

# Quality Account 2017-2018 Our Highlights

*We will maintain and improve the health and wellbeing  
of the people of Hertfordshire and other areas  
served by the Trust*



## Welcome to our Quality Account



The quality of the care our patients receive is very important to us at Hertfordshire Community NHS Trust. We depend on the commitment of our staff to ensure that our patients experience an excellent quality of care.

## Statement of Quality from the Chair and the Chief Executive



Declan O'Farrell is the Chair of our Trust Board



Clare Hawkins is our Acting Chief Executive Officer

The Chair and the Chief Executive Officer of the Trust have confirmed that the information contained in the full Quality Account (2017-2018) has been thoroughly checked.

## About Hertfordshire Community NHS Trust



We provide services to care for people in the community in Hertfordshire and West Essex:



In community inpatient units

In community rehabilitation centres



In patients' homes

In residential and care homes

In local schools



In community clinics

In HMP The Mount

## Quality means that a service is good

We want to provide the best care we can to people who use our services.



We want to treat our patients with respect and dignity.



We want to hear about the experiences our patients and their families have when they use our services.

## Our Values



Care

We put our patients at the heart of everything we do



Confidence

We do what we say we will do



Respect

We always treat people with dignity and respect



Improve

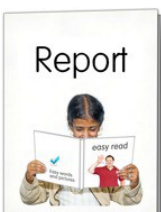
We will improve through continuous learning and innovation



Quality

We strive for excellence and effectiveness at all times

## What is a Quality Account?



Report

A Quality Account report is very important because it helps us to tell our patients, staff and other organisations about the quality of our services.

It explains whether we have met our quality goals over the last year from April 2017 to March 2018.

It also describes what we want to do over the next year to improve the quality of our services from April 2018 to March 2019.

## Looking Forward - Our Quality Priorities for 2018-2019



During the year we asked patients, their families and carers, our staff and other health and social care organisations, what they think our Quality Priorities should be. We also wanted to make sure that our Quality Priorities help us to achieve some of the targets we have been set, and improve the health and wellbeing of our patients.



The Quality Priorities on the next few pages are what we want to do from April 2018 to March 2019.



## Clinical Outcomes – helping patients to achieve their goals

**Priority 1:** We want to help our patients achieve the goals that they have agreed, with the nurse or therapist looking after them, to improve their health and wellbeing.

### We can do this by:

- ❖ Making sure that all our services have a way to measure that their patients are achieving the goals they have agreed with their nurse or therapist.
- ❖ Making sure that our patients have a plan of care which includes the goals they have agreed with their nurse or therapist.
- ❖ Asking our patients whether they agreed their goals and plan of care with their nurse or therapist.

## Patient Safety – making sure that everyone who uses our services is safe

**Priority 2:** We want to improve how quickly we identify and treat patients with wounds or pressure damage.

### We can do this by:

- ❖ Training and supporting our staff to assess wounds and pressure damage properly .
- ❖ Working with staff from other healthcare organisations, such as care homes, to help them recognise when their patients are beginning to develop pressure damage and know what actions they need to take to prevent any damage from getting worse.

## Patient Safety – making sure that everyone who uses our services is safe

**Priority 3:** We want our patients to receive safe care by making sure that we have a safe level of staff working in our services.

### We can do this by:

- ❖ Encouraging people to come and work in our Trust.
- ❖ Encouraging our staff to remain with our Trust by asking them what is important to them when they come to work.
- ❖ Supporting our staff to deal with any important changes that happen in our Trust and that may affect them.

## Patient Experience – how people feel about our services

**Priority 4:** We want to ask more patients what they think of our services, and learn from what our patients tell us to make changes to our services and improve patient experience.

### We can do this by:

- ❖ Introducing new ways of asking our patients whether they would be likely to recommend our services to their friends and family if they needed similar care or treatment (the Friends and Family Test question).
- ❖ Asking our services to tell us about the improvements they have made because of what patients told them.

## How do we compare with other NHS organisations? - Statements of Assurance from the Board

There is some information which all NHS organisations have to include in their Quality Account – in our Quality Account this information is called ‘Statements of Assurance from the Board’. We have to provide this information so that our Trust can be compared to other NHS trusts in the country.

Our Board has found that we learned from reviews of our services (audits) and involvement in research about the quality of our services. We worked with our commissioners (the organisations who buy our services) to make improvements to the quality of the care we give our patients. We made sure the information we report is correct, and that our staff know how to record and keep information in the right way (information governance). We also reviewed the records of some of the patients who have died in our care to make sure that the care they received did not contribute to their death.

## Our Care Quality Commission (CQC) Inspections

In October 2016 we were rated as ‘Good’ by the CQC. The inspectors who visited us in April 2016 said that all the staff they met “demonstrated commitment to the delivery of safe, effective and caring treatment”.

Since our last inspection we have continued to work with our staff and services to ensure all our patients receive the right care, at the right time in the right way.

*We're 'GOOD' and that's official*

"I want to thank absolutely everybody in the Trust as this is something we have achieved by working together and everyone has made a contribution.

"I was delighted about the outcome because I think we deserve to be recognised as a provider of safe, effective, caring, responsive and well-led services."

David Law, Chief Executive  
Hertfordshire Community NHS Trust





## How Did We Do? - Our Quality Priorities for 2017-2018

### Clinical Outcomes – helping patients to achieve their goals

**Priority 1:** We wanted to support patients with health conditions and disabilities to manage their own care as far as possible.

**How did we do?** 

- ❖ We developed a plan to help support patients to manage their own health and wellbeing.
- ❖ Our staff received training so they can work with their patients in agreeing the goals their patients would like to achieve to manage their own health.
- ❖ We developed a booklet – ‘My Health Plan’ – which patients can keep at home and use to record their goals and share these with other people involved in their care.
- ❖ We did not achieve the target we set for the number of patients who set their own goals – we will continue to work with our patients to achieve this.

**Priority 2:** We wanted to help our patients achieve the goals that they have agreed, with the nurse or therapist looking after them, to improve their health and wellbeing.

**How did we do?** 

- ❖ We decided that the ‘Patient Functional Score’ is the best way for most of our patients to use to measure whether they have achieved the goals they agreed. A small number of our services started to use this scoring system in early 2018.
- ❖ We designed a way for services to report how many of their patients achieve the goals they have agreed.

This will continue to be a Quality Priority in 2018/19.

## Patient Experience – how people feel about our services

**Priority 3:** We wanted to improve the experience of the patients seen by our Integrated Community Teams by involving them in the planning of their care.

**How did we do?** 

- ❖ We supported our staff in Integrated Community Teams to agree care plans with their patients and record these plans by updating our Electronic Clinical Record system and training our staff to use this correctly.
- ❖ We asked our patients whether they felt involved in planning their care. Of those patients who felt the question was relevant to them, 98% told us they felt involved in planning their care.

## Patient Safety – making sure that everyone who uses our services is safe

**Priority 4:** We wanted to reduce the number of patients who develop avoidable pressure ulcers in our care.

**How did we do?** 

- ❖ We reduced the number of patients who developed an avoidable category 2 pressure ulcer in our care.
- ❖ However, the number of patients who developed an avoidable category 3 or 4 pressure ulcer in our care increased. This might be because we are looking at reported pressure ulcer incidents more closely, meaning that more category 3 or 4 pressure ulcers are identified.
- ❖ Our staff received specialist training to raise awareness about how to prevent pressure damage.
- ❖ We also worked in partnership with Hertfordshire Care Providers Association to train staff in residential homes to raise awareness about how to prevent pressure damage.

This will continue to be a Quality Priority in 2018/19.

## How else did we improve the quality of our services?



We listened and responded to compliments, concerns and complaints from patients, their families and their carers.



97% of patients we asked told us they would recommend our services to their friends and family (the 'Friends and Family Test').



Our Patient-Led Care of the Environment (PLACE) assessment scores improved in 2017, showing that we provided a good care environment for patients in our community inpatient units.



We learnt from incidents and from carrying out reviews of our services (an audit) to make sure that patients stay safe whilst in our care.



We kept patients and staff safe by reducing the number of falls, preventing and managing infections, and doing the right things for more vulnerable patients. We also kept our patients and staff safe by vaccinating our staff against flu – 73.4% of our staff chose to have a flu vaccination.



We made sure that staff followed the National Institute of Health and Care Excellence (NICE) guidelines, pathways and other national standards when caring for patients.



We trained some of our Healthcare Assistants (HCAs) to monitor blood sugar levels and give insulin medication to diabetic patients in their home, meaning that our nurses have more time to look after patients with more complex care needs.



We redesigned the care we provide to patients at home and in clinics in Herts Valleys, supporting patients with complex care needs to receive the care they need at home rather than going into hospital, and to support patients who are medically well to return home from hospital.

We also introduced a new service in East & North Hertfordshire called 'Discharge Home to Assess'. This service supports patients who are medically well to return home from hospital, even if they need to continue their treatment at home.



We introduced the 'Partnership in Care' scheme to all our community inpatient units, extending visiting hours to allow carers who normally look after patients to help with their care whilst they are staying in one of our hospitals.



Our Children's services used technology to make it easier for parents to give consent for their children to receive the flu vaccination at school. We also developed a system to improve child safety, using NHS numbers to track when children have moved in or out of Hertfordshire; this means we can identify any vulnerable children and their families early and give them any support they might need. This system is now used by NHS trusts across the country.



We listened closely to staff and we helped them to have the right skills to deliver high quality services and make improvements. We also encouraged staff to look after their own health and wellbeing.



We held events to support and develop the members of staff who lead our services. During the year some of our staff won or were nominated for awards – our Palliative Care Referral Centre in Watford won the 'Hospice UK Innovation in Care' Award in November 2017.

## How to contact us

Please tell us what you think of our Quality Account:



Email: [engagement@hct.nhs.uk](mailto:engagement@hct.nhs.uk)



Telephone: 01707 388000

You can get the full version of this Quality Account and a four-page summary from:



<http://www.hct.nhs.uk/about-us/our-publications/>

