

Family / Carer Experience – Admiral Nursing

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Trust Board paper C

Purpose of report:

This paper is for:	Description	Select (X)
Decision	To formally receive a report and approve its recommendations OR a particular course of action	
Discussion	To discuss, in depth, a report noting its implications without formally approving a recommendation or action	X
Assurance	To assure the Board that systems and processes are in place, or to advise a gap along with treatment plan	
Noting	For noting without the need for discussion	

Previous consideration:

Meeting	Date	Please clarify the purpose of the paper to that meeting using the categories above
PIPEAC	17 May 21	Discussion

Introduction

Leicester's Hospitals use patient stories to get a better understanding of individuals' experiences and perspectives on a specific issue or service. Stories are used alongside other data sources to gain powerful insight into what is happening within service and clinical areas.

Trust Board welcomes hearing directly from patients, families and carers about their experiences of being cared for in Leicester's Hospitals.

Over the last 12 months due to COVID-19 many families and carers have experienced a very difficult time when their family members have not only had to deal with healthcare problems but also had the concerns and worries associated with a pandemic and the associated risks for people living with long term health problems.

The majority of feedback from families and carers is immensely positive and this family experiences is an example of this positive feedback and is focused upon the Admiral Nursing Service.

Families Experience of Care in Leicester's Hospitals

This families experience is shared by a patient's daughter whose mother was admitted to Leicester's Hospitals in December 2020. This lady was frail and had a number of healthcare problems and had been originally referred to the Admiral Nursing Service in 2019. Unfortunately her health deteriorated further and she passed away while in hospital in December 2020. The family member shares that the Admiral Nursing Service supported the family/carer in a number of ways such as:

- Supported the family to be with their mother in hospital as she passed away
- Providing clear lines of communication for the family
- Supported the patient enabling her to remain calm and relaxed
- Provided kind and compassionate support for the family

This family member has provided a transcript of her experience of care during her mother's time in Leicester's Hospitals and although they will be present at the Trust Board to answer any questions

and contribute to the discussions, has asked if their story can be read out verbatim due to the delicate nature of the experience and the recent bereavement of the family.

Admiral Nursing Service

The Trust Admiral Nursing Service has just entered into its third year and is one of just 16 acute hospital Trusts to provide this service nationally. The service comprises of 1.8WTE dementia specialist nurses who work closely alongside multidisciplinary teams to provide support to improve care for people living with dementia, through relationship centred work with families and carers.

The Admiral Nurses work with some of the most vulnerable and complex patients in the organisation, working as role models to share best practice in dementia care. The service provides over 156 patient contacts a month with the majority of these contacts focusing upon:

- Practical and emotional support for families and carers (carers fatigue)
- Supporting patients, families and carers to be involved in decisions about healthcare
- Supporting patients, families and carers to be involved in discharge planning
- Providing clinical advice on the management of patients with dementia

Over the last 12 months all patients who experienced the Admiral Nursing Service were offered the opportunity to provide feedback and 58 families have given feedback with **100%** stating they would recommend the service. Here are a few quotes that reflect the feedback:

“The Admiral Nurse was the only one that gave my husband continuity of care, she knew the previous wards he’d been on and really was the link between us and the hospital.”

“The admiral service has been an amazing support, not only for my mum but with the family too. Also, they have all the information to guide you through the difficult times.”

“The Admiral Nurse was amazing. She was a great help to us by informing us of how mum was getting on & what we could expect moving forwards. She was also very informative prior to mum’s discharge. Very helpful throughout. Brilliant service.”

“I found help given to my wife in hospital was excellent and organised a phone call to speak to my wife after three days in limbo. Since my wife was discharged the nurse has contacted me several times and arranged further support from community services.”

Conclusion

The last 12 months have proved very difficult for many families who have loved ones with long term health needs. The feedback received over the last 12 months from families and carers reflects this stress and anxiety, with many families stating that they agree with the national guidance to restrict visiting and in fact many families choosing not to come into the Trust due to their own health problems and risk factors. Despite this families have still found this period difficult and the additional support offered by teams such as the Admiral Nursing Service have been positively evaluated.

This family story shares with the Trust Board the distress and anxiety experienced by a family who lost a love one at this difficult time.

Input Sought

We would welcome the Trust Board’s opportunity to discuss, in depth, this family experience noting its implications without formally approving a recommendation or action.

For Reference:

This report relates to the following UHL quality and supporting priorities:

1. Quality priorities

Safe, surgery and procedures	[Yes /No /Not applicable]
Safely and timely discharge	[Yes /No /Not applicable]
Improved Cancer pathways	[Yes /No /Not applicable]
Streamlined emergency care	[Yes /No /Not applicable]
Better care pathways	[Yes /No /Not applicable]
Ward accreditation	[Yes /No /Not applicable]

2. Supporting priorities:

People strategy implementation	[Yes /No /Not applicable]
Estate investment and reconfiguration	[Yes /No /Not applicable]
e-Hospital	[Yes /No /Not applicable]
More embedded research	[Yes /No /Not applicable]
Better corporate services	[Yes /No /Not applicable]
Quality strategy development	[Yes /No /Not applicable]

3. Equality Impact Assessment and Patient and Public Involvement considerations:

- What was the outcome of your Equality Impact Assessment (EIA)? N/A
- Briefly describe the Patient and Public Involvement (PPI) activities undertaken in relation to this report, or confirm that none were required N/A
- How did the outcome of the EIA influence your Patient and Public Involvement ?N/A
- If an EIA was not carried out, what was the rationale for this decision? N/A

4. Risk and Assurance

Risk Reference:

Does this paper reference a risk event?	Select (X)	Risk Description:
Strategic: Does this link to a <i>Principal Risk</i> on the BAF?		
Organisational: Does this link to an <i>Operational/Corporate Risk</i> on Datix Register		
New Risk identified in paper: What <i>type</i> and <i>description</i> ?		
None	X	

5. Scheduled date for the **next paper** on this topic: September 2021

6. Executive Summaries should not exceed **5 sides** [My paper does/~~does not~~ comply]