

Quality Improvement & Governance Lead Nurse

A safeguarding and clinical governance nurse to provide support and training to nursing homes and act as the safeguarding link between GP practices and nursing homes



Jill Thomas,
Quality Improvement &
Governance Lead Nurse

Background

- The Older Persons Commissioner for Wales in her review *A Place to Call Home* sets out a number of **Requirements for Action** for Health Boards, Local Authorities and Care Homes to address
- To improve the **quality** of care, **protect** vulnerable adults and take forward the **professional development** of the Care Home sector

Project aims

- **Align** the current governance framework for Nursing Homes
- **Integrate** with the Primary Care Nursing team to ensure access to clinical support and expertise
- Work with the Divisional Nurse to put systems and processes in place to **reduce unnecessary GP call outs**
- **Reduce POVA threat** and better management of identified concerns
- Reduce unnecessary **999 calls**
- **Up-skill** registered nurses
- Improve access to healthcare **through appropriate signposting and joint working** with community clinical teams
- **Identify** areas of deficiencies and alert NCNs, particularly of **safeguarding** and **governance** concerns in nursing and residential homes
- **Establish** Nursing Home training needs, developing **appropriate training programmes** for both independent sector nurses and practice nurses

Project outcomes

- Established a **working group** to review **DATIX** and **Alerts** processes
- Involved with **POVA** investigations and jointly working with BG POVA Co-ordinator to deliver POVA levels 2 and 3 for health and social care staff
- Provided an **array of training** for registered nurses in Care Homes including: **UTI Awareness, Flu & Shingles Vaccinations, IQT Award, Dementia Friends** training.
- **314** service users received the flu vaccination across all Care Homes and Residential Homes in Blaenau Gwent
- Working with Care Homes to implement the **Contenance Bundle**, a key **Requirement for Action** from the Older Persons Commissioners Review

What we did...

- **Employed** a Band 7 Safeguarding & Clinical Governance Nurse as a **governance and quality link** between **core NHS services** and to secure access to **core NHS patients** e.g. dieticians, COPD nurse specialists
- **Case note review** of patients residing in care homes who were admitted to hospital, especially where an ACP or end of life care plan was in place
- Provided face to face and group **training sessions** on **Advance Care Planning (ACP)** to embed within Care homes, improving patients' right to receive care in the home and reducing un-necessary admissions
- Supported registered nurses in GP practices and Nursing Homes in the NMC revalidation



Evaluation

- The post holder has played a **pivotal role**
- Developed **good relationships** with the Care Homes in Blaenau Gwent
- More effective **flu campaign** has been more effective with **100% Care Home uptake**
- A **very useful and important post** which will continue to increase care standards across Blaenau Gwent



Dr David Minton
West Blaenau Gwent
NCN Clinical Lead