

Patient Safety



Sussex Community
NHS Foundation Trust

June 2023

Welcome to the Patient Safety Newsletter...

This month's shout out goes to the Learning Disability Health Facilitation Team who have put together 500 care bags to support people with Learning Disabilities when accessing hospital appointments or during hospital admissions. By providing the bag, they hope it will make the visit an easier experience for the person with Learning Disabilities. The care bag is for people to keep so they can also use it again in the future. The bag contains a fidget toy, colouring book and pencils, stress ball, eye mask, ear defenders and sensory bracelet which can be used to manage sensory overload and reduce anxiety.

This great initiative will make a real difference to our patients! Well done to all involved!

Best Wishes,

Debbie, Charlotte, Hannah and Mary Jo



Heel Pro Boots

These are a universally sized device used for the prevention and management of heel pressure ulcers. It reduces heel pressure by elevating the heel and providing low-friction cushioning. Heel aperture allows for easy inspection. The boot is supplied with two adjustable straps to allow comfortable fitting; it is vital to remember that straps should never be done too tightly as this can create additional pressure on skin and potentially contribute to pressure damage on other parts of the lower leg. Similarly, if there is risk or identified pressure damage to

other parts of foot, other than the heel itself, HeelPro boots should be used with extreme caution as they can contribute to deterioration of those areas.

HeelPro boots need to be applied correctly to ensure the heel is placed in the actual cut out of the boot otherwise it will not be offloaded and could be exposed to pressure. Patients cannot stand or walk in these so these need to be risk assessed on an individual patient basis.



Patient Safety News Flash!

The Patient Safety Team are currently putting together the Trust's Patient Safety Incident Response Plan which will state how we will respond to patient safety issues. We really want to hear from all of you! No matter what your role is in the organisation, housekeeper, ward clerk, nurse, AHP, doctor, dentist etc... we want to learn about your experiences and what you think needs to happen to make patient care even safer and better. So, we have arranged a drop in TEAMS meeting on June 15th 10:30 – 12:30 so anyone can come and chat with us! If you can't attend this, please drop us an email, we would love to hear from you! Your voice matters!

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Palliative Care for People with Learning Disabilities (PCPLD)

Please do check out this website for the PCPLD! This charity was created to ensure that patients with learning disabilities receive the co-ordinated support they need throughout their life.

There are some interesting webinars on a range of different topics which have already taken place for you to watch, as well as some more planned.

You can check them out [here](#).

On attending you will also receive a certificate of attendance too for your CPD.

Following the no response policy

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

The policy outlines the required steps when there is no answer to the door on a scheduled home visit.

The policy explains that if after the required steps you are unable to locate the patient, consider the following options:

- 1) If the patient is likely 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.

Mascot of the month - Bailey and Hazel talk clinical audit

Hello, we're Bailey and Hazel, and our human is the Quality Development Lead (Effectiveness). Since she has worked in this role we have discovered how important and useful Clinical Audit is. Our human says that Clinical Audit is a quality improvement tool that aims to improve the quality of patient care by looking at current practice and implementing change where necessary. It is also a way to determine if healthcare is being provided in line with standards and allows quality improvement to be targeted where it is most helpful and will improve outcomes for patients. We think that's fantastic!

She also mentioned CQUINs, we like sparkly things so our little ears pricked up but we found out that these are different! In 2022/23 the Trust was involved in 5 Commissioning for Quality and Innovation Audits (CQUINs). The CQUINs enable commissioners to reward excellence by linking a proportion of service providers income to the achievement of national and local quality improvement goals. Again we thought this was a really great!

Our human told us that all teams involved in the CQUINs have reached the top level of compliance for 2022/23 reflecting the excellent care being given by SCFT staff. Improvements were seen in care plans, actions detailed and documentation. That just shows what great work you are all doing across the Trust! That is pretty fantastic if you ask us!

Right we're off to play ball! 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. You can also contact the team on: sc-tr.patientsafetyteam@nhs.net