National Patient Safety
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WELCOME LPZ Virtually Together Again! – starting 2pm

Todays presentation slides will be sent out to you .

Please use the ‘chat’ function to pose any questions or comments – we will be picking up questions following each of the presentations.

#CareHomesLPZ #LPZ_International.

Delivered by:
The AHSN Network
East Midlands Patient Safety Collaborative

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LPZ – Keeping in Touch

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www.improvement.nhs.uk

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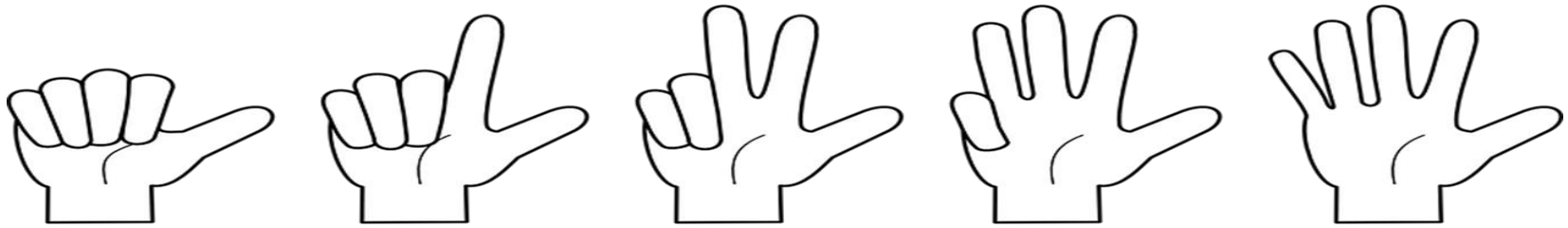
Helping People to Make **Decisions**

Putting the Mental Capacity Act 2005 into Practice



Maria

Maria is 75 years old, lived on her own in a bungalow, declined any support at home and was hospitalised after collapsing in her garden. Maria had unstable insulin dependent diabetes and was diagnosed with dementia.

In hospital Maria was unable to make a decision about her care/living arrangements, had no family or friends and a best interest decision-making process agreed residential care would be the best option. Since the move, a deprivation of liberty safeguards (DoLS) has been authorised.

Maria's overall health has improved greatly but her dementia and inability to manage her diabetes are more evident. The District Nursing Team visit twice a day to administer insulin.

“I want to go home”

Maria appeared to be very settled but has now told one of the carers that she wants to return home. Which response should be taken?

A) Nothing - this is probably part of Maria’s dementia
B) Monitor the situation to see if Maria says this again
C) Inform the senior carer/manager and talk to Maria about her feelings and wishes

What is capacity….

Mental capacity means being able to make your own decisions

We all make decisions, big and small, every day of our lives and most of us are able to make these decisions for ourselves

Capacity is decision and time  **specific**

You need to start by thinking that I can make this decision at this time unless you have a good reason to doubt it

Principle 1 of the MCA - A person 16 years and over must be **assumed** to have capacity unless it is established that they lack capacity

“I can manage at home”

Maria is repeatedly and consistently saying that she wants to return home, she says she can manage her insulin herself.

Is Maria able to make a decision about going home and what factors will need to be considered?

A) Only where Maria will live
B) Maria’s health needs, personal care, support with daily living in her bungalow
C) Only Maria’s health needs

I may need a lot of help to make my decision and you need to think about

- ***What is going to help me make the decision***
- ***How do I make my decisions***
- ***What are my strengths***
- ***How long do I need to make my decision***

Principle 2 of the MCA - Take all **practicable** steps to help the person to make the decision before it is decided that they lack capacity

Maria’s decision-making

Who should assess Maria’s capacity to make a decision about going home?

A) Social Worker

B) District Nurse

C) GP

D) All of the above and other health professionals where necessary because more than one assessment may be needed

***My* decision may surprise you and not what you expect or want to hear**

3- Principle 3 of the MCA - A person is not to be treated as unable to make a decision merely because he/she has made is an **unwise** decision

If I can't make this decision at this time you must involve me, the relevant people in my life, check my wishes, feelings, think about how I live my life & what is best for me – what is in my best interests

Principle 4 of the MCA -An act done or decision made under the act on or on behalf of a person who lacks capacity must be done , or made in his best **interests**

Maria's best interests

Maria was assessed as not able to make the decision: she could not weigh up the serious risks to her health from a return home and the reduced supervision

Who should be involved in the best interest meeting?

A) Health & social care professionals & care home staff
B) Maria, IMCA, health & social care professionals & care home staff

Don’t forget my human rights and freedom
I need the least restrictive option that is still in my best interests

Principle 5 of the MCA -A person doing anything for or on behalf of a person who lacks capacity should consider options that are **less restrictive** of their basic rights and freedoms while meeting the identified need

Best interest options for Maria

A) continue to live at the care home or
B) return home with a care package, 4 care calls a day and District Nurse to administer insulin am/pm

Health and social care professionals did not support a return home - IMCA & care home saw returning home the least restrictive option in Maria's best interest

The case was taken to the Court of Protection – what decision do you think the judge made?

Key principles….

Assumed

Practicable

Unwise decisions

Best interests

Less restrictive option

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LPZ – Keeping in Touch

‘How do we Measure our Improvement’

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Delivered by:
The AHSN Network
East Midlands Patient Safety Collaborative

Led by:
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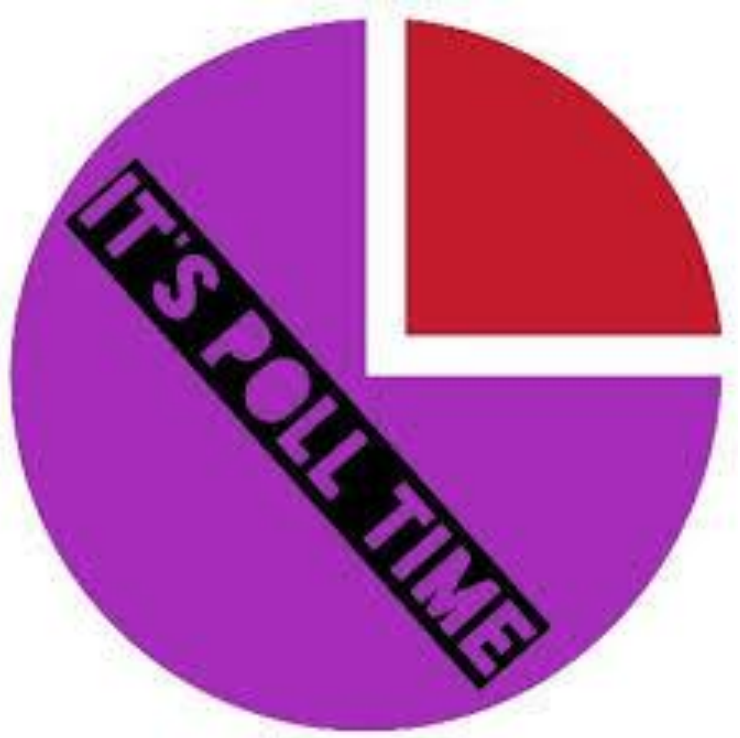
What we will cover today

> What does measurement mean to us and our projects?

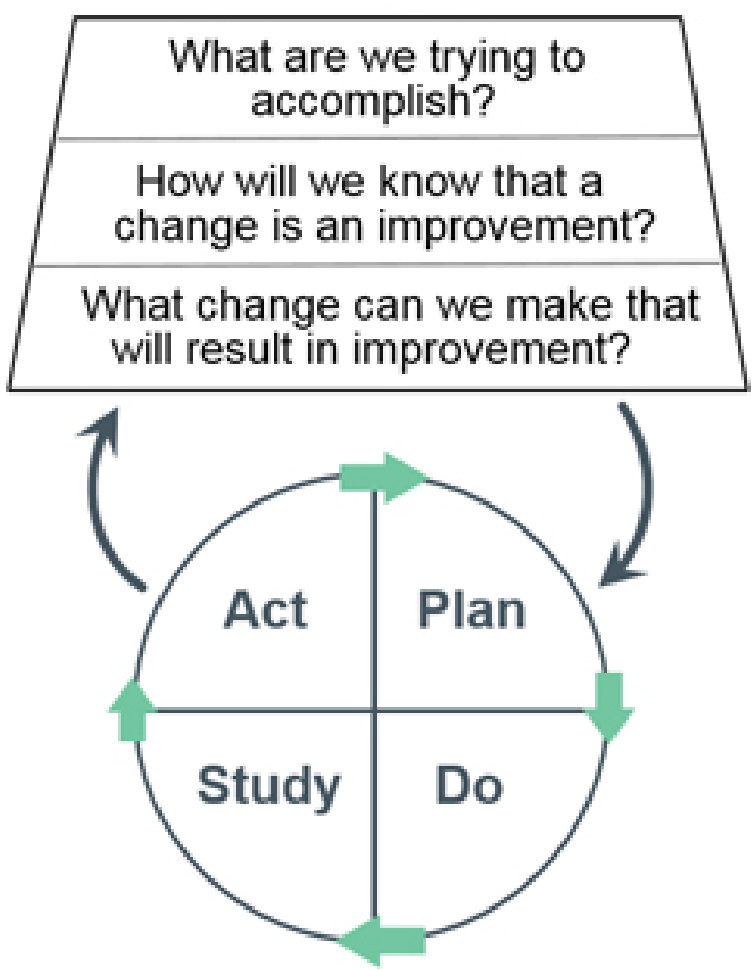
> Why measuring our improvement is important

> Explore a real example of how we can apply measurement into a Quality Improvement projects in Care Homes

What does measurement mean to you?



Using the model of improvement



Aim

Measure

Change

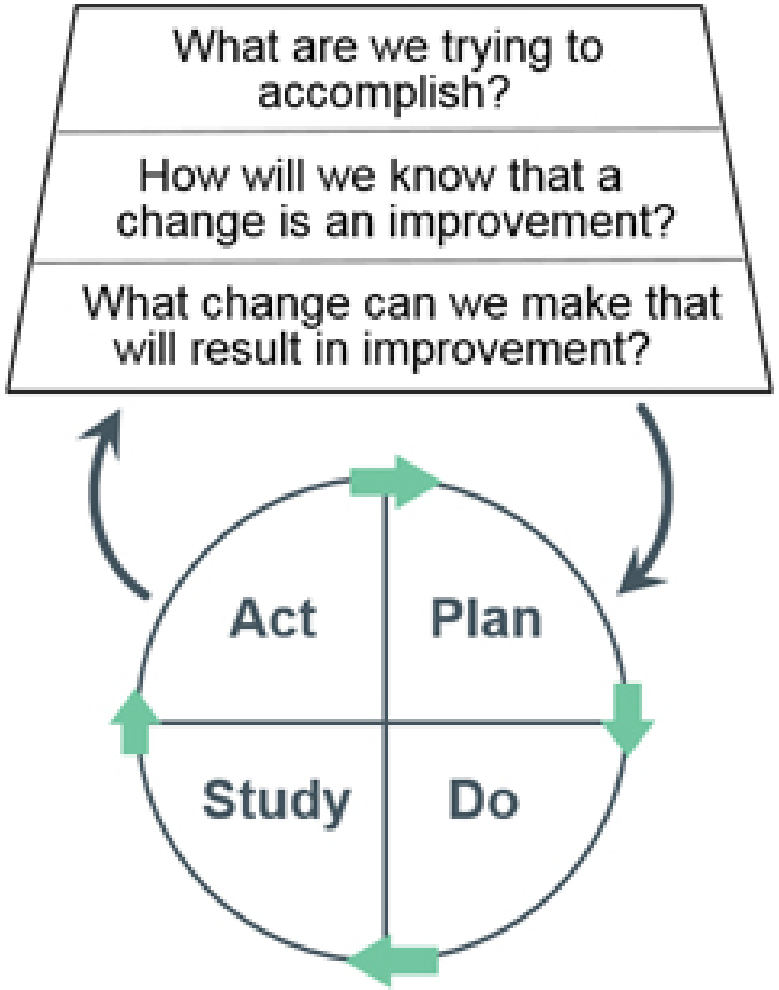
How will we know the change is an improvement?

Why is measuring important?

Is a change working? It allows us to monitor the effects of your change(s)… do we continue to measure this change, adapt or stop and choose another change to measure?

- Engages everyone involved – if staff see the positive changes they will belief
- Healthy competition

Butterfly Care Home – Quality Improvement Project



AIM - Reduce the number of falls that cause injury by 50% at Butterfly Care Home by 1st September 2021

Measure

Change – Individuals requiring the use of a walking aid will personalise these including their name. This aims to help residents identify their own and appropriate walking aid, therefore increasing their use.

Pimp My Zimmer Revisit – The measurement

“Butterfly Care Home have been decorating their Zimmer frames, with help from local school children. The Pimp My Zimmer project aims to reduce falls after a care home matron noticed people with dementia sometimes find it hard to recognise their own frame.”

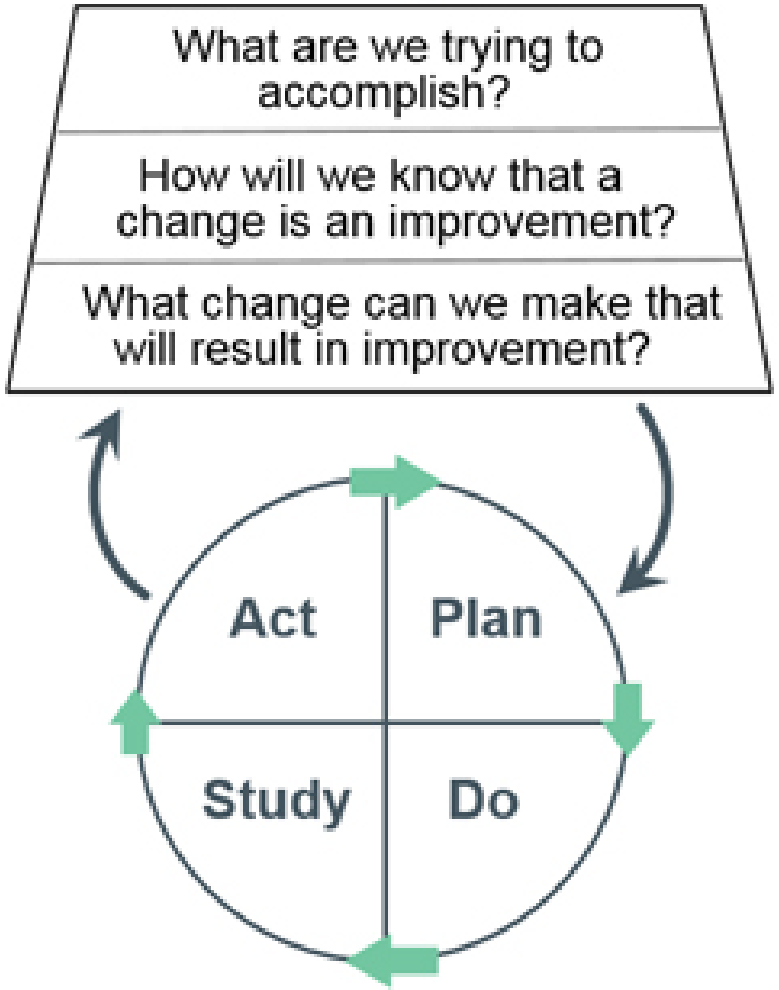
Pimp My Zimmer Revisit

> Issue identified – Increase in falls within the home, particularly in those residents who used a walking aid i.e. Zimmer Frames

> Incident reports showed a common theme.

> Staff team discussed ideas they thought could improve this. A member of staff suggested each residents decorated their own walking aid and create some snazzy name tags. – This was their CHANGE to test.

Butterfly Care Home – Quality Improvement Project



AIM - Reduce the number of falls that cause injury by 50% at Butterfly Care Home by 1st September 2021

Measure – How would you measure?

Change – Individuals requiring the use of a walking aid will personalise these including their name. This aims to help residents identify their own and appropriate walking aid, therefore increasing their use.

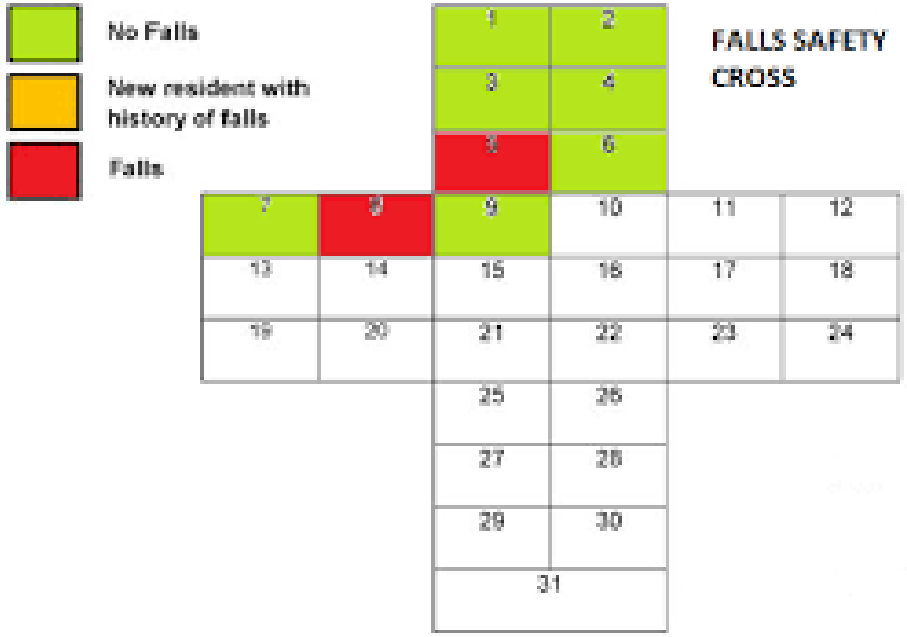
Measurement for Improvement - define

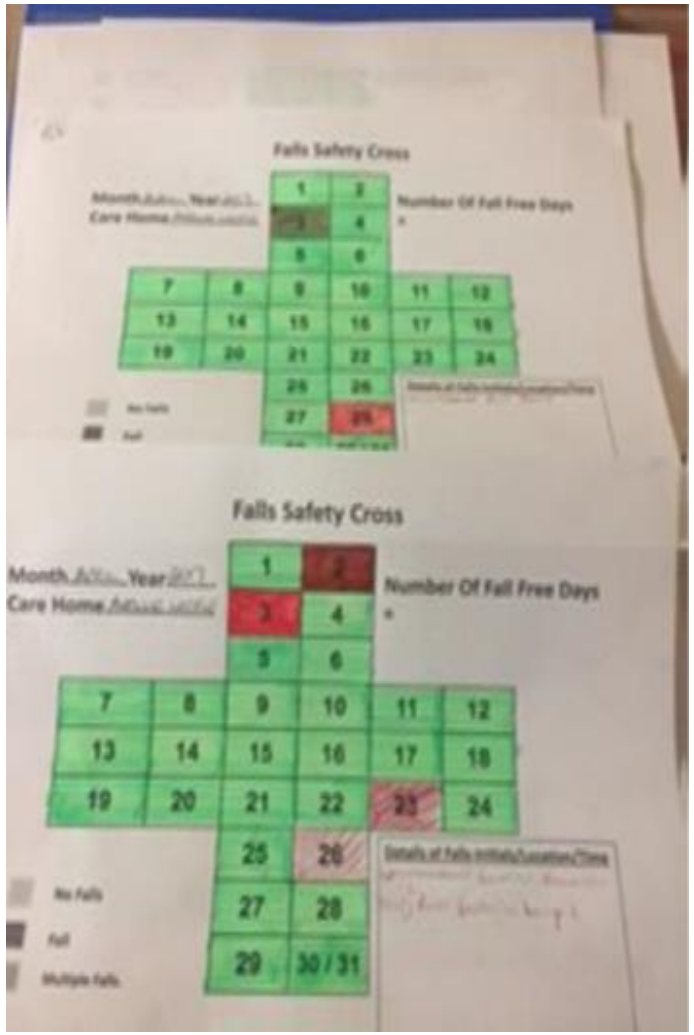
Measurement for Improvement….Define

- What
- Who is collecting it
- When – real time
- Where is the data located
- How will the data be collected

Collecting Data

Safety Cross

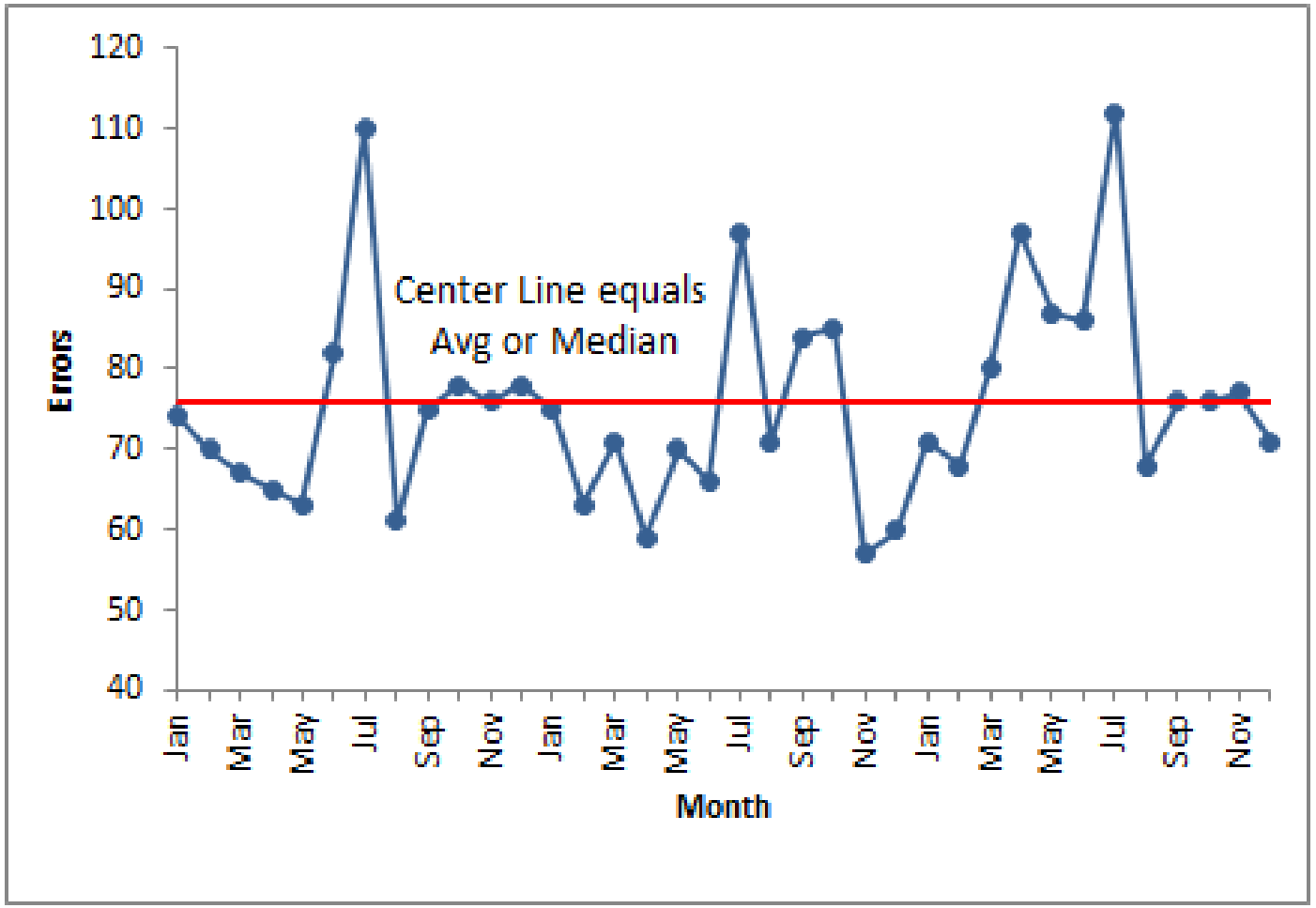




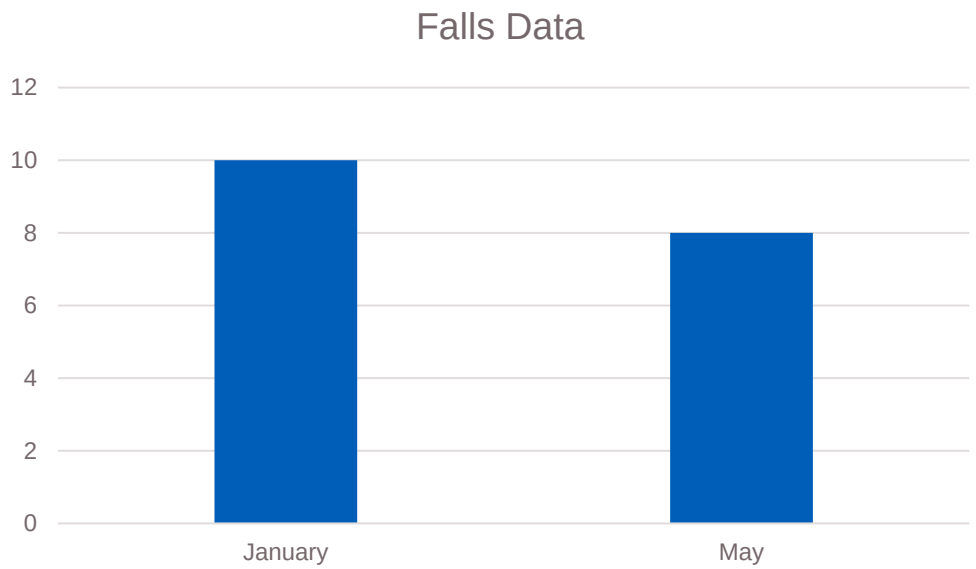
Plotting The Dots!

> Its not as scary as it look – promise!

> Plotting the dots allows us to track variation better. Nothing is ever plain sailing and events happen which can effect our data, plotting dots and joining them up allows us to monitor the peaks and troughs. We can then pinpoint where changes happened and how they effected our aim.

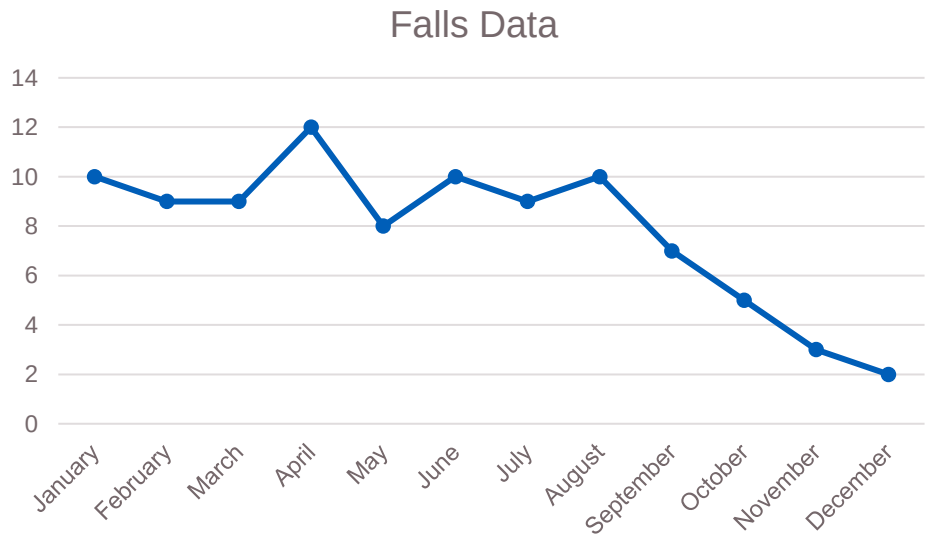


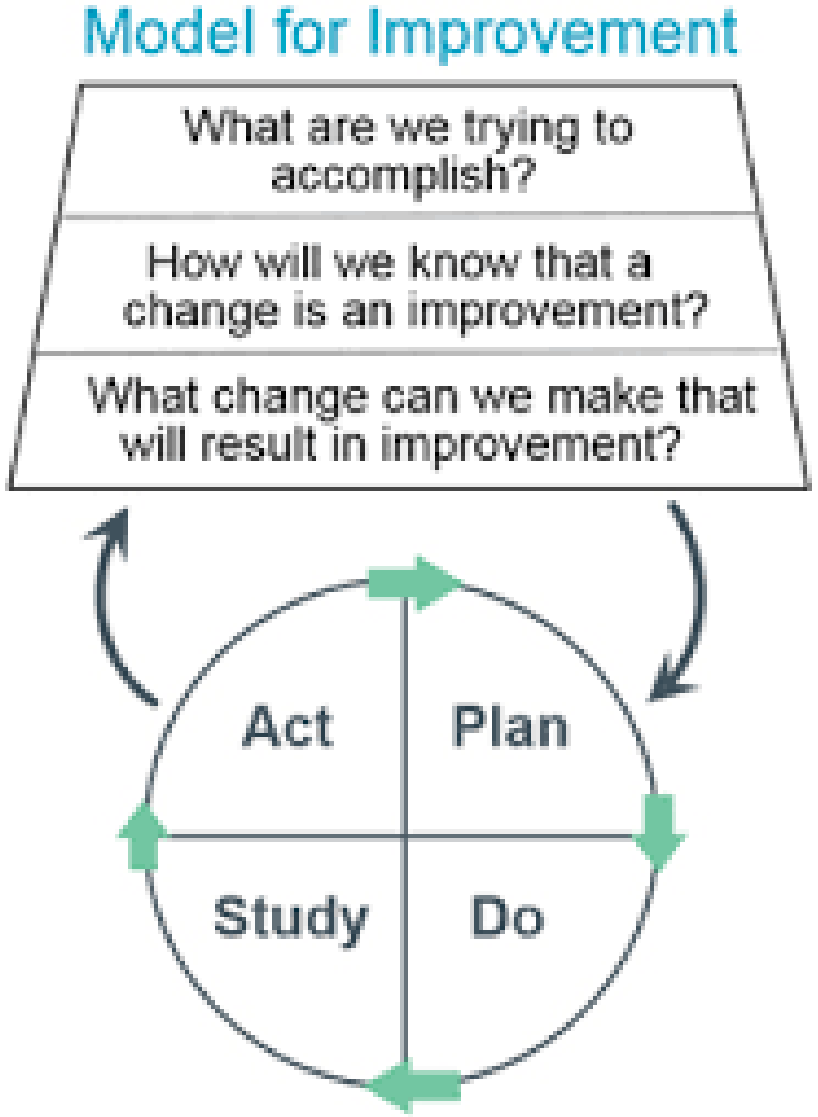
Butterfly Care Home - Benefits of a Run Chart



This tell us a reduction, but it doesn't tell the whole story ..

This is the same data but instead by plotting the dots, it tells us a whole lot more!

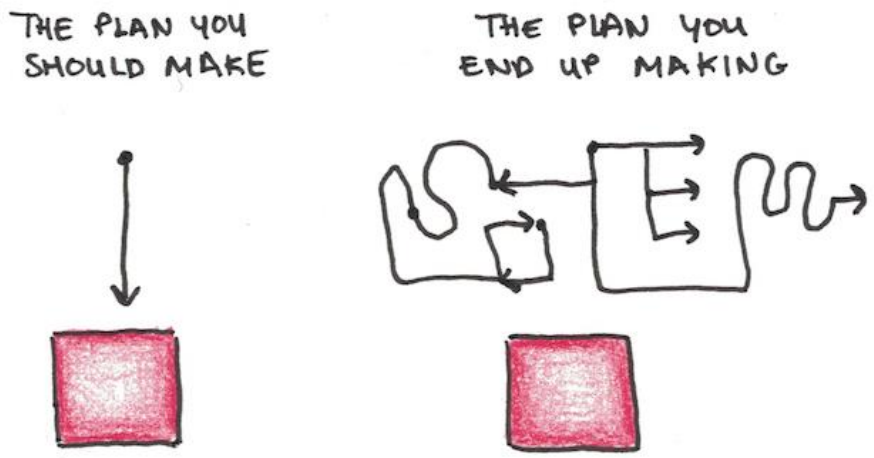




Top Tips

- ✓ Refer to the aim
- ✓ Define the measure ‘Keep it simple’
- ✓ Who, When, Where and How will collect the data
- ✓ How will you analyse and display the data
- ✓ Celebrate success

Failure is not the opposite of success, its simply a part of the process and that's ok!



List of Resources

- NHS Improvement guides:

  NHSI The How-to guide for Measurement for Improvement

  NHSI Making Data Count: The Essentials.

- Mike Davidge, Measurement for Improvement – YouTube video

- The Improvement Guide: A practical Approach to Enhancing Organisational Performance – Langley. G et al – Book

Save the Date

- April 29 2021
  14:00-15:30

Please complete your evaluation survey now