



Fundamentals of Care Audit Update

Situation

Health & Care Standards Fundamentals of Care (FoC) annual audit findings were reported to the Health Board in May 2020.

Results:

- **Patient experience:** 1548 patients/carers completed the patient survey across the HB. *93% satisfaction reported.*
- **Operational questions:** 671 patients' records including 411 medication charts, 165 food charts, 187 daily fluid charts and 122 weekly fluid charts were reviewed as part of the audit. *85% or above reported in 17 of the standards.*
- **Our staff:** 992 staff completed the staff survey. *80% satisfaction rating reported.*

Recommendation :

Identify what we can do differently and develop an assurance process that focuses on how improvement can be implemented in relation to:

- Sleep & Rest
- Medicines Management
- Staff Feedback

Progress against these work streams has been delayed due to the diversion of resources to the COVID-19 response. This report provides a progress update.

Risks and Mitigation

Rest & Sleep: 81% of the patients who responded felt they were able to get enough rest and sleep. However, in comparison to other standards in the audit, Rest & Sleep remains the lowest scoring aspects of care from a patient's perspective.

This issue was prioritised in Cohort 1 of the Enabling Quality Improvement in Practice (EQuIP) programme:

- Literature search – evidence base suggests that it is very complex and subjective issue.
- Linked to a delirium project conducted across 4 sites in critical care.
- Themes identified e.g. voices, bins, shoes
- Improvement strategies being considered e.g. sensors to detect noise above a certain decibel as reminder for noise control, hospitality packs, ear plugs.

Action: Themes being progressed via mini collaboratives.

Medicines Management: Despite receiving a rating of 95% in the FoC audit, the Director of Nursing, Quality & Patient Experience was not assured, after triangulating with other assurance processes, that this area of practice did not present a risk to patient care. Therefore, additional Quality Improvement work was commissioned. Progress to date:

- Medicine Management improvement workshops held during October and November 2020 and themes collated:
 - Storage in Cold chain – locked facilities
 - Prescription – Adherence to prescription standard, Multiple Charts
 - Access and transfer of medicines – ward stock, transfer of medication with patients.
- Tests of change are being applied through separate Mini collaborative (originally planned for January 2021; postponed to February 2021)

Risks and Mitigation

Staff Feedback: There has been a significant increase in the satisfaction scores since the staff survey was first undertaken in 2013. However, this improvement has stabilised over the last 3 years and therefore, further work is being undertaken to ensure that staff continue to be at the forefront of what we do.

- Working collaboratively with Swansea University on an international study on staff surveys (feedback to Senior Nursing Management Team (SNMT) March 2021).
- Participation in the All Wales Staff Survey (feedback to SNMT March 2021).
- Development of a 3 Year Nursing & Midwifery Strategy with the following commitments:
 - To equip the workforce to work in Healthcare settings of the future:
 - Star Leadership Programme
 - Extension of the Nurse & Midwifery Preceptorship programme to the 'First Five Years'
 - Focus on Clinical Supervision
 - Review of Leadership module with Swansea University
 - To work with Workforce & Organisational Development colleagues to identify and support the factors that enhance staff well-being

Following consultation with workforce and partners, the Strategy is to be launched in March 2021.

Recommendation

- QSEAC is asked to note this update and recognise that there are delays in some of the work streams due to diversion of essential resource to the COVID-19 effort.
- QSEAC is asked to consider a further update in July 2021.