TITLE OF REPORT

All Wales Fundamentals of Care Annual Audit Report 2010

SITUATION / PURPOSE OF REPORT

The purpose of this report is to demonstrate the compliance and performance of Cwm Taf Health Board to the Second annual All Wales Fundamentals of Care audit, (FOC), which is required to be undertaken by all in patient ward areas. The Chief Nursing Officer and the Minister for Health & Social Services require each Health board to submit an annual Fundamentals of care audit report.

INTRODUCTION

The FOC audit has been completed in all areas with the exception of Ward 1, Dewi Sant Hospital. This ward area has had significant staffing challenges and the Head of Nursing in this area has made a commitment to complete the audit by the end of October 2010.

There are two additional areas who have participated in this years FOC audit - Pinewood House, Older person’s mental health care home and an acute paediatric ward. Across Wales there is currently some discussion as to the appropriateness of the FOC audit in its current form to paediatric areas.

Cwm Taf are one of a few Health Boards who have used FOC audit within a paediatric area. The outcome is that many of the questions are not applicable, however there is significant benefit to undertaking the FOC audit which has prompted local discussion to develop a FOC audit tool that caters for paediatric areas.

All Wales Version 2 of the FOC audit tool has also been developed to enable all Department areas i.e. Endoscopy, Day surgery, Theatres, Accident & Emergency, Out patients and Clinical Nurse specialists to audit their areas of practice against the Fundamentals of Care Standards. Department areas are awaiting access to the electronic FOC audit version.
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2, and are in the process of gathering data with an expected FOC audit completion date December 2010.

BACKGROUND

One of the recommendations of the Free to Lead, Free to Care, Empowering Ward Sisters/Charge Nurses Ministerial Task and Finish Group was that:

"All ward sister/charge nurses should have access to an All Wales Audit Tool which should be developed to measure standards against the Fundamentals of Care Standards published in 2003. Reports arising from use of this Audit Tool should be distributed to the NHS Board and the Chief Nursing Officer, Wales”.

The purpose of the fundamentals of care audit tool was to ensure fairness, effectiveness, efficiency, responsiveness, integration, accountability and flexibility, whilst working in partnership with patients.

The initiative grew out of concern about the following:

- Inconsistency of standards across service settings and areas
- Emphasis, until recently, on service efficiency and cost, rather than quality of care
- Common themes in complaints and compliments
- Increasing expectations of service users
- Lack of clarity for service users
- Increasing focus on regulation and performance

The Fundamentals of care are the essential aspects of patient care that are integral to providing a high standard of nursing care. The FOC audit is a driver to improve the quality of care, with the aim to achieve 100% compliance to all Standards across the organisation.

The FOC audit measures compliance to each standard against operational questions and user experience.

The Fundamentals of care Standards

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The results of the first All Wales Fundamentals of care audit undertaken by Cwm Taf Health Board was submitted to the Minister for Health & Social Services and Chief Nursing Officer October 2009.

The Chief Nursing Officer and Minister for Health & Social services have access to ward level information via the electronic Fundamentals of Care tool.

The Fundamentals of care audit has assisted the Chief Nursing officer and the Minister to address patient complaints and provided information following Health Inspectorate Wales spot check visits.

The FOC audit results have proved invaluable when gathering evidence for Health Care Standards and sharing of good practice with patient groups.

ACTIONS

The first Fundamentals of care audit 2009 highlighted some areas for improvement which required focused Organisation learning and development to improve nursing care. The audit results also enabled individual wards to develop focused action plans and learning to improve standards of care at local level. Senior nurses and ward sisters / Charge nurses regularly discuss and review action plans thus ensuring that the FOC audit is meaningful and influences changes to practice.

The following Graphs demonstrate a comparison of FOC audit 2009 scores with FOC audit scores 2010

Graph 1: The Fundamentals of care standards scores comparison 2009/2010, Demonstrates improvement to each standard.
When analysing the data it is important to separate the operational scores from the user experience. The operational scores provide a more accurate reflection of practice, the user experience scores are high for each standard and may not capture the actual user experience since patients / carers are asked to answer the questions while they are still receiving care and may feel obliged to provide good feedback. Perhaps a more accurate reflection of care are the patient comments which are detailed in the appendix.

**Graph 2**: The Fundamentals of Care standards operational scores comparison 2009 /2010, also demonstrates improvement to each standard.
Graph 3: The Fundamentals of care standards users’ scores comparison 2009 / 2010 demonstrates a high level of patient satisfaction

![Graph showing Fundamentals of care standards users scores comparison 2009/2010](image)

Examples which demonstrate practice improvements in response to 2009 Fundamentals of care audit

**Standard 1 – Communication & Information**, many questions relate to the quality of nursing documentation. FOC audit 2009 the operational score was 71% in 2010 this has increased to 78%. This improvement can in part be attributed to the development of new nursing documentation which focuses on the Fundamentals of care and the request that the majority of nursing / patient documentation is kept at the patients bedside.

**Standard 2 & 5 – Respecting people & relationships** has instigated the development of a Patient Dignity Pledge which invites patients to comment relating to how their care measured against the Dignity Pledge. This development is currently being tested at Ysbyty Cwm Rhondda.

**Standard 3 – Ensuring safety** 2009 FOC audit demonstrated a poor compliance to mandatory training. There has been some improvement as detailed below;

- FOC 2009 16% Nursing staff attended Infection prevention & control training within last year, 2010 FOC results increased to 27%
- FOC 2009 18% Nursing staff attended minimal handling training within last year, 2010 FOC results increase to 34%
- FOC 2009 14% Nursing staff attended Display screen equipment training within the last year, 2010 FOC results increase to 22%
- FOC 2009 63% Nursing staff had attended Fire safety training within the last year, 2010 FOC results increase to 66%.
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Attendance at Mandatory & Statutory training continues to be problematic due to difficulties with releasing staff from clinical areas. Divisions are trying to target training by introducing Minimal handling ward based assessors and Ward link nurses for Infection, prevention and control training. Divisional nurses are also exploring the option to deliver mandatory training in one programme rather than odd days, which will enable training to be more easily incorporated to staff rota.

A planned closure of elective theatres for two weeks over Xmas and two weeks in August will also enable a focus on Mandatory & statutory training by releasing staff for training and to backfill ward staff to attend training.

Standard 9 – Eating & Drinking the implementation of the MUST nutritional screening tool has contributed to an improvement of 10 %, 2009 operational results 75% - 2010 operational results 85%. User experience has remained constant at 91%.

A recent Wales Audit Office (WAO) report September 2010, “Hospital Catering” has further validated the improvements made relating to Nutritional Care;

- FOC audit evidences 89% compliance to patients having a nutritional screen within 24 hours of admission to hospital in Cwm Taf, WAO report 89% compliance.
- FOC audit evidences 89% patients in Cwm Taf are offered to wash their hands prior to meals, WAO reports 76% compliance, compliance across Wales is 65%
- FOC audit evidences 81% patients in Cwm Taf are weighed, WAO report 76%, compliance across Wales 67%
- FOC audit evidences 98% patients in Cwm Taf are able to eat meals in a clean environment free from clutter, WAO reports 87%, compliance across Wales 70%

Standard 10 – Oral Health & Hygiene 2009 audit scores were poor. Operational score of 63% and user experience 80%. These results prompted the development of a Cwm Taf Mouth care assessment tool and care plan. This tool has been highlighted at the Chief Nursing Officers showcase conference 2010 as an example of best practice. FOC 2010 standard 10 scores demonstrate an operational score of 86% and user experience 88% in Cwm Taf.

The Fundamentals of care audit 2010 results indicate a high standard of nursing care is being delivered within our ward areas. The challenge is to ensure that this care is consistent and provides an accurate account of care delivery against the Fundamentals of Care standards. To enable the organisation to be confident that audit results are an accurate reflection of nursing care the following validation methods will be used;

1. Cross cover validation of standards will be undertaken by Senior Nurses.
2. Action plans will be performance managed by Heads of Nursing
3. Action plans will be monitored via the Divisional Governance arrangements
4. Quarterly Divisional Fundamentals of Care reports will be submitted to Board

Appendix 1 provides detail of Cwm Taf Health Boards performance against each standard with a summary of issues / key themes and evidence of good practice.

RECOMMENDATIONS

The Board is requested to accept and support the All Wales Fundamentals of Care 2010 audit report and action plans and to approve the submission of this report to NHS Board and Chief Nursing Officer.