



PainCheck – Quality Improvement (QI) & The Importance of Engagement


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The Project – Links to the Nursing and Midwifery ambitions from the strategic plan

NHS Lothian Nursing and Midwifery Vision – Supporting communities of patients/clients and staff by empowering autonomy, belonging and individual contribution to provide excellence.

Strategic plan ambitions

				
Reinvigorate our workforce	Deliver excellence in safe, high quality care	People feel valued, respected and supported	Deliver excellent person-centered compassionate care	Maximise the professional contribution of nurses and midwives

Workforce in the
Care Homes

And all appropriate
Care Homes staff

A white silhouette of the Edinburgh skyline, including the Forth Bridge, St. Giles' Cathedral, and the Edinburgh Castle, set against a blue and white plaid background.

The Project

The QI team were approached by Elder Homes to help support an improvement project relating to pain in residents.

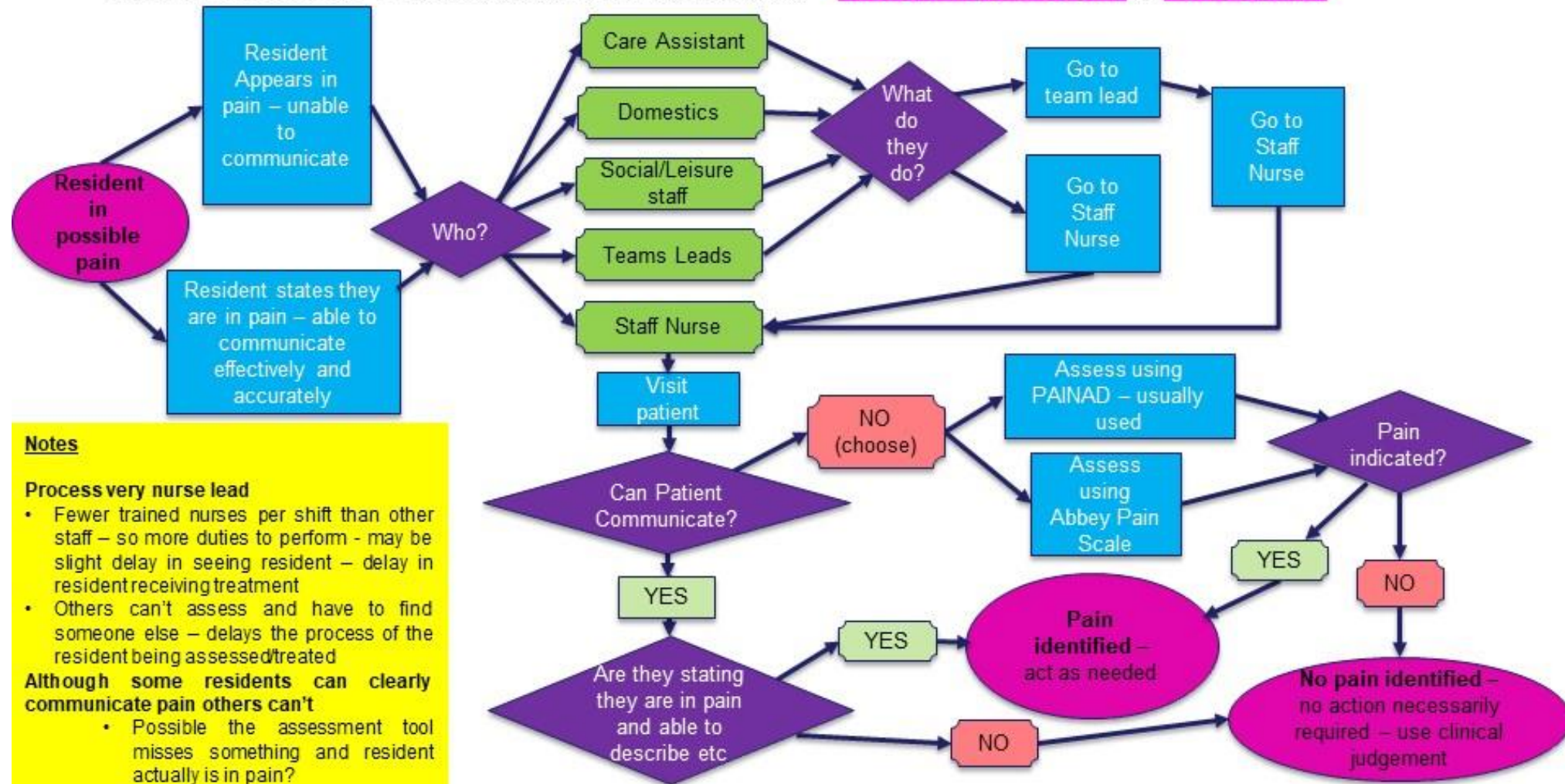
Initial meetings and scoping lead to an **aim statement** to guide, measure and evaluate the work of the project.



ELDER HOMES

Scoping – The Current Process and why change it?

System Process Map - Process before PainChek introduced – Resident in possible pain to Pain identified



Strategic plan ambitions



Maximise the professional contribution of nurses and midwives

And all appropriate Care Homes staff

Notes

Process very nurse lead

- Fewer trained nurses per shift than other staff – so more duties to perform - may be slight delay in seeing resident – delay in resident receiving treatment
- Others can't assess and have to find someone else – delays the process of the resident being assessed/treated

Although some residents can clearly communicate pain others can't

- Possible the assessment tool misses something and resident actually is in pain?

What is PainChek?

- PainChek® is an observational pain Assessment tool
- 2 assessment tools
- Facial recognition software
- Secure
- Linked with Care System – Care Vision

Strategic plan ambitions



Deliver excellence
in safe, high quality
care



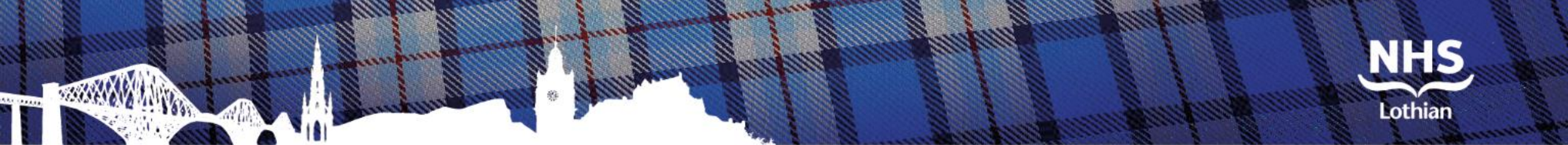
Deliver excellent
person-centered
compassionate
care



Issue - Lack of Engagement

- Lack of Engagement (use) with the app and relevant features - low use in general but particular issues
- Reasons for Lack of Engagement identified through discussion with staff involved in the project

Without improvement in engagement, we would be unable to accurately measure the impact of the change



Change of focus – Engagement and the importance of “why”

Ad hoc discussions with staff and the development of interactive person-centered reflective education sessions.

- Highlighted the importance of many aspects relating to residents pain.
- Provided support with the App
- Demonstrated the effects of follow-up/notes

Strategic plan ambitions



Workforce in the Care Homes

And all appropriate Care Homes staff






Results

- What went well
- Even better if...

Conclusions

- Care Home satisfied with project
- Other benefits were noted during the project

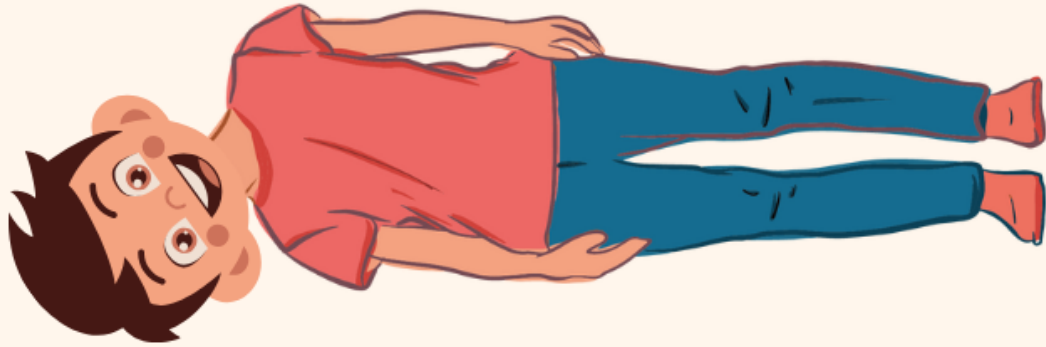
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Care Home Perspective – Qi isn't so scary!



Are you reading
this with your head
tilted sideways?

Yes?

Then you've
already adopted a
quality improvement
approach



Reinvigorate our workforce



Strategic plan
ambitions



Maximise the professional contribution of nurses
and midwives

Acknowledgements

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Cheryl Henderson - Education and Dementia Coordinator, Elder Homes - cheryl.henderson@elder-homes.co.uk

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PainChek® who provided training sessions, tech support and general advice - <https://www.painchek.com/uk/>