

ABM University Health Board	
Date of Meeting: 1 <sup>st</sup> February 2018 Name of Meeting: Quality and Safety Committee Agenda item:5.1	
<b>Subject</b>	<i>Older Peoples Agenda Position Update</i>
<b>Prepared by</b>	Sian Gwynn, Practice Development Nurse Older People
<b>Approved by</b>	Christine Morrell, Director of Therapies and Health Sciences
<b>Presented by</b>	Christine Morrell, Director of Therapies and Health Sciences

### 1.0 Situation

This report outlines the current position on the development of Ward to Board Quality Dashboard, which includes the Older Peoples Commissioners Standards report.

The Older People's Agenda work plan has been updated for Quarter 3 2017 /18. The Committee is asked to approve this work plan (5.1.1).

### 2.0 Background

In May 2017 it was agreed by Quality and Safety Committee to look at developing a Ward to Board Quality Dashboard which would include the reporting data for the Older People' Commissioner.

The Older People's Work plan also includes, Continence Services, Dementia Care, End of Life Care and The Older Person's Charter. (Appendix 5.1)

### 3.0 Assessment

#### Quality Dashboard / Ward to Board Reporting

The Ward to Board dashboard is available for Committee members to review data

- <http://7a3cjsrvqikview/QvAJAXZfc/AccessPoint.aspx?open=&id=QVS%407a3cjsrvqikview%7CQlikview%2FDev%2FWards%2FDashboards%2FWards%20-%20new.qvw&client=Plugin>
- Select Site
- Click heading Ward to Board
- Change Site or Ward as required
- 4 sections currently active Older peoples KPI's, Dignity & Respect, Falls, Pressure Areas

## **Actions required**

A new software developer is joining the Informatics team February 2018, who will dedicate time to the dashboard, to resolve glitches and take the work forward.

Improved compliance at Ward level to input data for Older Peoples KPI's, Older Peoples Practice development Nurse to meet Ward managers on all sites to demonstrate new Dashboard.

Agreed measures for completion of Friends and Family Survey Responses and All Wales Patient Surveys.

Continue development work Phase 2 to include Medication Errors, Safer Staffing Act Requirements and Quality Assurance Framework.

## **4.0 Recommendations**

The Quality and Safety Committee is asked to

1. Note the position against the Older People's Work Plan 5.1
2. Note this Report.

Older Peoples Work Plan April 2017-18

Theme	Action	Anticipated completion date	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Lead	Monitoring method	Progress
			April	May	June	July	August	September	October	November	December	January	February	March			
End of Life	Develop End of life Work Plan for Older People	Dec-17													Sian Gwynn / Sue Morgan	Report to End of Life Care Steering Group	Meeting arranged with Dr Sue Morgan to identify Key measurable outcomes August 2017. Further discussion required 11/9/17. Discussions ongoing 21/11/17 21/1/18 Key Priorities for 2018/19 to be agreed at steering group February 2018.
Continence	Develop Continence Workplan for Older People	Dec-17													Sian Gwynn / Louise Baraclough	Report to Continence Steering Group	Meeting to be arranged with Continence Nurse Advisors to identify Key measurable outcomes 11/9/17 Discussion Ongoing 21/11/17. Key Priorities for 2018 / 19 Work plan to be agreed at steering group Feb 2018
Dementia Care	Develop Dementia Care work plan for Older People	Dec-17													Sian Gwynn / Nick Johnson	Report to Dementia Care Steering Group+K5.Q8	Meeting arranged with Nick Johnson Lead Dementia Training and Advisory group. to identify key measurable outcomes 12/9/17 Discussions ongoing 21/11/17. Key Priorities for 2018 /19 to be agreed at steering group Feb 2018.
Older Peoples Dashboard	Review Current Key Performance indicators	September 2017													Sian Gwynn / Chris Morrell	Report to Quality & Safety Committee bi monthly	Key performance indicators agreed and imported into Ward to board dashboard. 15/8/17 Complete Position Statement prepared for Q&S committee and ABMU Health Board. August 2017 Key performance indicators to be agreed by Exec Lead and Director of Nursing.
	Engage with Key people from Datix, Informatics, Patient experience Team to provide relevant information.	Jun-17													Sian Gwynn		Meeting have taken place 17th May agreement made to progress towards Ward to Board Reporting. Monitoring of datix incident reporting and patient feedback as an interim by Lead Nurse for Older peoples Agenda, to identify any risks, report these to Exec Lead Chris Morrell. Complete
	Develop Ward to Board electronic system to review data.	End September 2017 Stage 1													Helen Griffiths / Sian Gwynn	Report to Quality & Safety Committee bi monthly	24/8/17 Ward to board Dashboard available to share with HB Execs. Task and finish group set up, 1st Meeting June 20th. Development of Ward to Board Dashboard agreed. Visualisation of dashboard to be presented to Q&S Committee August 2017. Work Plan agreed with anticipated timescales. Anticipated completion date End March 2018
	Engagement process with stakeholders	Jun-17													Faye Killick/Joanne Davies		Engagement with people 55+, advocates, carers, Workshop and community events. Engagement with staffing teams via Team Brief meetings for all delivery units and information on ABMU intranet page.

Older Peoples Charter	Feedback Workshops	Jun-17													Faye Killick/Joanne Davies	Public Workshops to give feedback on work to date. Proposed outline of Older Peoples Charter.
	Develop Charter	Oct-17													Faye Killick/Joanne Davies	Further Stakeholder event July 2017.
	Launch Charter	Dec-17													Faye Killick/Joanne Davies	Next steps to be identified for 2018/19 Work Plan
Older People Commissioners Framework	Review current Older Peoples Governance / reporting system	Jul-17													Chris Morrell	Inline with Quality Assurance Framework / Ward to board reporting. Reporting to Quality and Safety Committee.
	Devise Matrix of All Wales Survey compliance	Jun-17													Sian Gwynn	24/8/17 Monitoring of compliance in place with Patient experience teams at SDU's. Older Peoples Nurse to monitor monthly across the Health Board Information requested from IT
	Devise Matrix of Older Peoples Wards	Jun-17													Sian Gwynn	Information requested from IT. All inpatient wards with the exception of Elective Surgery, Women and Child Health and Acute Mental Health, have age profile greater than 70+ years. Therefore all remaining wards will be classified as providing care for Older People.
OP Commissioners Workplan	Loneliness and Isolation	Jan-18													23/8/17 meeting arranged with Ageing Well Lead, Swansea City Council, Older Peoples Nurse to be part implementation group to take this agenda forward. June 2017 OP Commissioner identified loneliness and Isolation a key area of her Work Plan 2017 / 2018. ABMU needs to Scope its current position in relation to this, and work in Partnership with Ageing Well programmes being developed by Local Authorities.	

Scope the Access to and experience of Independent Professional Advocacy	Jan-18																	OP Commissioner' work plan 2017 - 2018. Following a freedom of information request. A report has been prepared outlining the current situation re availability of independent advocates. Further information in full report. 21/11/17
Structured process to Learn from incidents and feedback regarding Older People.	Jan-18																	OP Commissioner' work plan 2017 - 2018. Practice Development Nurse to attend Learning Assurance Group to monitor incidents that affect the older population. Also attending the Older Peoples Commissioners Case Work review seminar to establish POC's expectations. 21/11/17