



Open and Honest Care in your local Trust

Open and Honest Report for

Black Country Partnership NHS Foundation Trust

December 2015

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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.

98.69% 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 **98.2%** recommended for the Friends and Family test based on **56** 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

TARU (Therapy And Recovery Unit)

When I first got the diagnosis of dementia I was scared and I couldn't get my head around it. Then I would just sit and have the T.V. on but not watch it, just look out of the window.

Then I was given a lifeline when I was persuaded to go to Edward Street for the weekly sessions and it was slow but I am glad I did go as it gave me a new lease of life. Then I got to go to the fortnightly group with the Ex-Pats once a week and also to Farley Park and the Sons of Rest. I was having a life again and meeting people who could laugh at one another, cry together and not be afraid to say anything.

Then the best thing was when I started going to the Albion Group with other dementia sufferers and we had one main thing in common talking about the Baggies. The memories came, looking back at the good times and the bad times; and meeting the players past and present who gave their time to come and talk to us.

Then when the group moved to the Albion ground it got even better, even with the jokes and singing; but thanks to the team giving their time up it was good to know the memories are still there and we can bring them back and share them with one another. Sometimes it's like having a new lease of life and knowing without too much trouble we can reach in and get the memories back and share them with the baggie lads when we talk to them.

So I would like to thank the team and all the players for what they do and give to us; and last but not least thanks to everyone at Edward Street for giving me back my confidence to join the Albion Group.

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?’***

We had **637** responses from Staff
50% of staff would recommend the Trust to friends and family if they needed treatment
43% 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

Edward Street - The memory boards have now been fitted on both wards at ESH. These boards are by every bed and allow the patient to personalise these whilst they are on the ward.

SPOR - SPOR team managers continue to work to embed robust processes to support timely screening and allocation of all referrals, working collaboratively with other community teams (CHHT /Treatment teams) the service is introducing an allocation meeting to ensure all referrals are processed with strong clinical decisions in place to support service users entering secondary mental health . Work is being undertaken to collate DNA rates to support a possible business opportunity from lost income generation. The service will continue to evolve its working hours as increased staffing and service needs arise.

Recovery College - the college continues to develop its co-operative working alongside internal and external stakeholders with courses being offered on a regular term basis, the college lead will be supporting the merit work being undertaken by the trusts lead. The college continues to support the grow your own and have successfully ran courses with clinical staff and experts by experience.

TARU /DAY SERVICES (older adult) - work is commencing to support consistent working processes and practices replicating best practice and staff mentorship across both trust sites, teams are cross fertilising to support service development and consistent working practices, TARU are currently exploring carers forums outside of service operating hours.

MAS services are working closely together to ensure systems and processes are aligned with each other, MAS Sandwell site will be supporting dementia information

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sessions with the TARU staff but using the lighthouse project room facilities to support pts. and their loved ones begin the engagement process in a non-medical environment , data to support this change in practice will be used to support group /pt. satisfaction questionnaire's”.

Carers team - this team are currently working with the university leads to be involved in the placements of student nurses in the aim of highlighting carers needs and raising the profile of the service provision which is integral to joint partnership working .

Lighthouse project - the lighthouse project continues to be developing its income generation facilities whilst supporting external relationship building (BUDS ,Alzheimer's)the project is currently working towards staff and external provider signing up for room usage to support income generating whilst highlighting dementia services , work is being undertaken with the local library in west Bromwich to explore dementia friendly services .

Meadow - Many patients during admission, to Meadow Ward, present with mobility problems, joint and rheumatic pain, poor balance and are at high risk of falls affecting confidence and mental state. With the AHP team it was agreed that the ward needed therapeutic space to assess and treat patients affected by these issues; an environment which promotes patient privacy and dignity, and as a facility where their safety is maintained in a therapy session which will assess their physical health Consequently the team developed a therapy room. It provides a space for the physiotherapy team to provide assessment, one to one treatments and therapies such as heat/ice treatment, electrotherapy, musculoskeletal mobilisations, strength training, balance retraining, and mat exercises on the ward. One of our service users stated they had “never had treatment like it and it had really helped with their joint pain.”

Creative Facilitation

Cultural Life - We are celebrating the Hindu festival of Holi at Edward St Hospital, 22nd March at 2.30pm. Holi is a spring festival, also known as the festival of colours or the festival of sharing love. Different coloured powders are thrown at participants showering them from head to foot in colour. The traditional colour clothing to wear is white. Anyone who would like to participate is most welcome to come along, to watch or join in the colour showering celebrations.

Lighthouse - The funding for the Dementia Awareness Schools Outreach Project has now been secured. We have £10K. Over the next few months we will be developing:

- information leaflets on support and information for Pre-and Post-Referral Care Pathways for dissemination across Sandwell.
- a schools outreach pilot for disseminating information about Dementia to young carers with the view to improve timely diagnosis
- a Dementia Awareness Family Module based at The Lighthouse for families of all ages to come together to learn how to support relatives with dementia.

This project is being developed in partnership with BUDS and our Early Diagnosis Community Outreach Occupational Therapist.

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Lighthouse and Edward St – Room Hire - Please encourage anyone who is hiring external rooms for events (i.e. The Metal Forming Centre) to consider booking the Conference Room at Edward St instead.

We would also encourage you to advertise through your network that we have rooms to hire. The rooms in The Lighthouse can also be hired at weekends. The social club makes a great party venue.

Penn Gallery - We are installing a new gallery for patient artwork at Penn. It will be completed by the end of March.

Trust Wide Exhibition for Mental Health Awareness Week – May 16-22nd. To celebrate Mental Health Awareness Week this year we are hosting an open exhibition. We would like to invite patients (current and past), carers, members of staff and Trust members to take part. The theme this year is 'Celebrating connections: taking notice of the people and relationships that make us feel safe and supported'

We will be inviting submissions of photographs, a poems or a piece of artwork that have been taken, written or created which celebrates relationships, connections to people, networks or places that make us feel safe and supported. Submission dates are from 21st March to 15th April 2016, the exhibition will be on display our Trust Galleries in Hallam, Delta and the new Gallery at Penn.

Photography Student on Professional Placement -From 7th March I have a photography student working with me on professional placement. Do get in touch if you have any photography opportunities, short term projects or help assisting patients develop artwork. Georgina is also available to help staff work with patients to develop artwork for Mental Health Awareness Week Exhibition.

Graphic Facilitation Course for Improved Communication Outcomes - On March 4th we hosted a graphic facilitation course. 12 participants ranging from service managers to staff nurses are being taught visual note taking/visual facilitation skills to become more effective in communicating and sharing outcomes of meetings and discussions.

We learnt about the power of making things visible in shifting culture and improving experiences for patients, as well as making it easier to remember discussions and to take action. If you are interested in learning more – do get in touch.