

Patient Safety



Sussex Community
NHS Foundation Trust

February 2022

Welcome to the Patient Safety Newsletter...

This month's shout out goes to the Homeless Health Inclusion Team, who have been doing amazing work with Martlets Hospice around supporting homeless patients to ensure that they get access to specialist palliative care support. The teams are working together to ensure that key community workers have training on recognising the signs of the deteriorating patient and palliative care, so that they can provide the best support to people who are homeless and vulnerably housed at the end of life. The teaching was given online and attended by 143 staff with a further 34 staff watching it at a later date. The staff came from 29 different organisations who work with people who are homeless or vulnerably housed across Brighton and Hove.

This has been a really great achievement, and one which is having a real impact on people across this area. Well done to everyone involved for their hard work!

Best Wishes,

Debbie, Charlotte and Hannah

Ensuring an MDT falls review

If a patient falls on the ward it is really important to complete a MDT falls review to establish why the patient might have fallen and what can be put in place to prevent the patient from falling again.

By discussing this as a team different factors may be identified and a MDT falls prevention plan can be put in place.

There may be small actions that could be taken to prevent further falls, including taking a lying and standing BP or completing a medication review.

Following the no response policy

Community Teams need to be aware of the "No reply, missed or deferred visits (Adults) procedure" policy. A recent incident investigation found that staff were not aware of this policy, although they had done the right things!

The no reply policy states the required steps to take should a patient not answer the door on a scheduled home visit.

The policy then states that if after the required steps you are unable to find where the patient is, you must consider the following options:

- 1) If the patient is deemed to be inside their home or at risk call the emergency services.
- 2) If the patient has gone out or forgotten the appointment then you should put a visit card through the door.

Patient Safety News Flash!

Thank-you to all staff who have completed the Patient Safety Training Modules on ESR! This training is relevant to ALL NHS staff and Level 1 only takes 30 minutes to complete. The team will continue to promote this training and would ask that you promote it within your teams too! The training is key to our implementation of the Patient Safety Strategy and we will ensure that staff across SCFT are informed and involved with developments! In the meantime more information can be found about the strategy [here](#).

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End of Life Care Plans

There is a new Individualised EOL Care Plan (for adults), which has been developed with SCFT and a wider range of organisations including 7 local hospices.

The care plan provides a document that can be used by all staff providing care for that patient.

The first page is used to document the patient's observations and the second is then used to document any symptoms the patient may have alongside the immediate intervention provided and any actions that are to be taken forward. The third page is a continuation sheet for further documentation as required.

There are then End of Life care guidelines, including things to consider and a body map.

This new care plan is part of the new End of Life Care Strategy 2021-2024 for SCFT.

Alerts on SystmOne

Keeping staff safe is so important. So it is vital that if a patient displays any inappropriate behaviour towards a member of staff either in the community, a clinic, an ICU or any other setting across SCFT that an urgent alert is added to SystmOne. This allows for all staff to be aware of this behaviour, particularly if this first occurred in a different service to the current one. This helps to ensure that staff are aware of the possibility that the patient may behave in that way again when under their care and a plan can be put in place to manage it.

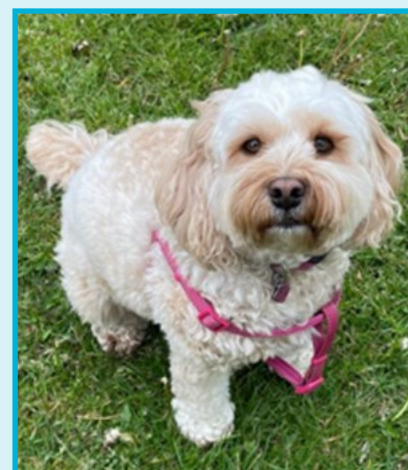
Halo's Highlights

Hello, I'm Halo, Hannah's furry friend and companion, and I just wanted to introduce myself. I am a very lucky dog who gets lots of treats, reassurance and praise when I am doing a good job (which is always of course!).

I want to highlight that being praised for something I have done well always makes me feel valued and supported. I know from my human that the trust uses the Datix system to report incidents when things might not have gone as well. However I have also heard the term "Greatix" being used by the Patient Safety team to refer to deteriorating patient incidents, where the data collected shows how well managed the events were by clinical staff. It's great that that these are recorded and celebrated. Keep those Greatix reports coming!

I also overheard that Datix is used to record compliments that staff and teams have received. Collecting this positive information in Datix is fantastic and helps us to understand all the great work you do!

Right I'm off to find a treat! Woof Woof! x



For further information on all things Patient Safety please visit our team page on [The Pulse](#), or follow us on twitter at @scft_quality