

TRUST BOARD – 1ST OCTOBER 2020

CARING AT IS BEST BLUE WARD

ACCREDITATION AT UHL

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Trust Board paper for discussion under Any Other Business

Executive Summary

Context

The purpose of this paper is to outline the work undertaken on the Brain Injury Unit at Leicester General Hospital in meeting the criteria to be awarded 'Caring at its Best' Blue ward status.

Questions

1. What is Assessment and Accreditation?

This paper describes the background of ward Assessment and Accreditation across UHL.

2. How is 'Caring at its best' Blue ward status achieved?

This paper describes the criteria for achieving 'Caring at its Best' Blue ward status.

3. How has the Brain Injury Unit met the criteria for achieving 'Caring at its Best' Blue ward status?

This paper describes how the Brain Injury Unit has demonstrated that they meet the criteria for 'Caring at its Best' ward status.

Conclusion

Assessment and Accreditation was launched in August 2019 and is being formally rolled out across adult inpatient wards.

The Brain Injury Unit is the first ward in UHL that has achieved three consecutive green assessments and have demonstrated that they meet the criteria for achieving 'Caring at its Best' Blue ward status.

Input Sought

The Trust Board is asked to note the decision of the panel.

For Reference:

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

1. Quality priorities

Safe, surgery and procedures	[No]
Safely and timely discharge	[No]
Improved Cancer pathways	[No]
Streamlined emergency care	[No]
Better care pathways	[No]
Ward accreditation	[Yes]

2. Supporting priorities:

People strategy implementation	[Not applicable]
Estate investment and reconfiguration	[Not applicable]
e-Hospital	[Not applicable]
More embedded research	[Not applicable]
Better corporate services	[Not applicable]
Quality strategy development	[Not applicable]

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

- What was the outcome of your Equality Impact Assessment (EIA)?
 - Completed and shared with the Equality Team
- Briefly describe the Patient and Public Involvement (PPI) activities undertaken in relation to this report
 - Discussions with patients and their families/carers is an integral component of all ward assessments.
 - A Patient Partner is a key member of the 'Caring at its Best' Blue Ward, decision making Panel.
- How did the outcome of the EIA influence your Patient and Public Involvement?
 - Planned PPI involvement during annual review of the Assessment and Accreditation Tool.
 - Planned PPI involvement in the decision making process (panel) for 'Caring at its Best' Blue ward status.
- If an EIA was not carried out, what was the rationale for this decision?
 - Not applicable

4. Risk and Assurance

Risk Reference:

Does this paper reference a risk event?	Select (X)	Risk Description:
Strategic: Does this link to a Principal Risk on the BAF?	X	Principle Risk 2
Organisational: Does this link to an Operational/Corporate Risk on Datix Register		
New Risk identified in paper: What type and description ?		
None		

5. Scheduled date for the **next paper** on this topic: [NA]

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

Introduction

The purpose of this paper is to outline the work undertaken on the Brain Injury Unit at Leicester General Hospital in meeting the criteria to be awarded 'Caring at its Best' Blue ward status. The paper will:

- Describe the criteria for awarding Assessment and Accreditation 'Caring at its Best' Blue ward status
- Describe the achievements of the Brain Injury Unit against the 'Caring at its Best' Blue ward criteria

Background

The Framework is designed around 15 Standards that align to the CQC essential standards (**Appendix 1**). Each standard is sub-divided into elements of: Care, Environment and Leadership and also incorporates national performance indicators as well as local indicators developed from lessons learnt arising from complaints, concerns, adverse events and quality improvement work.

The assessment process is undertaken by the Lead Nurse for Assessment and Accreditation and/or Clinical Fellow for Assessment and Accreditation who act as quasi external assessors. Each ward is assessed against the 15 standards with each standard being RAG rated individually and when combined an overall ward RAG rating is produced. The reassessment of the wards is dependent on the overall RAG rating (**Table 1**)

The Ward Sister/Charge Nurse, Matron and Head of Nursing (HoN) are responsible for formulating a ward improvement plan, ensuring that it is tracked and disseminated to all members of the ward team. The results and action plans from the assessment contribute to individual service reviews, and the data collated as a whole is presented to the Executive Quality Board (EQB) and the Quality and Outcomes Committee (QOC) with comprehensive information regarding care delivery within the organisation.

For a Ward to be recommended for consideration to a panel for 'Caring at its Best' Blue ward status they must have achieved green assessments on three consecutive occasions thus demonstrating sustainability in delivering high standards.

Table 1. RAG Rated Criteria

RED	6 Red Standards or more	Re-assess in 2 months
AMBER	3 – 5 Red Standards	Re-assess in 4 months
GREEN	0 – 2 Red Standards plus 8 or more Green Standards (standard 15 must be Green)	Re-assess in 6 months
Caring at its Best	3 consecutive green assessments Successful panel review Annual successful panel review	Re-assess in 12 months

Blue wards are reassessed annually by the Lead Nurse for Assessment and Accreditation. If green status is maintained, the ward will be recommended to panel. Blue wards will be reviewed by panel on an annual basis.

Brain Injury Unit

The Brain Injury Unit at Leicester General Hospital is the first ward at UHL to achieve three consecutive green assessments. The assessments took place in between August 2019 and September 2020.

Following an application for 'Caring at its Best', Blue ward status, the ward team were invited to submit a portfolio of evidence demonstrating how they have achieved three consecutive green assessments and to present to a panel with a focus on how they will share learning and sustain 'Caring at its Best' Blue ward status.

The panel included:

- Chief Nurse (Chair)
- Deputy Chief Nurse
- Regional Chief Nurse (NHSI)
- Patient Partner
- Head of Nursing (from another CMG)
- Matron (from another CMG)
- Non-Executive Director
- CCG (Deputy Chief Nurse)

The panel considered the ward performance indicators and the contents of the portfolio.

Following deliberations the panel made the unanimous decision to support the Brain Injury Unit's application and award 'Caring at its Best' Blue ward status.

Congratulations to Sister Jemima Freer and the staff on the Brain Injury Unit.

Recommendation

The Trust Board is asked to note the decision of the panel.

Appendix 1

The 15 Care Standards in the 'Caring at its Best' Assessment Framework

Care Standards	
1	There is evidence of a safety culture on the ward
2	Patients feel safe secure and supported
3	The environment is safe for patients visitors and staff
4	Avoidable harm will be eliminated in relation to medicines management
5	Patients are cared for in an environment where the risk of cross infection is minimised
6	Nutrition and Hydration – Patients receive sufficient food and fluids to meet their individual needs
7	Risks to the integrity of the patients skin will be identified and actions taken to ensure that the condition will be maintained or improved
8	Elimination - Patients bladder and bowel needs are met
9	Pain will be controlled to an acceptable level for the patient
10	Patients will be supported to meet their hygiene needs
11	Patient centred care- every patient is treated as an individual and with compassion at all times
12	End of life care is patient and family centred
13	Patients and carers experience effective communication , sensitive to their needs and preferences
14	The clinical area is effectively managed and organised in a way that benefits patients, staff and visitors
15	The clinical area can provide assurance against key performance parameters