

Trust Board Paper H

Meeting title:	Trust Board (Public)				
Date of the meeting:	14 November 2024				
Title:	Patient Story Actions				
Report presented by:	Julie Hogg, Chief Nurse				
Report written by:	Sue Mcleod: Head of Patient Experience and Emma Birkin- Assistant Chief Nurse Harm Free Care & LEAF				
Action – this paper is for:	Decision/Approval		Assurance	x	Update
Where this report has been discussed previously	None				

To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which

Impact assessment

Acronyms used:
 PIPEAC: Patient involvement and patient engagement Assurance committee

Purpose of the Report

This report provides an overview of actions being undertaken, primarily as a result of concerns raised regarding quality of care but directly triangulates to of the patient story presented to July Trust Board.

Recommendation

The committee is asked to be assured that ongoing actions- are taking place in relation to the fundamentals of patient care, addressing the particular themes highlighted in “Bryan’s story, told by Sarah”, as per below.

- Call bells
- Hygiene
- Patient moves
- Catering: help to eat/ Weekly food menu/ Napkins
- Walking to toilet: shower and shave
- Mobilisation

Summary/ Main Report

The initiatives highlighted by Sarah are well-aligned with the #SaferUHL Fundamentals of Care workstream, connecting directly to the Leicester Excellence and Accreditation Framework (LEAF) and the 15 Steps Programme. Together, these programs will provide clear evidence of ongoing improvements.

The #SaferUHL Fundamentals of Care workstream is being led by our Lead Nurse for Fundamentals of Care, this role has been introduced to elevate essential care standards. This role focuses on core patient needs including call bell accessibility, personal hygiene, continence, mobility, assistance with toileting, nutrition and hydration, and sleep quality. Working alongside ward teams and matrons, this role will deliver targeted learning and supervision to reinforce essential care practices. This workstream is complemented by:

- **Patient Experience and Sleep Promotion Initiatives** - The Patient Experience Team has led a new “sleep promotion” initiative, previously focused on “noise at night.” With feedback from Friends and Family Tests (FFT) identifying noise as a frequent patient concern, a multidisciplinary sleep care plan has been introduced. Wards are now providing earplugs and eye masks, and several have adopted a “sleep charter” to further promote restful nights.
- **Preventing Deconditioning Initiatives** - To reduce deconditioning, the “rise before 9” early mobilisation project has made significant strides, with Trust-wide audits showing a 23.5% increase in patients out of bed before noon, from 506 patients in 2023 to 991 in 2024. Patients are also encouraged to wear their own clothes instead of hospital gowns, promoting a sense of normalcy and independence.
- **Action Plans for Patient Moves and Nutrition Support** - Efforts to limit unnecessary patient transfers are closely monitored, with regular reporting to PIPEAC and Datix reviews to identify and mitigate inappropriate moves. A pilot initiative in the medical ward aims to prevent moves of vulnerable patients, including those with dementia and those at end-of-life.
- **The Nutrition and Hydration Committee** together with the catering action group, is leading a PDSA cycle to ensure that patient meals follow them during moves. Additionally, when patients are transferred from emergency areas, the receiving ward will have a meal ready. Enhanced preparation for mealtimes, supported by mealtime coordinators and the reintroduction of the red tray system, is improving patient support. PLACE audits will evaluate the impact of these changes.

Ongoing Assurance and Reporting Harm-Free Care, Fundamentals of Care, and Patient Experience improvements are reported to the Nursing Midwifery and AHP committee with monthly updates on deconditioning efforts. These comprehensive actions reaffirm our commitment to safer, patient-centred care and quality improvement.