

# A quick hello and a smile makes a difference

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## Executive Summary

This story is shared by the daughter of a patient who was admitted to a specialist medical ward at the Leicester Royal Infirmary. This is a negative experience and relates to concerns raised around dignity at meal times, and the behaviour and attitude of staff members.

## Patient Experience

The family member wished to share her story, via a video recording, so that improvements can be made.

- **Dignity during mealtimes** - The daughter, who is a carer for her mum, arrived on the ward to find her loved one's hair was not brushed and describes how her mother's breakfast was 'left on the table'. The daughter commented that her mother was 'slouched' in bed and would require assistance to sit up to eat. On another occasion she found her mother with 'food everywhere and spilt tea on her lap'.
- **Staff attitude and behaviour** - The daughter also discussed staff attitudes. She asked for assistance from female staff to change her mother, however, a male Health Care Assistant came. She had previously identified that her mother would prefer female carers. She felt the response she received to her request was 'not nice'. When being discharged, the daughter said the nurse in the bay had her back to her and did not acknowledge her leaving or say goodbye. The daughter highlighted that it was only one or two members of staff displayed poor behaviour but the impact of this made her feel isolated.

## Response to Feedback

This patient experience relates to feedback from late in 2015; since then the clinical team have demonstrated a very proactive response to this patient's experience of care and have instigated a number of improvements to ensure the team have learnt and this type of unacceptable behaviour does not occur again.

This patient experience story has been shared with the ward team and staff have recognised the importance of acknowledging when they have got things wrong.

### Dignity during mealtimes

In response to this feedback the clinical team have initiated improvement actions to support dignity around mealtimes:

- Maintaining dignity for all patients whilst also supporting independence with eating and drinking. Ensuring that patients are supported as appropriate, in washing their hands and face before and after mealtimes
- Changes to mealtime routine and promoting the Protective Meal Times on the ward ensure that more staff are available to support and encourage patients with eating and drinking
- Breakfast is now being offered earlier by night staff, for those who prefer to have early breakfast, instead of patients waiting until after morning handover

### Staff attitude and behaviour

The negative impact of this situation could have been relieved if staff had responded in a supportive and professional manner. With senior nursing support concerns around attitudes and behaviour have been addressed by:

- Team members have been directed to a customer care course and the 'If Looks Could Kill' training to assist and improve upon communication and behaviour
- Any inappropriate behaviour is being actively performance managed
- Matron and Ward Sisters presence for handovers to ensure that 'Hello my name is' is promoted with all patients and visitors and to remind staff of the importance of treating others as you would like to be treated
- Specific patient care needs are being included in the Nerve Centre handover to support meaningful interactions
- Weekly Wednesday afternoon tea with patients and family members are being promoted. This provides a designated time so that staff can talk to patients, carers and family members about their experiences on the ward. Along with the anonymous feedback this allows more opportunity to uncover what is working well, and where improvements may be needed
- Introduction of Team Briefing for all staff every morning at 07.30, this occurs before morning handover to celebrate good practice, and any concerns raised to be acted upon immediately
- The ward continues to learn from patient experiences and feedback is shared by monthly newsletters and quarterly ward meetings. These highlight and discuss compliments and concerns raised to ensure patients remain at the focus of care on this ward

### Friends and Family Test - March 2016

Poor patient experience feedback from this ward is rare and in the last quarter no negative comments relate to staff attitude and dignity at meal time. The team are proactive and committed to collecting feedback from patients and carers and then responding to that feedback. During March 2016 the ward received feedback from 48% of the discharged patients, which is an impressive response rate. The team also received the Friends and family Test score below, which is also very impressive.

% of patients who would recommend the ward	% of patients who would not recommend the ward
99%	1%

Free text comments also demonstrate the positive care received:

- *"Care received from nurses/healthcare assistants/physiotherapists/speech therapists has been fantastic and treatment of patients with dignity. The doctors have also treated the patient with respect and provided invaluable care"*
- *"The way I have been cared for has been without fault. I cannot thank the nursing and medical and Auxiliary staff enough"*
- *"Staff were there when I needed them. Service was excellent. I wish to thank everyone"*
- *"Excellent regular consistent care throughout period on ward"*

### Conclusion

This patient story shares concerns raised surrounding dignity at mealtimes and poor staff attitude and behaviour. The communication with this patient's family appears to have lacked care and compassion and did not meet the Trust expected values and behaviours. One member of staff let the team down and issues highlighted to team members could have been addressed with sensitivity.

The senior team have been very proactive in response to this feedback and have identified a number of improvements to ensure they learn from this patient's experience. The ward team are committed to gathering patient feedback to ensure patients are receiving a good experience and actively respond when issues are raised.

**Input Sought**

The Board is asked to:

- Receive and listen to the patient story.

**For Reference**

Edit as appropriate:

1. The following **objectives** were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Yes
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Not applicable
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following **governance** initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related **Patient and Public Involvement** actions taken, or to be taken: Patient story consists of feedback from a patient directly about their experience of care. In response to this feedback the Trust identifies how best practice will be disseminated across the organisation. ]

4. Results of any **Equality Impact Assessment**, relating to this matter: No equality issues identified as part of this patient story.

5. Scheduled date for the **next paper** on this topic: Monthly Patient Story

6. Executive Summaries should not exceed **1 page**. My paper does not comply

7. Papers should not exceed **7 pages**. My paper does comply