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# Pressure Ulcer Prevention and Intervention Service (PUPIS)

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## What is this document for?

This document provides the latest information about the Pressure Ulcer Prevention and Intervention Service (PUPIS) in ABM University Health Board and explains how to refer someone to PUPIS. We also tell you what we can do to help.

Our aims are:

- To find out why a patient has developed a pressure ulcer or why it is not healing. We use this information to give expert advice, recommend and/or provide interventions to prevent the pressure ulcer getting worse and also to promote healing without the need for surgery.
- To improve pressure ulcer prevention and prevent recurrence, through appropriate management strategies and education. We may also help with the provision of support systems, where appropriate.
- To improve access to health care for patients with pressure ulcers by creating streamlined pathways of care, such as the wheelchair service and surgical closure pathways.
- To increase the specialist knowledge of healthcare professionals through information, education and training in pressure ulcer prevention and management and by sharing best practise across ABMU, Wales and other health and social care systems.

## Who are PUPIS?

PUPIS is an award winning innovative collaboration. The team comprises of two clinical nurse specialists (CNS), a clinical scientist and two rehabilitation engineers. We also have administrative support. The service is overseen by a consultant reconstructive plastic surgeon from the Welsh centre for burns and plastic surgery.

The nurses are specialists in managing people with complex pressure ulcers and work closely with the clinical scientist and rehabilitation engineers who are experts in postural support and pressure relief. PUPIS uses state-of-the-art technologies, such as pressure mapping and wound measurement techniques, to identify the contributory risk factors and to develop interventions that are individually tailored.

We are part of the Rehabilitation Engineering Unit (REU) in Medical Physics & Clinical Engineering, based at Morriston Hospital, Swansea.

## Who should you refer?

We are happy to receive referrals for anyone living in the ABMU area with any category of pressure ulcer ***that has not responded to a period of appropriate local management***. There are links to information about the different categories (grades) of pressure ulcer and also clinical advice later in this document.

We can offer initial advice by telephone about:

- People that you think are at risk of pressure ulceration

- Persistent reddening of skin over a pressure point that does not blanch
- Anyone with rapid deterioration of their pressure ulcer

We can only offer general advice if we have not yet assessed the person that you ring us about.

## **Who not to refer?**

- Many pressure ulcers will get better with simple measures, so please carry these out first before you contact us. There is information about clinical advice later in this document.
- People who live outside the ABMU area: we do not accept direct referrals from outside ABMU at the current time.
- People who just need pressure mapping or wound measurement for other purposes.
- People who need repairs or changes to their wheelchair or wheelchair cushion. Please refer to the Posture & Mobility Service in Cardiff on 02920 313905.
- Someone that you just want a plastic surgery opinion about. Please refer directly to the Welsh centre for burns & plastic surgery in that case.
- Patients who are in hospital. Please refer to Tissue Viability Services.

## **How to refer?**

We want to offer a safe service for people we can help best so please help us by reading the sections above and then making your referral to us. We accept referrals from any qualified healthcare professional, as long as they have assessed the patient and their pressure ulcer recently before referral.

So that we have all the information we need at the start, please use our PUPIS referral form and email, post or fax to us. The form has our contact details on it. The form is also on the GP portal.

**We will return an incomplete form to you which will delay us being able to help, so please make sure it is filled in fully.**

## **Contacting PUPIS**

We are open during normal office hours Monday to Friday (excluding bank holidays). If the person meets our referral criteria we will usually arrange to see them within two weeks. We prefer to see people in their usual environment if we can, so we can get a complete picture: making these arrangements can sometimes mean it takes a little longer.

We only consider referrals when we have the complete information and sometimes demand on our small team can mean longer response times. We prioritise on clinical grounds if this happens.

PUPIS is a specialist service to advise and help the usual care team. So ongoing care, appropriate treatment and management remains the responsibility of the healthcare staff delivering the care to the person at all times. Please contact us again if you are worried that there is deterioration or concern before we have assessed your patient or later in their care.

## **What will PUPIS do?**

Once we have all the information we will decide how we can help you best. We provide a bespoke service according to what is needed. For example:

- We may give you or another appropriate healthcare provider advice and information by telephone
- One of our clinical nurse specialists may arrange to visit the person where they live and make a thorough assessment of the pressure ulcer, their living environment and any equipment they have already. A specialist rehabilitation engineer may go with them to assess support systems being used by the patient and to help find the cause of the pressure ulcer and identify risk factors in the home. We can give the person and their carers specific advice about activity, posture and repositioning if needed.
- We can recommend equipment and support surfaces that will promote healing and management of the pressure ulcer.
- As part of our assessment we may suggest involving other multi-disciplinary teams and services as part of managing the problem: for example, wheelchair services.
- We can design, manufacture and issue a bespoke cushion or positioning support if we think it would help to promote healing and management of the pressure ulcer. If there is an “off-the-shelf” solution that would suffice we will recommend that this is provided locally. We have limited equipment that we can provide in some circumstances.
- We sometimes carry out specialist pressure mapping assessment and provide training to patients, carers and health care professionals if our assessment suggests it would be helpful.

## **How long do PUPIS stay involved?**

Once we see or are informed that the pressure ulcer is healing or has actually healed then we no longer offer support and we will discharge the patient. Sometimes we will still discharge the patient if there is only limited evidence of healing but we are satisfied that the local management is optimal. Unfortunately we cannot provide regular follow-ups or continual involvement.

Once we have discharged a patient we can be asked to see them again by sending us a new referral form.

We offer three months support from our rehabilitation engineers for any item of equipment that we manufacture. Following that, repair or direct replacement of bespoke issued equipment will be

considered on an individual basis. You can get a replacement “off-the-shelf” cushion for an NHS wheelchair from the Wheelchair Service (Telephone: 02920 313905).

## **Should pressure ulcers be reported?**

It is a requirement in ABMU that all pressure ulcers, wherever they develop, are reported as clinical incidents. In fact category 3 and 4 pressure ulcers are termed “serious incidents” by the Welsh Government Patient Safety Team. Because we provide specialist advice and are not the primary care providers we expect that these healthcare professionals will have reported the pressure ulcer already to the Health Board using DATIX.

We take reporting pressure ulcers very seriously. During our initial assessment, we will ask the healthcare professional in attendance if the pressure ulcer has been reported and if not will provide advice on how to do it. This will be documented in our correspondence with the referrer and may be copied to the appropriate Long Term Care Team.

We are sometimes asked to help investigate pressure ulcer incidents. Rarely there is a possibility of neglect as a cause and in those circumstances we take advice from the Health Board’s safeguarding team.

## **How do you contact PUPIS?**

### **You can write to us:**

PUPIS,  
Rehabilitation Engineering Unit  
Specialist Rehabilitation Centre,  
ABMU Health Board,  
Morrison Hospital, Swansea, SA6 6NL

### **Ring us:**

01792 703609

### **Send us a fax:**

01792 703605

### **Or email us:**

[abm.pupis@wales.nhs.uk](mailto:abm.pupis@wales.nhs.uk)

## **Information resources**

How to categorise a pressure ulcer

[European Pressure Ulcer Advisory Panel Fact Sheet

[http://www.epuap.org/wp-content/uploads/2012/05/EPUAP\\_Factsheet\\_2013\\_A4.pdf](http://www.epuap.org/wp-content/uploads/2012/05/EPUAP_Factsheet_2013_A4.pdf) ]

How to manage prevent and manage a pressure ulcer in ABMU

[ABMU policy for the prevention and management of pressure ulcers on COIN

<http://howis.wales.nhs.uk/sites3/Documents/926/CID%20482%20ABMU%20HB%20%20Preventio>

[n%20and%20Management%20of%20Pressure%20Ulcers%20Policy%20Ratified%20Jan%202012.FINALpdf%5B1%5D.pdf \]](#)

Pressure Ulcers – prevention and treatment

[NICE guidance <http://www.nice.org.uk/nicemedia/live/10972/29887/29887.pdf> ]

Guidelines for pressure ulcer dressing

[ABMU Pressure Ulcers- Dressing Selection on COIN

<http://howis.wales.nhs.uk/sites3/Documents/926/CID%20606%20Pressure%20Ulcers%202012%20FINAL.pdf>]