Open and Honest Care in your Local NHS Trust

Bridgewater Community Healthcare NHS Foundation Trust

Quality first and foremost

The Open and Honest Care: Driving Improvement programme aims to support organisations to become more transparent and consistent in publishing safety, experience and improvement data; with the overall aim of improving care, practice and culture.

Report for:

Bridgewater Community Healthcare
NHS Foundation Trust

January 2019
Open and Honest Care at Bridgewater Community Healthcare NHS Foundation Trust: January 2019

This report is based on information from January 2019. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about Bridgewater Community Healthcare NHS Foundation Trust's performance.

1. SAFETY

Safety thermometer

On one day each month we check to see how many of our patients suffered certain types of harm whilst in our care. We call this the safety thermometer. The safety thermometer looks at four harms: pressure ulcers, falls, blood clots and urine infections for those patients who have a urinary catheter in place. This helps us to understand where we need to make improvements. The score below shows the percentage of patients who did not experience any harms.

92.2% of patients did not experience any of the four harms

For more information, including a breakdown by category, please visit:

http://www.safetythermometer.nhs.uk/

Health care associated infections (HCAIs)

HCAIs are infections acquired as a result of healthcare interventions. Clostridium difficile (C.difficile) and methicillin-resistant staphylococcus aureus (MRSA) bacteremia are the most common. C.difficile is a type of bacterial infection that can affect the digestive system, causing diarrhoea, fever and painful abdominal cramps - and sometimes more serious complications. The bacteria does not normally affect healthy people, but because some antibiotics remove the 'good bacteria' in the gut that protect against C.difficile, people on these antibiotics are at greater risk.

The MRSA bacteria is often carried on the skin and inside the nose and throat. It is a particular problem in hospitals because if it gets into a break in the skin it can cause serious infections and blood poisoning. It is also more difficult to treat than other bacterial infections as it is resistant to a number of widely-used antibiotics.

We have a zero tolerance policy to infections and are working towards eradicating them. Although community providers do not have targets for reduction in numbers of infections, planned programmes for infection prevention and control are in place. Examples of this can be found on our website.

For more information please visit:

www.bridgewater.nhs.uk/aboutus/infectionpreventionandcontrol

<table>
<thead>
<tr>
<th>Healthcare Acquired Infections</th>
<th>Ashton, Leigh and Wigan</th>
<th>Halton</th>
<th>St Helens</th>
<th>Warrington</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRSA</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CDIFF</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Pressure ulcers are localised injuries to the skin and/or underlying tissue as a result of pressure. They are sometimes known as bedsores. They can be classified into four categories, with one being the least severe and four being the most severe. The pressure ulcers reported include all validated avoidable/unavoidable pressure ulcers that were obtained at any time under the care of community services that were not present on initial assessment.

This month 46 Category 2 - Category 4 pressure ulcers were acquired on community case loads.

<table>
<thead>
<tr>
<th>Number of pressure ulcers</th>
<th>Category 2</th>
<th>Category 3</th>
<th>Category 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashton, Leigh and Wigan</td>
<td>20</td>
<td>7</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>Halton</td>
<td>7</td>
<td>0</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>St Helens</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Warrington</td>
<td>10</td>
<td>1</td>
<td>0</td>
<td>11</td>
</tr>
</tbody>
</table>

In the community setting we also calculate an average called ‘rate per 10,000 population’. This allows us to compare our improvement over time, but cannot be used to compare us with other community services as staff may report pressure ulcers in different ways, and patients may be more or less vulnerable to developing pressure ulcers than our patients. For example, our community may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

**Rate per 10,000 population:**

- Ashton, Leigh and Wigan: 0.844
- Halton: 0.635
- St Helens: 0.000
- Warrington: 0.537
2. EXPERIENCE

To measure patient and staff experience we ask a number of questions. The idea is simple: if you like using a certain product or doing business with a particular company you like to share this experience with others.

The answers given are used to give a score which is the percentage of patients who responded that they would recommend our service to their friends and family.

Patient experience

The Friends and Family Test

The Friends and Family Test requires all patients, after discharge, to be asked:

*How likely are you to recommend our Trust to friends and family if they needed similar care or treatment?*

The Trust had a score of 96.6% recommended for the Friends and Family test*.


As well as the Friends and Family Test, we ask our patients other questions in order to improve patient services. The table below shows the percentage of patients that responded positively for each question.

<table>
<thead>
<tr>
<th>We asked our patients…</th>
<th>Percentage of patients that responded positively</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied are you with the time you waited to be seen?</td>
<td>Bolton: 99%  Dental Services: 96%  Halton: 86%  Oldham: 100%  St Helens: 98%  Warrington: 94%  Wigan: 95%  Bridgewater: 93%</td>
</tr>
<tr>
<td>How do you feel about the way staff greeted you?</td>
<td>Bolton: 100%  Dental Services: 100%  Halton: 99%  Oldham: 100%  St Helens: 100%  Warrington: 100%  Wigan: 100%  Bridgewater: 100%</td>
</tr>
<tr>
<td>How do you feel about the way staff listened to you?</td>
<td>Bolton: 99%  Dental Services: 100%  Halton: 99%  Oldham: 100%  St Helens: 100%  Warrington: 100%  Wigan: 100%  Bridgewater: 100%</td>
</tr>
<tr>
<td>How satisfied are you with the information you were given</td>
<td>Bolton: 100%  Dental Services: 100%  Halton: 98%  Oldham: 100%  St Helens: 100%  Warrington: 100%  Wigan: 100%  Bridgewater: 99%</td>
</tr>
<tr>
<td>(Verbal and written)?</td>
<td></td>
</tr>
<tr>
<td>How satisfied are you with the privacy, dignity and respect</td>
<td>Bolton: 100%  Dental Services: 100%  Halton: 99%  Oldham: 100%  St Helens: 100%  Warrington: 100%  Wigan: 100%  Bridgewater: 100%</td>
</tr>
<tr>
<td>given to you?</td>
<td></td>
</tr>
<tr>
<td>How do you feel about the opportunity you were given to</td>
<td>Bolton: 99%  Dental Services: 100%  Halton: 98%  Oldham: 100%  St Helens: 100%  Warrington: 100%  Wigan: 100%  Bridgewater: 99%</td>
</tr>
<tr>
<td>ask questions?</td>
<td></td>
</tr>
<tr>
<td>How satisfied are you with the overall experience of your</td>
<td>Bolton: 100%  Dental Services: 100%  Halton: 97%  Oldham: 100%  St Helens: 100%  Warrington: 100%  Wigan: 100%  Bridgewater: 99%</td>
</tr>
<tr>
<td>care or treatment?</td>
<td></td>
</tr>
</tbody>
</table>

Staff experience

We asked 179 Staff the following questions in a quarterly survey to help us evaluate staff experience:

**Percentage of staff that would recommend the Trust**

- *How likely are you to recommend the Trust to friends and family if they needed similar care or treatment?* 73%
- *How likely are you to recommend the Trust to friends and family as a place to work?* 45%
A patient's story

Patient story

This is the story of a lady who was treated by the District Nursing Team in Golborne. She speaks about her experience of care and about one nurse in particular.

This lady says, “I wish to express my thanks to all of the District Nursing Team at Golborne Clinic for the way in which I was looked after with kindness and consideration during my recovery from a recent emergency abdominal operation. I particularly wish to thank [named nurse], who looked after me for the majority of my appointments. Her professionalism, persistence and nursing skills were exemplary.”

Following an operation, this lady was discharged from hospital but, several days later, her wound began to break down; she received antibiotics and was referred to the District Nursing Team to have the wound regularly dressed. Whilst dressing the wound, [named nurse] became concerned about a 2cm cavity which had opened up beneath the wound and referred the lady to A&E. After a short stay in hospital, the lady explains that “it was felt that the wound problem was superficial and just needed dressing” and so she was discharged back to the District Nursing Team with antibiotics.

However, the wound deteriorated further and, as soon as [named nurse] saw this happening, she contacted the hospital and made a same-day appointment with one of the surgeons. The surgeon opened up the scar to reveal an 8cm cavity—the lady explains that this “was what [named nurse] had been worried about all along.”

The lady was then referred back to the District Nursing Team to keep the wound packed and dressed. [Named nurse] and her manager kept a close eye on the wound until it fully healed and the lady was discharged from the District Nursing Team.

The lady says, “I feel that due to [named nurse’s] concern, persistence and nursing skills, the risk of sepsis was avoided. Without her excellent care and attention, my wound would have taken much longer to heal.

In these difficult times within the NHS I feel that it is important to recognise the staff who carry out their duties with such dedication and high standards.

I wish to record my grateful thanks for the excellent treatment I received from all of the staff who looked after me at this worrying time. All of the relevant medical staff at Wigan Infirmary whose swift action probably saved my life, the District Nurses at Golborne Clinic who subsequently looked after me, but in particular to [named nurse] who is a credit to her profession and an asset to your service.”
3. IMPROVEMENT

Improvement story:

'STARTING WELL' INITIATIVE TO IMPROVE CHILDREN'S ORAL HEALTH

Bridgewater’s Right Start Oral Health Lead Practitioner in Oldham is working together with Greater Manchester Health & Social Partnership (GMHSCP) to deliver the ‘Smiles Matter’ supervised toothbrushing programme.

Oldham which has been identified as one of 13 ‘hot spot’ areas for poor child oral health in England by Public Health England and NHS England. It is one of four areas in Greater Manchester, the others being Bolton, Rochdale and Salford to take part in the ‘Smiles Matter’ initiative.

'Smiles Matter' is a new Greater Manchester oral health transformation initiative. This is part of the wider national ‘Starting Well’ programme to raise awareness of the benefits of good oral health hygiene in two to five year olds promoting the importance of daily brushing with family fluoride toothpaste.

Bridgewater’s Right Start Oral Health Lead Practitioner Michelle Clegg has been working alongside Lynn Callaghan, the Oral Health Improvement Project Support Officer for GMHSCP to encourage nurseries, school reception classes and private, voluntary and independent organisations (PVI) to sign up to the supervised tooth brushing programme.

The children involved in the programme receive a free toothbrush and are helped each day to brush their teeth with toothpaste containing the correct amount of fluoride. At the end of the summer term they also receive a take home pack, which contains a toothbrush, family fluoride toothpaste and an information leaflet with key messages to promote oral health including:

- Brush teeth twice daily, last thing at night and one other time of day using a family fluoride toothpaste (1350 - 1500ppm)
- Spit out after brushing, DO NOT rinse your mouth
- Supervise children until at least seven year’s old
- Reduce the amount and frequency of sugary foods and drinks
- Visit a dentist as often as recommended and ask about dental checks by the time your child is one.

Lynn has also been hosting a number of learning events for the oral health champion from each participating educational establishment on the correct methods of daily toothbrushing and cross infection prevention.

Early feedback has been very positive with Dental Champion Katy Claber from Blackshaw Lane School in Oldham commenting: “The children absolutely love it, and it takes no time at all to do. We even play a clean your teeth song from You Tube which also helps”.

Approximately three quarters of the Local Education Authority (LEA) nurseries across Oldham are currently participating and approximately 60% of eligible early year settings have also signed up to the supervised toothbrushing programme.

In a 2014-15 dental survey for five year olds, Oldham had 51% of children suffering from tooth decay.

It is hoped that this programme will contribute to further improvements in children’s oral health and narrow the oral health inequalities across the Greater Manchester region. With the long term goal of reducing the incidence of children requiring general anaesthetics for extraction of decayed teeth which at present costs Greater Manchester over £20m.

The programme also aims to reduce the number of children taking time off school for dental procedures.

If you would like more information on the ‘Smiles Matter’ oral health programme please contact Lynn Callaghan - Oral Health Project Support Officer, GMHSCP. lynn.callaghan1@nhs.net or Michelle Clegg - Bridgewater’s Right Start Oral Health Lead Practitioner michelleclegg@nhs.net

"We will raise awareness of the importance of children’s oral health, promote new schemes in nurseries and schools and aim to reduce the number of child tooth extractions - which cost our NHS millions every year."

Greater Manchester Mayoral Manifesto