

# Early DETECTION for your Clients PROTECTION

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# Role of the Care Inspectorate

## SCRUTINY

- Registration
- Inspection
- Complaints
- Enforcement



## IMPROVEMENT and INVOLVEMENT

- Health and Social Care Improvement Team
- Quality Improvement Support Team
- Involvement and Equalities Team



Self-evaluation for improvement – your guide

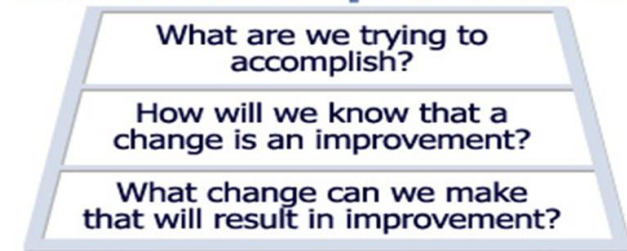


Care Inspectorate Improvement Strategy 2019-2022

**Supporting Improvement**

**It's everyone's business**

## Model for Improvement





## Today's Presentation

- Overview of the development of our Eyes and Ears resource for Care at Home services and clients
- Current work about what the Prevention and Management of Pressure Ulcers 2020 Standards mean for Care at Home services





# Background to development of inspectorate 'Eyes and 'Ears

- Care at Home provider Improvement Workshop
- Discussion re reporting and documenting changes in a client
- Potential delay in receiving care and treatment
- Prevent admission to hospital
- Did they have a formal method or system to observe and report any changes at each visit?.....NO



# Improvement Project



- Explore if any tools / assessments that already exist in the care at home sector
- Literature review
- No formal system in place
- Sue Ryder care at home team - manager /training officer
- 12 carers identified as improvement team
- Process mapping event – get to know the system





# Improvement Project Aims



- Process map information led to development of a tool - Collaboratively
- C@H improvement team had training in applying the tool at every visit
- Use the assessment tool to ensure appropriate escalation when there were concerns / changes
- Improvement Methodology – Model for Improvement and PDSA cycles as a method of refining the tool

## 'You are our eyes and ears' Care at Home Pocket Guide

Joyce Murray Improvement Support Manager  
Care Inspectorate

This pocket guide was devised by Sue Ryder Home Care service in Arbroath to support home carers to consistently monitor their clients during a visit and identify any changes in presentation.

Case note	Observation / report		
<p><b>Background</b> There are 996 care at home services registered with the Care Inspectorate. The aim of these services is to support people to live in their own homes, promote independence and provide direct personal care and support to meet their needs.</p> <p>Our regulatory intelligence informs us that at provider or national level, there is no consistent approach or tool in place to assess and monitor a person's presentation / condition during their visit to the person's home.</p> <p><b>Project Aim</b> One care at home team will develop a system to assess and document the key elements of a client's condition / presentation at each home visit 90% of the time.</p> <p>By 31st March 2015, 10 clients from each care worker's caseload will be consistently receiving all of the checks outlined in our system at each home visit.</p> <p><b>Method</b> The care at home team came together and we went through a process mapping event to facilitate understanding of their system, a visit to a client's home. Figure 1. The team captured the essential components of the visit and grouped them under headings. These headings formed the basis of the prototype for testing. The team called their prototype a 'pocket guide'. Figure 2.</p>	<table border="1"> <thead> <tr> <th>Observation / report</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Client's condition</li> <li>• Client's presentation</li> <li>• Client's needs</li> <li>• Client's safety</li> <li>• Client's care plan</li> <li>• Client's medication</li> <li>• Client's environment</li> <li>• Client's support</li> <li>• Client's communication</li> <li>• Client's mobility</li> <li>• Client's nutrition</li> <li>• Client's hydration</li> <li>• Client's continence</li> <li>• Client's skin</li> <li>• Client's infection</li> <li>• Client's mental health</li> <li>• Client's social support</li> <li>• Client's legal status</li> <li>• Client's financial status</li> <li>• Client's insurance</li> <li>• Client's transport</li> <li>• Client's emergency services</li> <li>• Client's contact details</li> <li>• Client's next of kin</li> <li>• Client's GP</li> <li>• Client's hospital</li> <li>• Client's care home</li> <li>• Client's care 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Figure 1  
Training  
To prepare the team for the testing phase, there was a training session on the Model for Improvement and PDSA testing. Pre and post questionnaires were used to measure the teams understanding of the Model for Improvement. We also covered the use and application of the pocket guide and the 3 R's – the actions home carers would take at each visit:

**RECOGNISE** when something changes  
**REPORT** to a senior member of staff  
**RESPOND** make sure you do everything you can before you leave your client

**PDSA testing**  
 Using their new knowledge, the care at home team did three simulated PDSA tests on their pocket guide to ensure this was fit for purpose before they tested it during a visit to a client's home. Six clients and their families, were selected to be part of the testing. Weekly audits were carried during the live testing to ensure that the team documented they had used the pocket guide during the home visit. Two further PDSA tests were carried out during the live testing and the pocket guide was further refined.

**Measurement and achievements**  
 Both qualitative and quantitative data were obtained. Over a period of time, carers met their aim by applying and documenting the pocket guide 90% during home visits.

- Family member** - "I noticed that it helps the carer help a more meaningful conversation with my Dad"
- Manager** - "I see a difference in the quality of clients daily visits"
- Carer** - "The prompts are good for you to double check what you are doing or possibly something you may have forgotten"
- Carers** - "It has become part of my routine" "nice little guide to give you an extra bit"



**Contact:**  
 joyce.murray@careinspectorate.com



- PDSA testing 12 carers used the tool on one person to start with
- Gradually built this up to 6 clients over time

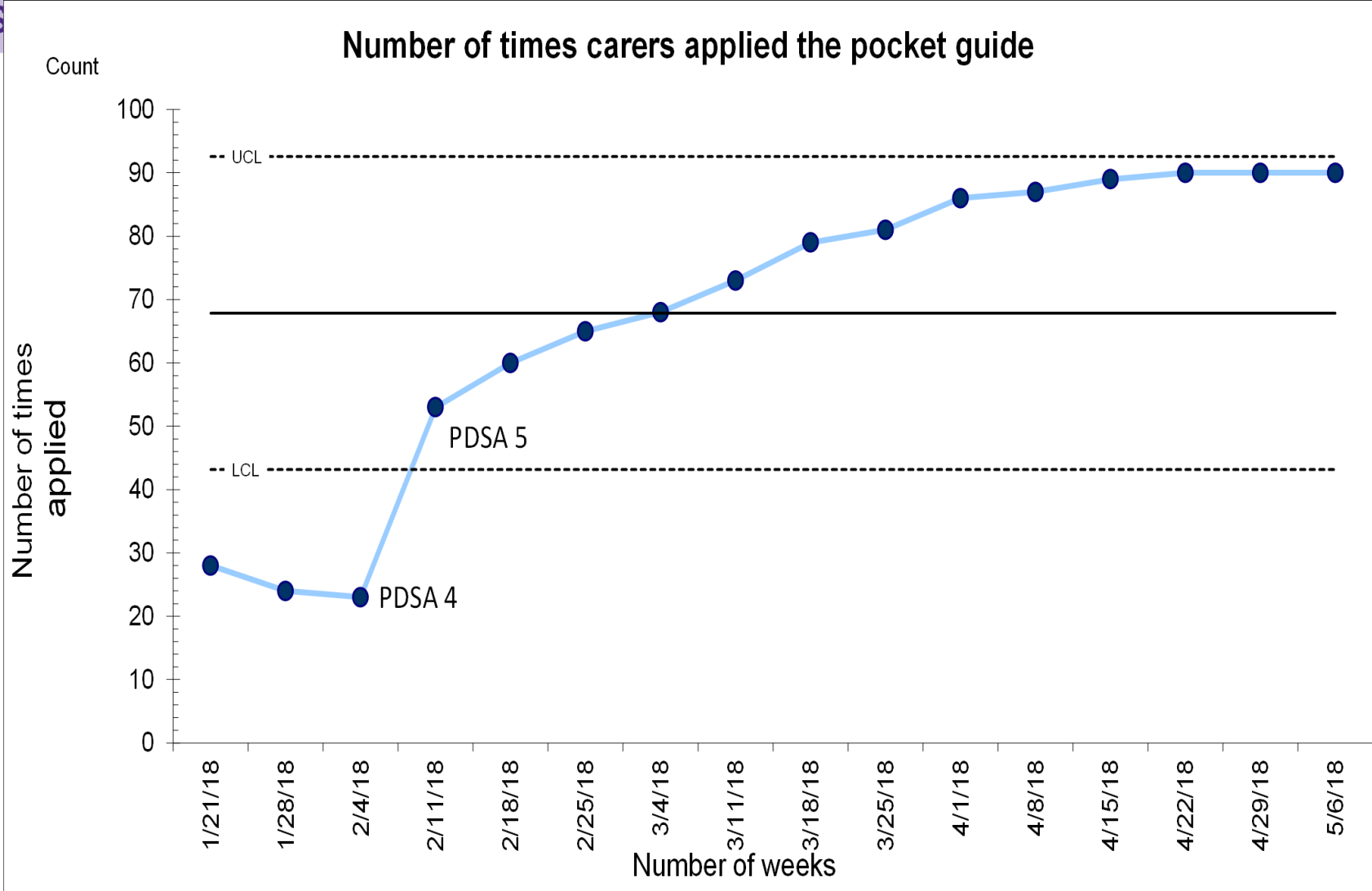
## **Feedback / Changes – PDSA tests**

- Simpler language for some of the headings / prompts
- Committed the tool to memory – things missed or not asked / checked
- Moved to a laminated pocket copy with pictures
- Forgot to document using the tool at each visit
- Manager came up with © to record on care plans 'completed' at each visit





ins



## Qualitative Feedback

**Manager** “I see a difference in the quality of clients daily records”

**Carers** “It has become part of my routine” “nice little guide to give you an extra help”

**Carer** “The prompts are good for you to double check what you are doing or possibly something you may have missed”

**Family member** “ I noticed that it helps the carer initiate a more meaningful conversation with my Dad”



## Care at home visit: You are our eyes and ears

The aim of a care at home service and the job you do is to support people to live in their own homes, promote independence and provide direct personal care and support to meet their needs.

Care at home carers are often the only professional group who see people on a daily basis and can pick up on changes in the person's physical condition or psychological presentation.

This pocket guide will support you to consistently monitor people experiencing care and identify any changes in their wellbeing earlier. These changes can then be documented and reported to your manager and be escalated appropriately so that the person experiences the right care at the right time.

**REMEMBER TO CIRCLE C BESIDE YOUR NAME WHEN YOU WRITE ANY CARE NOTES! THIS SHOWS YOU HAVE APPLIED THE POCKET GUIDE DURING YOUR VISIT.**

**Recognise** when something changes.

**Report** to a senior member of staff.

**Respond** to make sure you do everything you can before you leave the person.



### Engagement

'good morning'  
start to the day or  
'goodnight'  
at the end of the day



### Personal care



### Eating and drinking



### Going to the toilet



### Documentation



### Exit check on leaving

Click to add text

#### Prompts

- Hello my name is...
- I'm your carer for this visit today
- How are you?
- What can I do for you?
- Have a chat
- Listen
- Encourage movement
- Promote an enabling approach to care?
- **DO WITH YOU, NOT TO YOU!**

#### Prompts

- Support with getting up
- What would you prefer Shower/bath/wash?
- Support with dressing
- Going to bed – support with undressing and getting settled for the night

#### Prompts

- Breakfast / lunch / tea / supper – remember likes / dislikes
- Support preparing meal
- Drinks – have you had enough to drink today?

#### Prompts

- Do you need support going to the toilet?
- Is there any equipment that would make things easier?

#### Prompts

- Remember to record your visit and key activities / interventions for the person
- Remember to circle C beside your name
- Remember to record any changes in what the person wants or what matters to them

#### Prompts

- Is the environment safe?
- Is the person clean and comfortable?
- Can I do anything else for you?
- I'm leaving now, see you at the next visit, which will be ....

#### Observation/report

- How does the person look today?
- Well rested?
- Tired?
- Unwell?
- Pain?
- More confused?
- What are they saying to you?

#### Observation/report

- Changes to skin observations and examination
- Creams/emollients
- Redness
- Injury
- Bruising

#### Observation/report

- Changes in appetite
- Ability to eat independently
- Condition of mouth
- Dehydration
- Losing weight

#### Observation/report

- Changes in toilet habits
- Smelly urine
- Constipated
- Diarrhoea
- Changes in mobility

#### Observation/report

- Mobility
- Nutrition
- Hydration
- Skin
- Continence
- Anything condition specific

#### Observation/report

- No hazards
- Communication
- Is the person happy
- Reassurance
- Make sure that the key-safe is locked properly
- Bye bye!



## Where to find it

- Care Inspectorate Stand today
- <https://www.careinspectorate.com/images/documents/5047/you-are-our-eyes-and-ears.pdf>
- <https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/eyes-and-ears-pocket-guide/>



# Prevention and Management of Pressure Ulcers Standards

October 2020

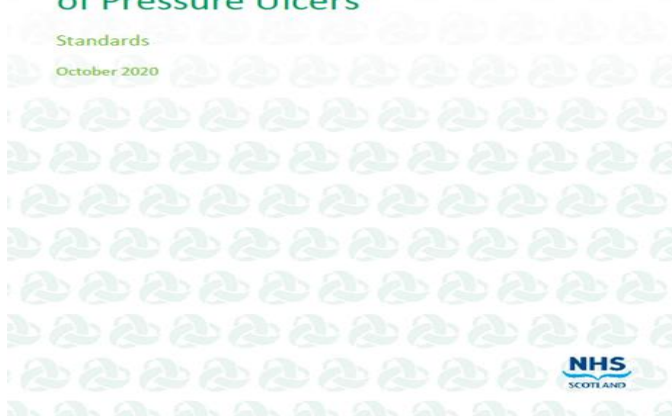
Cover both Social Care and Health



## Prevention and Management of Pressure Ulcers

Standards

October 2020



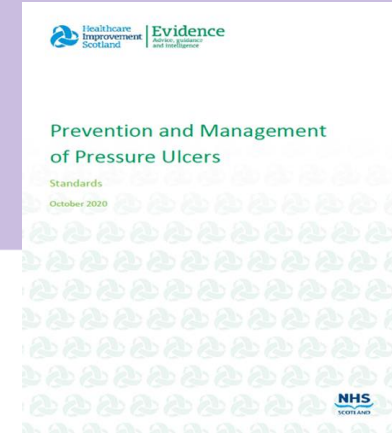
Care at home



Care homes



# 7 Standards



- 1 Leadership and governance
- 2 Staff education and training
- 3 Person-centred information and support
- 4 Initial Risk of developing a pressure ulcer
- 5 Re assessment of risk
- 6 Care planning for prevention
- 7 Assessment, grading and care planning for identified pressure ulcers

[https://www.healthcareimprovementscotland.org/our-work/standards\\_and\\_guidelines/stnds/pressure\\_ulcer\\_standards.aspx](https://www.healthcareimprovementscotland.org/our-work/standards_and_guidelines/stnds/pressure_ulcer_standards.aspx)

# So, what does this mean for care at home services and staff?



- Having a policy in place which outlines their actions / interventions for staff to follow
- Be aware of clients who are assessed by DN as 'at risk' of developing skin breakdown – be part of C@H care and support plan
- Training for carers in skin care and able to identify early pressure damage / skin breakdown
- On going monitoring – PPURA tool – mobility/ continence / nutrition – raise awareness of changes



Clear actions to guide carers practice, e.g.

- checking peoples skin
- escalation pathway if skin condition changes / breaks down

How to support clients with existing pressure ulcers

Pressure redistributing equipment / other equipment – carers knowing how to act / who to contact if a piece of equipment is malfunctioning.

RECOGNISE  
REPORT  
RESPOND





## What's next?

Working with a small group of Care at Home providers to develop and test out:

- Draft guidance policy template to cover Care at Home responsibilities to clients
- Them developing their own 'model policy' based on the service they provide
- Develop a training pack for carers
- Available on Hub





# Recognise! Report! Respond!



<https://hub.careinspectorate.com/how-we-support-improvement/>

**thanks for  
listening!**

**QUESTIONS**