FUNDAMENTALS OF CARE NATIONAL AUDIT 2013

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Purpose of the Health Board Report

This paper informs the Board of the changes to the Fundamentals of Care (FOC) system, describes the 2013 national audit process, the findings and actions for improvement for Cwm Taf University Health Board.

Governance

Link to Health Board Strategic Objective(s)

The monitoring of the fundamentals of care across the CTUHB is essential to support the delivery of our vision and objectives to deliver safe and effective care and achieve excellent patient and staff experience. FOC audits support the implementation of the CTUHB 3 year integrated plan, the quality strategy and quality delivery plan and Patient Experience plan:
- To provide the highest possible service quality and excellent patient experience
- To improve health outcomes and help reduce inequalities
- To get high value from all services

Supporting evidence

Implementing the FOC system is a requirement for NHS Wales as stated in:
- The Welsh Government Quality Delivery Plan (2012)
- Safe Care Compassionate Care (January 2013)
- Delivering Safe Care Compassionate Care (July 2013)
Engagement – Who has been involved in this work?

The FOC system has been redesigned during 2013/14 with engagement of key stakeholders across NHS Wales including nurses, therapists, social care, user forums, with statistician involvement and this work has been led by the All Wales FOC steering group to deliver the FOC audit program set by the Chief Nursing Officer for Wales. The 2013 national FOC audit took place during the same time period across NHS Wales for the first time, engaging multidisciplinary teams to take part between: 1st October – 30th November 2013.

Health Board / Committee Resolution (insert √) To;

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<th>APPROVE</th>
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<th>DISCUSS</th>
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<tr>
<td>Recommendation</td>
<td>The Board is asked to;</td>
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<td>• Approve the 2013 FOC national audit report for CTUHB</td>
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Summarise the Impact of the Health Board Report

Equality and diversity

The FOC system has been redesigned during 2013 to ensure it is fit for purpose for: wards, unscheduled care, theatres, out patients and day units. During 2014 it is being further designed for maternity, neonatal care, paediatrics, mental health and community services. Questions have been included within the audit surveys to consider the experiences of patients/carers and staff. The FOC audit system has a focus on dementia care and dignity.

Legal implications

There are no known legal implications of this report.

Population Health

The FOC audits and system will support the delivery of the UHB 3 year integrated plan, quality strategy and quality delivery plan and the Patient Experience plan to monitor patient/user feedback across all our services with regards to the Fundamentals of Care, as the tool incorporates: the FOC audit, care indicators (hand hygiene, pressure ulcer and nutritional assessment compliance), with the patient acuity and dependency module will be implemented from April 2014.

Quality, Safety & Patient Experience

The CTUHB quality delivery plan improvement projects require patient experience and feedback to inform the improvement measures. The Patient Experience Plan supports the continued use of the FOC system and audits from April 2014 to measure patient experience and
feedback monthly to provide assurance and inform improvements.

<table>
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<tr>
<th>Resources</th>
<th>The 2013 FOC national audit was led by sisters/charge nurses/senior and lead nurses, with support from therapists and volunteers in some areas. The future model will be supported by the CTUHB plan to recruit more volunteers and train them with the skills for undertaking the monthly FOC patient surveys in clinical areas across the UHB.</th>
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<tr>
<td>Risks and Assurance</td>
<td>The main risk associated with implementing the FOC audit system is the time to data input into the system.</td>
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<td>Standards for Health Services</td>
<td>The FOC system and audits support CTUHB compliance with the majority of the 26 Standards for Health Services in Wales, but in particular: <em>Standard 1</em>: Governance &amp; Accountability (supports the quality strategy, delivery plan and performance – assurance/improvement) <em>Standard 2</em>: Equality, diversity &amp; human rights (FOC audits can be undertaken by all staff groups, linked to our improvement projects reach vulnerable patient groups) <em>Standard 3</em>: Health promotion, protection &amp; improvement (the FOC audit reaches patients with public health issues) <em>Standard 5</em>: Citizen engagement &amp; feedback (FOC involves patient/carers and staff) <em>Standard 6</em>: Participating in quality improvement activities (FOC is informs improvements) <em>Standard 7</em>: Safe and clinically effective care (FOC audits focus on safe and effective care delivery) <em>Standard 8</em>: Care planning &amp; provision (FOC audits focus on the core of this standard) <em>Standard 10</em>: Dignity &amp; respect (FOC audits put the patient at the centre of the audits) <em>Standard 26</em>: Workforce training &amp; organisational development (FOC provides a framework for all staff members to use and learn from).</td>
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<td>Workforce</td>
<td>The key workforce implications include: The need to recruit and develop more volunteers to undertake the FOC patient surveys.</td>
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1. **SITUATION / PURPOSE OF REPORT**

This report describes the changes that have been made to the All Wales FOC system during 2012/13, the autumn FOC national audit undertaken, the findings and actions for improvement. This report also describes our intentions to strengthen the CTUHB Patient Experience plan by using the FOC patient survey from April 2014 to continually measure patient/user/carer feedback to inform quality assurance and improvement.

2. **BACKGROUND / INTRODUCTION**

The Fundamentals of Care (FOC) National Audit System has been redesigned to ensure that it is fit for purpose and supports the findings from National reports including the Francis Report, to provide quality assurance and identify improvements where required within services, health boards and across NHS Wales.

The review of FOC audit system was completed during 2012/13 to include:

- Full review of all operational audit questions
- Full review of the 2003 FOC document, with driver diagrams developed for each standard, and updating the wider multi professional/agency evidence base for each standard
- Design of sub-set audit questions for key specialities
- Partnership working with the All Wales User group to review/redesign the user questionnaire and involvement of the Welsh Government statistician to ensure a robust data collection process and validated system.
- Redesigning and development of the FOC action plan module to align with the Model for Improvement to inform quality improvements where non compliance is identified

The FOC system implementation was supported by the review of:

- The Best Practice Guidance for staff
- Patient/Carer/Staff information leaflets
- A training package to support the implementation of the new FOC system.

and the development of:

- A Staff Survey, aligned with the All Wales NHS Staff Survey
- A Compliance Matrix and user guide (85% compliance measure required for each standard).

The FOC system is not used to compare organisations across NHS Wales. The FOC audit results generated are for local measurement to inform quality improvements and to share and celebrate good practice.
The 2013 National FOC audit provides new baseline data for teams and organisations to utilise and therefore cannot be used as a comparative to previous FOC audits undertaken. Learning and feedback from using the new FOC audit system in practice will inform an evaluation of the FOC system and future changes that may be required to continually enhance the FOC system.

3. **ASSESSMENT / GOVERNANCE AND RISK ISSUES**

The 2013 National FOC audit was completed during 1\textsuperscript{st} October 2013 - 31\textsuperscript{st} November 2013 using the:

1. Patient survey (6th November 2013, 437 patients/users CTUHB)
2. Staff survey (7th October 2013 > 600 nurses CTUHB)
3. Operational audit

The FOC audit involved asking patients about their experiences of care; asking staff about their experience of working within the Health Board, and observing delivery of care and the assessment of the operational application of the 12 FOC standards. This included: examination of patient records respectively to measure compliance against the standards and triangulation of information.

**Key findings from the 2013 FOC audit**

The 2013 NHS Wales FOC National Audit results for CTUHB provide assurance from the operational audit, patient survey and staff survey where compliance with the 12 standards and excellent experience is demonstrated, and identifies where we need to focus improvements where scores are reported below the 85% compliance rate. The detailed results of each question within the audit are presented in the attached report. The summary of the key areas for improvement include:

1). Feedback from patients confirms the high standards of care provided to our patients, with patients and users giving the organisation a rating of 87% for their overall satisfaction. They identified the need to focus improvement with: Standard 6 (Rest and Sleep).

2). CTUHB overall operational audit summary score was 83%, with the operational audit findings aligning with the feedback from the patient survey results, confirming areas for improvement with: Standard 6 (Rest and sleep); Standard 7 (Ensuring comfort and alleviating pain); and Standard 8 (Personal hygiene, appearance and foot care).

3). The staff survey results align with the findings from the 2013 NHS Wales staff survey and the actions for improvement are being taken forward with the UHB staff survey team focusing on health & wellbeing, how we work and support staff, building trust and ownership and being part of an effective team.
The detailed CTUHB action plan for improvement as a result of the findings of the 2013 FOC national audit is presented in the recommendations section of the attached report (5.1 actions for improvement pg 42).

The actions for improvement inform the CTUHB Annual Quality Delivery Plan for 2014/15 and the actions for improvement are overseen by the Quality Steering Group, Directorate/Locality integrated governance groups and progress monitored via the Clinical Business meetings. Ongoing monitoring and measuring the FOC improvements will also form part of the UHB Patient Experience Plan.

**Next Steps: Aligning the FOC patient survey with the CTUHB Patient Experience Plan**

The CTUHB Patient Experience Plan has been designed to incorporate the use of the FOC patient surveys every month from April 2014 and beyond to measure and monitor patient feedback to provide assurance and to inform improvements.

The recruitment of volunteers is essential to support this process, with the aim of undertaking 10 patient surveys each month in every ward and unscheduled care across the UHB (as well as theatres and outpatients undertaking FOC patient surveys quarterly). The FOC system is being further developed for other specialties during 2014 and will be implemented in mental health, maternity, neonatal care, paediatric and community services for the 2014 national audit.

**4. RECOMMENDATION**

The Board is asked to:

- APPROVE the 2013 Fundamentals of Care national audit report for CTUHB.