

**ANNUAL SELF ASSESSMENT
HEALTH AND CARE STANDARDS**

<p>S Situation</p>	<p>Standard 4.1 Dignified Care People’s experience of health is one where everyone is treated with dignity and respect, compassion and kindness and which recognises and addresses individual physical, psychological, social, and cultural, language and spiritual needs.</p> <p>Corporate Assessment This report is intended to provide the Executive Director of Nursing and the Lead Independent Member with an update of compliance against Health And Care Standard 4.1</p>								
<p>B Background</p>	<p>The Health and Care standards were launched by Welsh Government in April 2015. Health Wards are required to complete an annual self assessment of compliance against each of the 22 standards.</p> <p>Clinical Boards have submitted their self-assessment which includes their rating against compliance with the standard:</p> <table border="1" data-bbox="568 1155 1406 1417"> <thead> <tr> <th>Rating</th> <th>Clinical Board</th> </tr> </thead> <tbody> <tr> <td>Leading the Way</td> <td>Surgery</td> </tr> <tr> <td>Meeting the Standard</td> <td>Medicine , PCIC, Mental Health Children and Women ,</td> </tr> <tr> <td>Progressing Towards the Standard</td> <td>CD&T, Dental , Specialist Services</td> </tr> </tbody> </table>	Rating	Clinical Board	Leading the Way	Surgery	Meeting the Standard	Medicine , PCIC, Mental Health Children and Women ,	Progressing Towards the Standard	CD&T, Dental , Specialist Services
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<p>A Assessment</p>	<p>The self assessments completed, and the evidence provided by the Clinical Boards gives sufficient assurance or evidence that they are progressing towards or compliant with the standard.</p> <p>Examples have been put forward which confirm that progress is being made. A selection of these examples are:</p> <p>Surgery Clinical Board: refurbishment of patient areas as well as staff facilities Deconditioning work is embedded on ward UHL west 4 From day 1 on the ward, patients are treated as</p>								

individuals. This includes encouraging them to get dressed and sit out in chairs, helping to orientate them and, as much as possible, create awareness of routines that are *normal for them*. They are encouraged to engage in activities such as lunch clubs (to encourage food intake), craft sessions (helping mood and dexterity) and exercise groups (reducing their risk of falls). None of this would be possible without the shared responsibility of all ward staff in ensuring the patient's experience is of the highest standard. The ward multi-disciplinary team work as a "team", helping and supporting each other to ensure the smooth running of the ward, aid the patient's recovery and safe discharge.

- Surgery Clinical Board were an integral force behind the launch of "read about me" and have taught on study days for non-clinical directorates such as Estates and housekeeping

Mental Health Clinical Board

- MHSOP staff are trained in the continence bundle
- Bespoke questionnaires have been developed for patient and carer feedback
- Hafan y Coed operate a Reassurance Observation System that allows staff to observe patients, to ensure safety, in their bedroom without having to open the door and possibly disturb their sleep. The system is monitored electronically to ensure appropriate access.

Women and Children Clinical Board:

- Bereavement midwife in post, full time as from 31st March 2018
- Rainbow Baby (next pregnancy after loss) clinic starting 31st March 2018
- Draft FAST track Policy completed in CCH for children requiring end of life care at home (child or parental choice). Working with Ty Hafan re: community outreach.
- CNS Palliative Care supporting increased number of children and young people with Emergency Care Plans.

CD&T

- Particular emphasis has been placed on Sensory Loss in the last 12 months with a number of strands of work being undertaken.
- The Clinical Board is involved in the development of use of the Welsh language in the workplace

Dental :

- The General Theatre Unit continues to provide a pre-operative general nursing assessment for patients with learning disabilities within their own home environment
- MDT meetings continue to be held for Vulnerable adults pre General Anaesthetic

Medicine:

- Cognitive impairment friendly areas have been established in some areas.
- Introduced Enhanced Monitoring level of care for their most vulnerable patients.
- Model ward for nutrition and hydration

PCIC:

- The Clinical Board also actively promotes Advanced Care Planning (ACP) through Ambulatory Care Sensitive (ACS) pathways for GP's, and are currently recruiting ACP facilitators into post.
- Working with WAAST and EU to promote dignified toileting

Specialist :

- Patient stories are presented at the Clinical Board Quality and Safety meetings
- All areas are embracing end pyjama paralysis

Assessment of improvement actions for Corporate teams to support and progress indicates that progress is being made toward meeting the standard Dignified Care :

- The key performance indicators have been agreed and progress and a dashboard has been developed so that outcome measured can be viewed in one report.
- The Health and Care Standards Monitoring audit was completed between October and November 2017 by 105 wards and departments across the Health Board, and a report has been presented to the Nursing and Midwifery Board in April 2018. . Examples to demonstrate improvements is drawn from portfolios across the UHB and where actions for improvements are identified, the Board was asked to consider areas for action by the appropriate Executives. This approach ensures that the most appropriate individual takes forward the agenda for improvement in order to benefit patient care

The audit outcome for Standard 4.1 Dignified Care indicates that the majority of patients (98%) who responded felt that they were treated with dignity and respect and examples of their comments include:

"It can be very difficult caring for people with dementia, it makes everyday tasks so much more difficult. But the staff do their utmost to ensure each person is treated with dignity and respect".

There were also a number of comments made regarding the environment of care, cleanliness, need for upgrading and noise

- The Corporate Nursing team have undertaken 109 to 106 areas inspections towards/ departments. Overall the reports issued following the inspections provided a positive picture of staff working with patients to provide care in a professional and dignified manner. There have been a number of actions undertaken where areas for improvement have been identified. These have included:
 - ✓ Responding to estates issues
 - ✓ Overall improvement in medicines management
 - ✓ Roll out of Hot Boards to all adult in patients wards which ensures consistency in the display information for the public. The board also ensure that the Health Board is compliant with the requirements of the Nurse Staffing (Wales) Act 2015.

Information and evidence is gathered through observation of ward/care areas, speaking to staff, patients and their families and carers and when applicable, focusing on bed side charts. Support to undertake the inspections have been provided by the Clinical Board Senior and Lead Nurses.

- Nurse staffing budgets have been set in accordance with the requirements for the Nurse Staffing (Wales) Act 2015.
- Work has commenced to rationalise the use of continence pads as a means to drive up dignity in toileting across adult in patient areas.

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Recommendation

The following improvement actions have been identified as key deliverables for 18/19

- Environment of Care, for example, upgrade current facilities for patients, Cognitive Friendly Ward Environment project , improving access to activities
- Develop Transgender agenda
- Further development of care plans and pathways for patients
- Continence Care
- Monitor themes and trend from concerns
- Appointment of personnel into key roles to support services, for example, Advance Care Pathway facilities for PCIC
- Continue with a focus on supporting patients with Learning disabilities