Improving Safety in Care Homes
– The Journey so far

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The Microsystem Festival
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# for this session
#qmicroB5
#SafetyCareHomes

@Improve_Academy
Care Homes – What’s the big deal

- There were over half a million people aged 90 and over living in the United Kingdom (UK) in 2015.
Care Homes – Perspective for Perception

Reality can be so complex that equally valid observations from differing perspectives can appear to be contradictory.
Discussion:

– What are the “ideal elements” of a care home?
– What are the myths and dragons about care homes?
Care Homes – Do the figures add up?

- Number of people living in care homes in the UK: 400,000
  - Equivalent to 3x number of hospital beds
  - Very high levels of frailty
    - \( \frac{2}{3} \) immobile or need assistance
  - Complex health care needs
    - \( \frac{2}{3} \) urinary/faecal incontinence or both
    - Median number of prescribed medicines: 9 per resident
  - Cognitive impairment
    - \( \frac{4}{5} \) dementia or other mental impairment
- ½ million employed in care homes
  - Lack of funding for training

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How are we doing
Improvement Academy

Innovating for safe and effective care

Improvement Science
Ensure evidence based solutions become routine practice

Bring about lasting change

Co-create improvement with frontline clinicians, patients and public

Address professional and geographical isolation through network learning

Results & Learning

Focus areas for Safety

- Acute kidney injury
- Sepsis
- Safer Surgery
- Medicine safety

Address professional and geographical isolation through network learning

RESOURCES & ASKING PERTINENT QUESTIONS

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“Bottom up from the top” Approach

Team Priority

Visual Measurement  
Measuring and addressing culture at team level  
Accessible evidence

*Safety Huddles

Key Tools
- ABC
- PRASE
- TAPS
- Case note review/QI training
- Patient Flow
- Human Factors (Effective investigations)
- Co-Creation Network
- Board Safety

Celebration

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Teamwork and Safety Climate Survey and Tools

Survey and Tools

Hydration

What colour is your urine?

1
2
3
4
5
6
7
8

Actions

Adequate fluid intake
Increase fluid intake
Medical attention

Thirst response diminishes with age. Please offer drinks regularly throughout the day.

SAFETY HUDDLES
Have we missed anything?

Patients at high risk of falls
Cohorting?
Distraction Therapy
Yellow Stars?
Check footwear
Walking aids?
Assistance to toilet?
Falls sensors?
Medication?

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Essence of a safety huddle: Achieving situation awareness

- **Focused** meeting about one or more agreed resident harm/s
- **Informed** by QI tools and visual feedback (harm measurement, PDSAs)
- **Senior leadership**
- **Agreed actions** - set of team/individual actions (aimed at reducing risk of resident harm)
- **Daily** (Monday - Friday as minimum)
- **Brief** (5-15 minutes)
- **Multidisciplinary** team
- **Predictable time and venue** (appropriate to team and context)
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Current Landscape

CARE HOMES PROJECT

ENHANCED HEALTH IN CARE HOMES (EHCH) VANGUARDS

Airedale and Partners
248 nursing and residential care homes-Telemedicine service

Connecting Care Wakefield District
15 care homes & two extra care settings - joining up services for older people

CARE HOMES PROJECT IMPROVEMENT ACADEMY

LEEDS WEST CCG: QUALITY IMPROVEMENT TRAINING AND SUPPORT FOR CARE HOMES AND THEIR PARTNERS

CARE HOMES IDENTIFIED BY IA

Barnsley, Doncaster Rotherham, Sheffield

QUEST MATRON
Calderdale

秋 house Wateroyd Rockely Dene Neville Court Parklands

Amethyst Dawood Dunnwood Highgrove Parklands

Waterside Grange Eastwood House Moorgate Hollo, Moorgate Lodge Laureate ct

Northfield Alexander Court Buckwood View Eagle House Ascot Lodge

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Laurel Bank Rastrick Grange

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How have things progressed?


Leahyrst Care Home

Overall Comparison To Goal

Q28: Please give your unit an overall grade on patient safety

30 days

December 2016

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How have things progressed?

Fieldhead Court Care Home

Overall Comparison To Goal

Q28: Please give your unit an overall grade on...
The Safety Huddle ...ignites a spirit of learning

Making measurement visible

Addressing Teamwork & Safety Culture

Celebrating success

“We are having the huddles twice daily, they do work really well bringing the team together”

Home Manager, Fieldhead Court Nursing Home

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Evidence of impact: Impact on team

• Improve safety culture
• Improve resident safety
• Fosters: collaboration, sharing and empowerment
• Fun, rewarding, and transforms what seems impossible into routine care practice
Next steps – moving forward from Regulation

The Mum (or anyone you love) Test

Is it responsive to people’s needs?

Is it effective?

Is it well-led?

Is it safe?

Is it caring?

Is it good enough for my Mum?

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The Big Picture

- Providers
- Commissioners
- Care Home staff
- Regulators
- Funding bodies
Questions?
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