

Update for Health Scrutiny Committee

19th May 2014

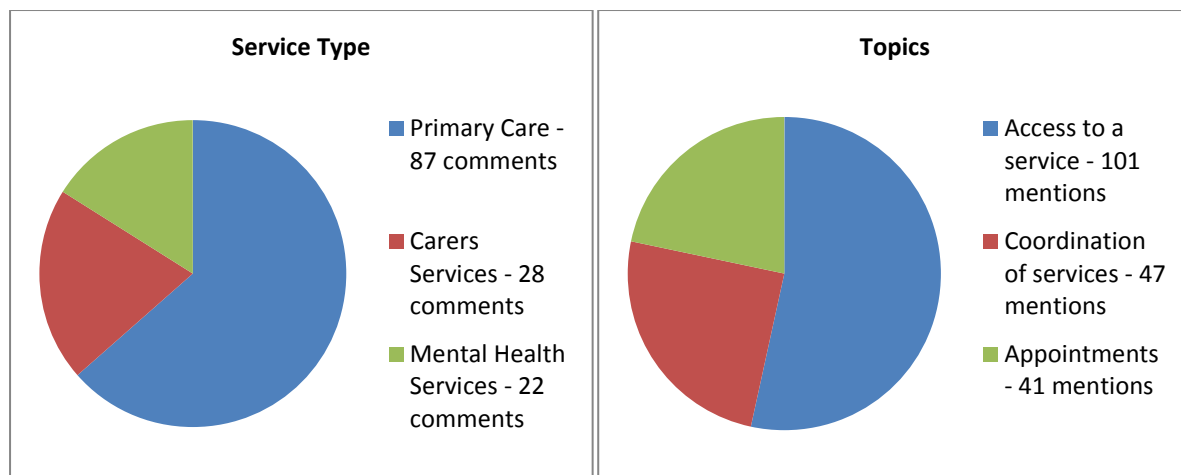
Comments and Information Sharing

Healthwatch Derbyshire has currently logged 468 comments from public and patients in Derbyshire. These comments relate to providers of health and social care services and cover a range of sentiments.

This information is being routinely shared on a monthly basis with providers and commissioners, as per the information sharing agreements agreed and signed with each relevant organisation. This ensures that public and patient feedback is being systematically and appropriately fed back. Providers and commissioners also report back on actions as a result of the information provided when this has occurred.

Analysis of topics and themes

These pie charts below show the three service types and the three top topics we are most frequently hearing about.



Carers and Mental Health were previously engagement priorities; hence the higher number of comments regarding these services.

Current engagement priorities include Acute Care and Patient Transport. An Enter and View observation of NSL (the current provider of non-emergency transport) is scheduled for 9th May 2014, the findings of which will be fed in to the current work being led by Erewash CCG to inform the procurement process for the service currently being provided by NSL.

Care Home Enter and View Visits

Healthwatch Derbyshire wants to ensure that everyone who lives in Derbyshire, including those who live in a care home, get the opportunity to engage with Healthwatch to have their say about the health and social care services they are receiving.

Healthwatch Derbyshire wanted to observe 'What Good Looks Like' within a care home setting. Ten Care Homes who had been awarded the Derbyshire County Council Bronze Dignity Award were randomly selected for an announced visit. The homes were:-

- Bramble Lodge Care Home, West Hallam,
- Castle Court Care Home, Castle Gresley
- Cedar Court Nursing Home, Bretby
- Dent House Nursing Home, Matlock
- Milford House, Milford
- New Basset House, Shirebrook
- Pendlebury Court Care Home, Glossop
- The Leys Care Home, Ashbourne
- The Risings Care Home, Glossop
- The Spinney, Brimington

These Enter and View Reports and an Executive Summary can be found at <http://www.healthwatchderbyshire.co.uk/reports>

Whilst conducting these Enter and View visits, a theme emerged regarding how some of the homes had experienced the discharge process from several Acute Trusts. Further clarification of the issues has been requested, at which point next steps will be identified. A sample of what was captured at four out of the ten care homes is as follows:

- Some homes sent care plans with residents and felt that this was a useful resource being at worse lost, or at best not used to its full potential.
- Other useful information about the resident does not move between wards and gets lost, as can medication, personal possessions and aids.
- Discharge information is often poor, sometimes it lacks detail about future care needs, and it can be inaccurate and has been on occasion for the wrong person.
- Provision of the correct medication at discharge is variable.
- Communication about discharge arrangements is often poor.
- On occasions residents are inappropriately dressed for discharge.

Some of these issues simply present an inconvenience to the home, but certain instances were highlighted that have caused distress to the resident and, at worst, have presented a risk to patient safety. One incident highlighted involved a resident returned to the home in an unfit state and had to be returned to hospital because appropriate actions had not been taken to control their diabetes during the discharge period. The resident was found to be in a diabetic coma when they arrived at the home and the Manager had to insist that the Ambulance crew send them back to the hospital.

Domiciliary Care Engagement

This piece of themed engagement to capture views from users of homecare services and their friends, family and carers will begin shortly. A draft questionnaire has been drawn up and plans are being developed in partnership with Derbyshire County Council Adult Care to look at mechanisms for getting this questionnaire distributed in a far reaching and coordinated way to users of service from Derbyshire County Council and other private providers. This will help to ensure a good, diverse response and will make the piece of work very valuable. The final report will be produced in the autumn of 2014.