

Triangle of Care Inpatient Self-Assessment Audit

1. Introduction

As a member of the Triangle of Care we are required to undertake the Triangle of Care Self Assessments in our inpatient and community services both of which we completed. We have now commenced a programme of work to re-audit our assessments. This paper discusses our inpatient audit and the findings.

The second audit of the inpatient assessments used the same format and templates as our first submission. The purpose was to look at how the original identified improvements and timescales agreed to see if there were any changes identified in carer practice.

In order to support improvement in practice we provide training to promote a 'think family' approach on the wards, this was a task set to the Carer Practice Advisors (CPA's) and they all have their own allocated services to ensure equal cover in all clinical services.

2. Overview

The opening of the Farnham Road Hospital promoted changes to the resources of inpatient wards across the county with other wards closing and transferring of services to different areas. During the past year we have seen an increase in our bed occupancy, increase in the complexity of people admitted and the use of out of area placements continues to be a challenge. We also must acknowledge the vacancy rates in some of our units all which have an impact on the capacity of the units to engage with the carers work.

3. Supporting the wards

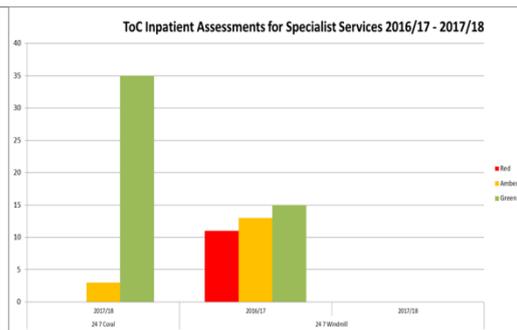
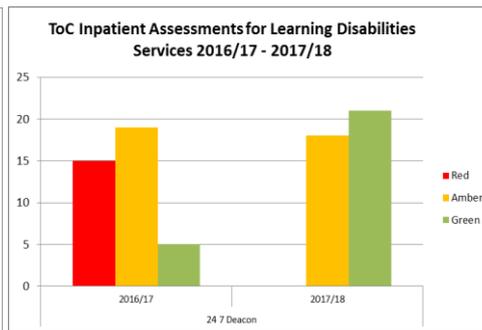
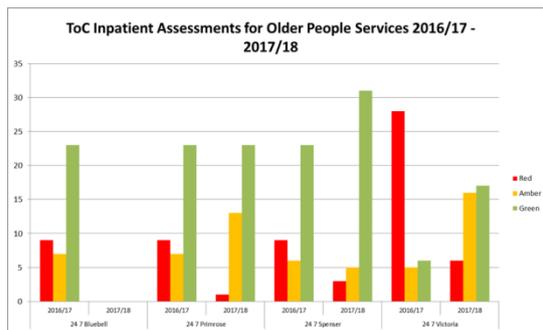
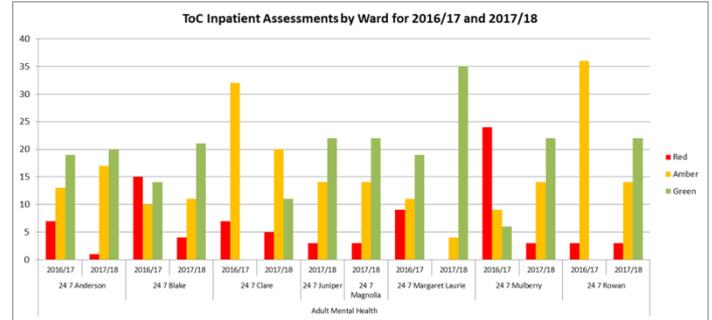
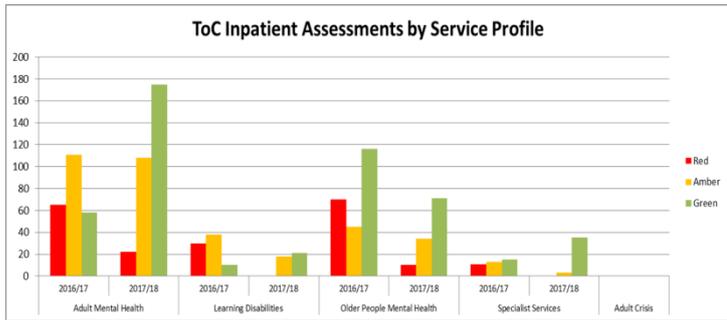
Our Carer Practice Advisors visit the wards on a regular basis and they have set up drop ins and bite sized training given the staff to ensure we are able to enhance staff knowledge. The CPA's are also supporting staff to ensure they identify and involve carers along the whole inpatient journey has included attending relevant clinical meetings.

3.1 Areas of good practice

- Coral Ward now evidences that it records carers and involves them at all parts of the journey and this is reflected in the good audit results.
- Margaret Laurie ensure consent to share is being clearly recorded now and is robust. Training is still ongoing and this promoted it continuing to be a red area in this domain.

4. Our finding

We completed Inpatient assessments during quarter 3 and 4 2017/2018 and of those we found that:



From the changes from red to amber we can evidence that across the board there is acknowledgment of involving carers. There is ongoing work around ensuring there are champions on the wards, and there is an event being held later this year to be able to bring all people involved in supporting carers together.

5. Improvements required

From the outcome of the re-audit we have found we need to undertake the following to improve subsequent audits.

- Community staff need training on advanced directives, and discussions have started about how they are set up as the ward are aware they are not always asking.
- Information to carers continues to be successful and to carers from other cultures and ethnicities records Coral, (carers information and a new handbook being developed at this time).
- Carers support is provided by a number of organisations which is positive. Carers assessments are offered and signposted to for referral if there is not one completed by the recovery services already. The amount of assessments being completed is low and needs to increase.
- Anderson is assessed as not recording carers and says they want to, as they may miss a carer who is not recorded as next of kin. Training is still being organised to support improvement
- Recording same information but giving it a green when it has been an amber for example can confuse the audits somewhat and is being followed up. Farnham Road Hospital is being given focused support by the local CPAs.
- Recovery plans for the person not always recorded on Anderson. They do look at Advance Directives and they do promote ensuring consent is fluid and consistent
- Staff not aware of guidelines on consent to share.

- Anderson have requested training on sharing information which will be a priority for our CPA's to follow up on all units.
- Review the roles of the carer leads in the wards to see what extra training they may require
- We are also ensuring that our information and guidance is updated and that the trust website captures all areas of support for carers.
- We have joined up to Employers for Carers which ensures that staff are supported. At the same time training at induction highlights and asks staff if they are carers, making them aware of available support.
- The Carer Practice advisors are ensuring the gathered information will be used to progress improvements on the ward. The ability of the work to continue given the audits is a framework that enables us to capture snapshots of practice and there is a plan to form a group that progresses this work.