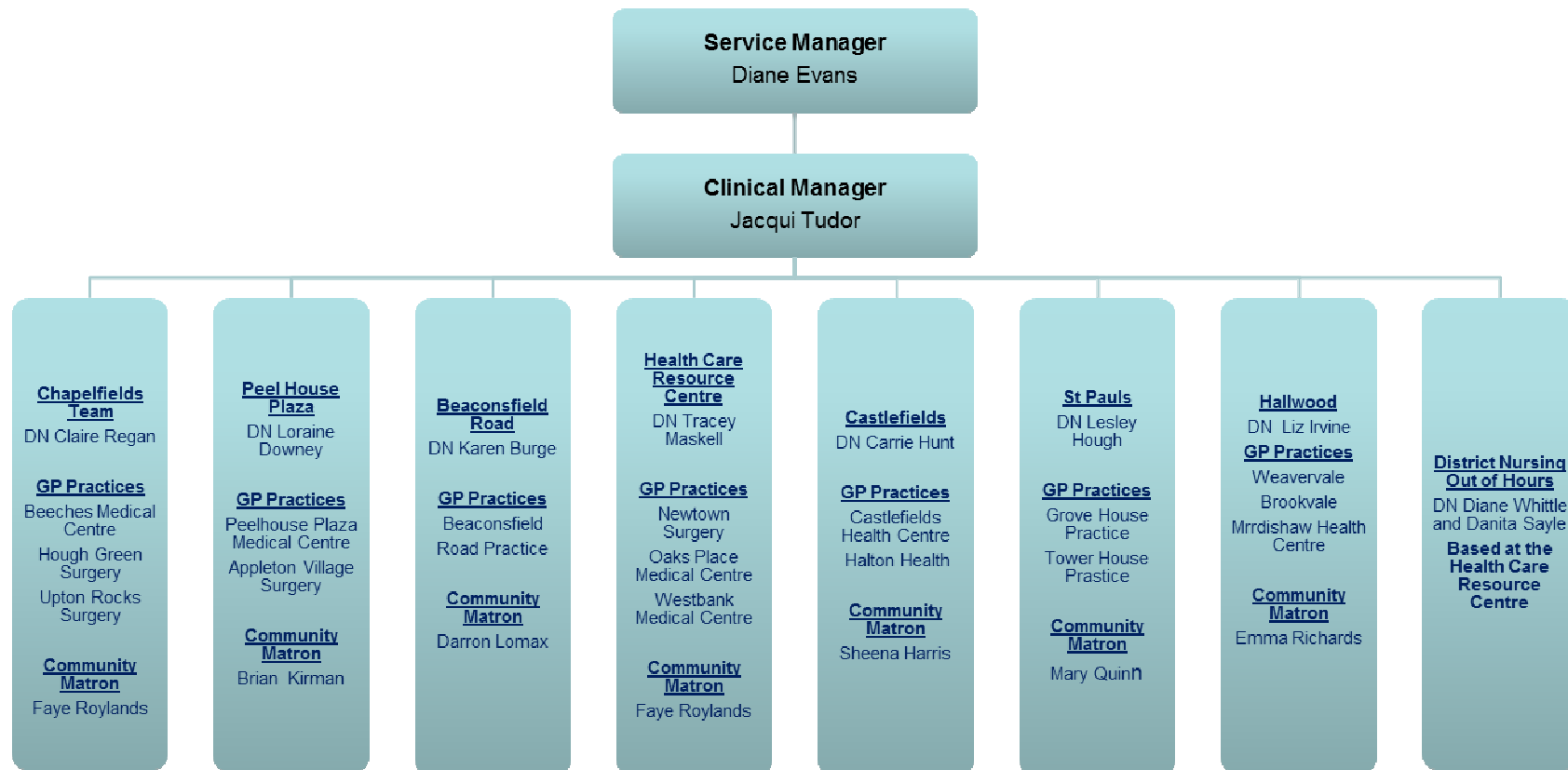
Jacqui Tudor - Clinical Manager, Community Nursing, Halton

Community Nursing Overview

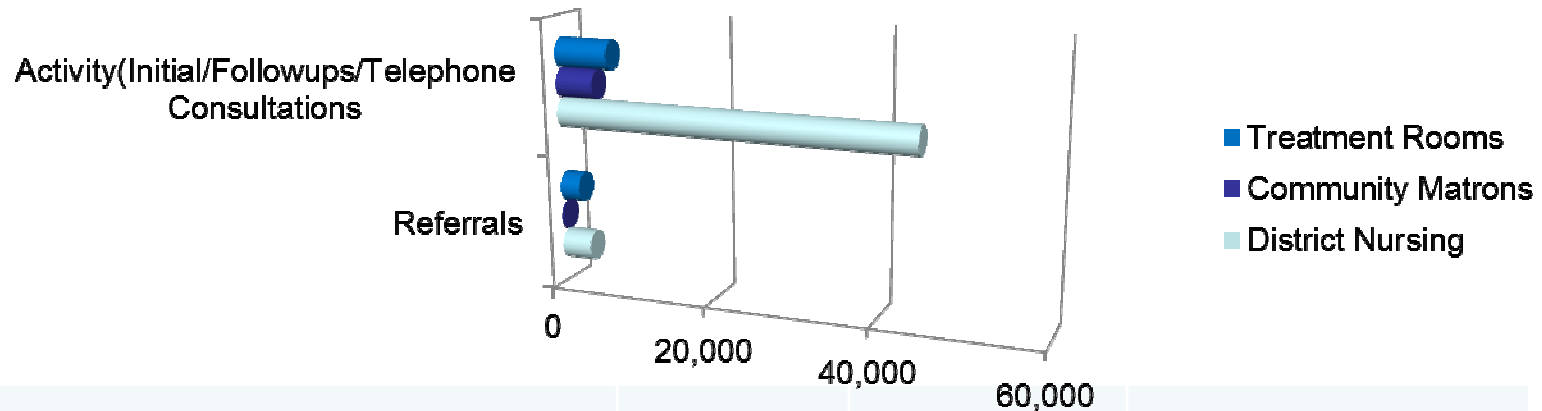
- Community Nursing comprises of: District Nurses, Community Matrons, Staff Nurses and Health Care Assistants.
- The service operates across 365 days covering 24 hours. (Staffing levels reduce in the out of hours to match demand).
- Teams are located within a number of bases, and are aligned to Halton GP practices.
- Care is delivered across a range of community locations, including the service user's home (housebound), clinics, care homes.
- The service provides assessment, treatment, maintenance and support for service users who have acute, chronic, continuing healthcare including palliative and end of life care needs.
- The complexity of service users requires co-ordination across a number of organisations including health, social care, intermediate care and voluntary organisations.



Team Structures



Referrals and activity 2014-15 YTD (Sept 14)



	District Nursing	Community Matrons	Treatment Rooms
Referrals	3,700	194	2,474
Activity(Initial/Follow-ups/Telephone Consultations)	44,650	4,724	6,714

Safety & Quality

Incidents/Risks:

- Incidents/risks reported on Ulysses, the trust risk management system
- All incidents seen by senior managers daily - ability to escalate in day to Director level.
- Clinical Managers investigate within 7 days
- Service Manager reviews all incidents weekly
- Themes and trends identified via specialist groups e.g. medicines management, pressure ulcers, and the Trust Quality Management Group
- The National Patient Safety Agency (NPSA) Root Cause Analysis (RCA) report is completed for all Serious Untoward Incidents (SUIs) and reported to the Clinical Commissioning Group (CCG)

Safety & Quality

Competencies/training:

- Annual mandatory/statutory e-learning
- Safeguarding adults and children training
- Dementia training
- Clinical e-learning (e.g. medicines)
- Clinical skills (e.g. wound care, palliative care, prescribing, moving/handling)
- Workbooks/competencies (e.g. medicines, IV therapy, wound care, catheter, syringe drivers, flu vaccination)

Clinical Effectiveness: E.g. Pressure Ulcers

Halton Pressure Ulcer Quality Indicator Audit Results 2014 - 2015

Audit Criteria	Q1 - April to June		Q2 - July to Sept	
	Number	Comp %	Number	Comp %
Total number of pressure ulcers in quarter	48		35	
Photographed at 1st Assessment or within 7 days	41	100%	24	89%
Waterlow assessment conducted at first contact visit	41	100%	27	100%
Waterlow assessment reviewed	48	100%	35	100%
Has a MUST been completed	48	100%	35	100%
Evidence of assessment by Specialist Practitioner	48	100%	35	100%
Evidence of a weekly review by Specialist Practitioner	48	100%	35	100%
Patient has current wound care plan	45	94%	34	97%
Evidence of at least 4 weekly wound assessments	48	100%	35	100%
Pressure ulcers showing no deterioration (Target = 95%)	47	98%	34	97%
Pressure ulcer deteriorated	1	2%	1	3%

Safety & Quality

Governance:

CQC compliance declaration (quarterly)

- Compliant with all 21 outcomes apart from staffing which is partial compliance, action plan in place to address

Safer Staffing tool (quarterly)

- Amber for vacancy rate 9.6% and sickness rate 6.2%

HR key performance

- PDR – 91.57%
- Mandatory/Statutory training – 92.77%
- Safeguarding - 96.77%

Patient Experience

- 'Talk to us'
- Census day
- Service satisfaction surveys
- PALs/Complaints
- Quality walk –rounds
- Governors/members
- Stakeholder feedback



Current Issues

Treatment Rooms

Staffing sickness levels, multiple sites and variable hours of delivery, not a resilient service impacting on District Nursing care at home

Out of Hours

Small number of staff, not resilient, scoping demand against capacity



Future developments

- Closer working with GPs to deliver the primary care strategy
- Integrated IT systems – sharing information
- Remote technology
- Promote self management and support telehealth
- Redesign to ensure teams are effectively led, resilient and responsive to needs

