



Open and Honest Care in your local Trust

Open and Honest Report for

Black Country Partnership NHS Foundation Trust

May 2016

OFFICIAL

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1 Safety

1.1 Safety Thermometer

On one day each month we check to see how many of our patients suffered certain types of harm whilst in our care. We call this the NHS Safety Thermometer. The safety thermometer looks at four harms: **pressure ulcers, falls, blood clots and urine infections for those patients who have a urinary catheter in place**. This helps us to understand where we need to make improvements. The score below shows the percentage of patients who did not experience any harms.

98.65% of Patients did not experience any of the four harms in this Trust

For more information, including a breakdown by category, please visit:

<http://www.safetythermometer.nhs.uk/>

1.2 Health Care Associated Infections (HCAIs)

HCAIs are infections acquired as a result of healthcare interventions. Clostridium difficile (C.difficile) and methicillin-resistant staphylococcus aureus (MRSA) bacteraemia are nationally monitored as we are trying reduce the incidence of these infections. C.difficile is a type of bacterial infection that can affect the digestive system, causing diarrhoea, fever and painful abdominal cramps - and sometimes more serious complications. The bacteria does not normally affect healthy people, but because some antibiotics remove the 'good bacteria' in the gut that protect against C.difficile, people on these antibiotics are at greater risk.

Healthcare Acquired Infection	Inpatient Services	Community Services
MRSA Bacteraemia	0	0
C Difficile	0	0

The MRSA bacteria is often carried on the skin and inside the nose and throat. It is a particular problem in hospitals because if it gets into a break in the skin it can cause serious infections and blood poisoning. It is also more difficult to treat than other bacterial infections as it is resistant to a number of widely-used antibiotics.

We have a zero tolerance policy to MRSA bacteraemia infections and are working towards reducing C Difficile infections; part of this process is to set improvement targets. If the number of actual cases is greater than the target then we have not improved enough.

The table below shows the number of infections we have had this month, plus the improvement target and results for the year to date.

1.3 Pressure Ulcers

Pressure ulcers are localised injuries to the skin and/or underlying tissue as a result of pressure. They are sometimes known as bedsores. They can be classified into four categories, with one being the least severe and four being the most severe. **The pressure ulcers reported include all validated avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission that were not present on initial assessment.**

Severity	Inpatient Services	Community Services
Category 2	0	0
Category 3	0	0
Category 4	0	0

1.4 Falls

This measure includes all falls in our inpatient settings that resulted in injury, categorised as moderate, severe or death, regardless of cause.

This includes avoidable and unavoidable falls sustained at any time during the hospital admission.

Severity	Inpatient Services	Community Services
Moderate	0	0
Severe	0	0
Death	0	0

1.5 Safe Staffing

Guidelines recently produced by the National Institute for Health & Care Excellence (NICE) make recommendations that focus on safe nursing for adult wards in acute hospitals and maternity settings. As part of the guidance we are required to publish monthly reports showing the registered nurses/midwives and unregistered nurses we have working in each area. The information included in the report shows the monthly planned staffing hours in comparison with the monthly actual staffing hours worked on each ward and/or the percentage of shifts meeting the safe staffing guidelines.

In order to view our reports please visit: <https://www.england.nhs.uk/ourwork/safe-staffing/>

2 Experience

To measure patient and staff experience we ask a number of questions. The idea is simple: if you like using a certain product or doing business with a particular company you like to share this experience with others.

The answers given are used to give a score which is the percentage of patients who responded that they would recommend our service to their friends and family.

2.1 Patient Experience

2.1.1 The Friends and Family Test

The Friends and Family Test (FFT) requires all patients to be asked, at periodic points or following discharge, '**How likely are you to recommend our ward/A&E/service/organisation to friends and family if they needed similar care or treatment?**'

The trust has a score of **97%** recommended for the Friends and Family test based on **29** responses

*This result may have changed since publication, for the latest score please visit:

<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

2.1.2 A patient's story

Subject of story – Journey from ward through community service to day provision.

Background:

Admitted to Older Adults ward in 2013. Stayed for three months. Had been known to CMHT for 20 years. History of Persistent Delusional Disorder. Reason for admission was that he left his home at 3am leaving a note for his wife believing there was a conspiracy to defraud him of a lot of money. Picked up by the mental health services in Wales.

Following discharge he was referred to day services for further assessment and follow up.

Patient/Family/Carer Experiences:

The following points are being written with the gentleman's full consent.

1. 'I was in Penn Hospital for 13 weeks and received excellent treatment. The only complaint I could make was the food, which seemed to come from a factory rather than a field'.
2. 'The staff on the ward were very patient with all of us patients, particularly I recall one nurse being punched, and another stabbed in the arm by a man with a fork. All staff, including cleaners and cooks, reacted calmly when there was bad language and sexual attacks by certain patients'.

3. 'On my release from the ward I was told to attend the day hospital as an outpatient on a once a week basis. Here the treatment I am receiving has been wonderful. No accolade would be too high for the patience and understanding I have received here'.
4. 'I feel a lot better now. I cannot stress too highly of the respectful attitude I have received here, without it I could have been suicidal'.
5. 'Throughout all this I have been seen at home by a consultant psychiatrist and community psychiatric nurse, which has been really appreciated. In short, a very big thank you to the staff of Penn Hospital, life is worth living again'

2.2 Staff Experience

2.2.1 The Friends and Family Test

The Friends and Family Test (FFT) requires staff to be asked, at periodic points: ***How likely are you to recommend our organisation to friends and family if they needed care or treatment?*** and ***How likely are you to recommend our organisation to friends and family as a place to work?***

68% of staff would recommend the Trust to friends and family if they needed treatment

49% of staff would recommend the Trust as a place to work.

*This result may have changed since publication, for the latest score please visit:

<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

3 Improvement

3.1.1 Improvement Story

On Friday 06.05.16 the Practice Development Team won the RCNi Nurse Award for PCPIPs and the link nurse system.

The team won the award in the Mental Health category of the 2016 RCNi Nurse Awards for devising and introducing individual care plans to address violent behaviour and reduce the need to resort to restraint.

The nurse and individual work together to develop the person-centred physical intervention protocol (PCPIP), which identifies ways to reduce crisis behaviours and build a partnership between the nurse and patient.

This helps to minimise and manage violent and aggressive incidents, helping to de-escalate them at an early stage. The plans include how – when needed – restraint can be used in the most safe and respectful way.