All Wales Fundamentals of Care Audit

A summary of the NHS organisations’ compliance with the standards based on 2011 audit

Author: Nursing Directorate, Welsh Government
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Foreword

No matter what health or social care service an individual accesses, there are certain aspects of care that are relevant to everyone. These are collectively referred to as the ‘Fundamentals of Care’ and represent 12 areas that service users have said are important to them.

For health professionals and providers of services getting the ‘Fundamentals’ right each and every time for every service user is of vital importance. It is for this reason that Welsh Government developed an audit tool for staff and patients to identify areas of good practice and the ability to develop action plans where improvements need to be made. The audit tool is now available across Wales in a wide variety of health environments and is seen as an important driver for service improvement from clinical areas, through boards to Welsh Government.

Some caution should be taken when looking at the results recorded against each indicator. These results represent a snapshot in time and are a combination of self-assessment by staff and the views of a sample of patients. Results are not subject to external scrutiny. They form just one part of the overall performance monitoring arrangements of NHS Wales. It should be remembered that the primary purpose of the audit tool is to help front line staff identify for themselves what areas they need to work on to drive up standards.

There have been 3 national audits to date, each expanding the number and types of areas included. Evidence from the audits is used as an indicator to determine what areas need a national approach. One such area is oral health and hygiene, which has consistently rated lower than other categories. In 2012 a national standard and assessment tool will be published to guide staff in their practice. Issues from this audit will also be considered carefully and appropriate action will be taken to continue the drive to improve standards in care across Wales.

Professor Jean White
Chief Nursing Officer/Nurse Director NHS Wales
Background

In 2003 the Welsh Assembly Government launched the ‘Fundamentals of Care’ (FoC) which is a Health and Social Care document that aims to improve the quality of fundamental aspects of care for users who are acutely or chronically ill, frail or disabled regardless of where or why they need their care. The FoC initiative grew out of concerns regarding the following:

- Inconsistency in standards across services and areas
- Emphasis on cost & efficiency rather than quality of care
- Common themes in complaints and compliments
- Increasing expectation of the service user
- Lack of clarity for service users
- Increasing focus on regulation and performance

The Fundamentals of Care supports the current quality agenda and is explicit within, “Doing Well, Doing Better” - Standards for Health Services in Wales; Healthcare Inspectorate Wales review of NHS Wales organisations including their spot-checks; the Older People’s Commissioner for Wales’ review of dignity in the care of older people in hospital (2011); and the National Service Framework for Older People (2006).

In recognition that the process of care is as important to the patient experience as the outcome of care, the document lists 12 aspects of care pertinent to adults.

The 12 aspects of care identified by patients and carers as being the most important are:

- Communication & Information
- Respecting people
- Ensuring safety
- Promoting independence
- Relationships
- Rest, sleep and activity
- Ensuring comfort: alleviating pain
- Personal hygiene and appearance and foot care
- Eating and drinking
- Oral health and hygiene
- Toilet needs
- Preventing pressure sores
‘Fundamentals of Care’ draws together a composite set of indicators, which are research and best-practice based. These indicators are drawn from a range of statutory, mandatory and professional requirements and national policies.

The ‘Fundamentals of Care’ document directs that all standards are to be met and compliance systematically monitored. It is the responsibility of the organisation providing that care and the staff they employ to implement, evaluate and audit these standards.

Whilst all NHS organisations had developed individual Fundamental of Care audit tools, it had long been recognised that an All Wales Fundamentals of Care Audit tool should be developed.

In June 2008, the Minister for Health and Social Services launched Free to Lead, Free to Care, Empowering Ward Sisters/Charge Nurses Ministerial Task and Finish Group, one of the key recommendations in the report was:

“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”.

Following the launch of Free to Lead, Free to Care a National Task and Finish subgroup was established to address the All Wales Fundamentals of Care Standards and develop the All Wales Fundamentals of Care electronic Audit Tool. The Chair of the group was Denise Llewellyn, Director of Nursing.

During the development of the audit tool the then Gwent Healthcare NHS Trust engaged Community Health Council (CHC) staff to support the development of the user component of the audit tool. It was felt that the involvement of the CHC’s supported an important element of impartiality from a patient’s perspective.

The audit tool was completed and piloted across Wales in June 2009. In September 2009, the Fundamentals of Care Audit Tool went ‘live’ across general inpatient wards/Depts. Subsequently the Audit Tool has been refined for A & E, Theatres & Outpatients.

It should be noted that the standards related to ‘Respecting People’ and ‘Relationships’ were amalgamated in the tool.

Each standard had been originally mapped against the All Wales Healthcare Standards. In 2010 the standards were updated and the “Doing Well, Doing Better” Standards for Health Service in Wales document was published by Welsh Assembly Government. The Fundamentals of Care Standards have now been mapped against the revised standards.

The electronic system underpinning the audit tool can analyse and generate reports from the data entered at ward level. It also enables each ward to develop Action Plans to address identified issues causing concern as well as building on areas of good practice. Data are filtered by standard, ward, speciality and site.
NHS organisations are required to undertake a full audit of all their hospital wards/dept on an annual basis and submit the results to the Chief Nursing Officer/Nurse Director for Wales, where an All Wales Summary is produced.

The information below is a summary of the 2011 audit undertaken by 8 NHS organisations during the months of October–November 2011.

Many more departments are now using the audit tool in comparison to 2009. The information gathered will continue to be used to form a benchmark for organisations to prioritise local action but also to influence all Wales work, to improve the standards of patient care and enhance the overall patient experience.
### Summary of Audit Results – by Organisation

#### Abertawe Bro Morgannwg University LHB

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Summary – Areas for Action

The following section provides a summary of the information provided. The graphs show the average compliance from both the professional and user perspective within each NHS organisation for each standard. The table provides a selection of the common issues/key themes, areas of good practice and plans for improvements that have been identified by the organisations involved.
Standard 1 Communication & Information
Standards for Health Service in Wales: Standards 2;8;9;18;20;23

Principle: You will receive full information about your care in a language and manner sensitive to your needs

**Sdt 1 Compliance within each area**

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**Summary of Common Issues/Key Themes**

- The recording of patient demographic details in patient's documents is not always completed.
- Care plan not always discussed with patient and/or carers and views of relatives and patients not always sought.

**Areas of Good Practice with the following standards**

- A good standard of recorded keeping noted across some wards in all organisations.
- Improvement in the standard of patient information.
- Patient's spirituality requirements addressed through regular chaplaincy visits.
- Introduction of Transforming Care (see 1000 Live Plus website for details)
- Monthly documentation audits/patient satisfaction surveys are being undertaken across some wards in all organisations.

**Plans for Improvement**

- Recognised need to improve standard record keeping.
- Recognised need to address inconsistencies in relation to nursing documentation.
Standard 2 & Standard 5
Standards for Health Service in Wales: Standards 5;8;9;10;12;18;19;24;26

Respecting People - Principle: Your human rights to dignity, privacy and informed choice will be protected at all times, and the care provided will take account of your individual needs, abilities and wishes.

Relationships - Principle: You will be encouraged to maintain your involvement with family, friends and to develop relationships with others, according to your wishes.

Summary of Common Issues/Key Themes
- Some areas reporting a lack of facilities for relatives to stay overnight.
- Information about the patient’s cultural & spiritual needs where available was not being documented.
- Access to facilities for relatives staying overnight is an issue in some organisations.
- Staff attendance at Diversity, Equality & Human Rights Training & Protection of Vulnerable Adults (POVA) training programmes remains an issue.
- Some areas concerning the quality of the patients’ gowns and lack of availability of patient nightwear.

Good Practice with the following standards
- Introduction of the ‘This is me’ booklet as part of the ‘Butterfly Scheme’ (dementia care).
- Transforming Care initiative has resulted in improvements in ward organisation and safety.
- Health Care Support Worker Development Programme in place to support the dignity and respect agenda.

Plans for Improvements
- Support for staff to attend Diversity, Equality & Human Rights Training & Protection of Vulnerable Adults (POVA) training programmes.
- Review provision of hospital gowns.
- Promoting the need for relatives overnight/rest accommodation.
- Implementation of Spiritual Standards.
Standard 3 Ensuring Safety  
Standards for Health Service in Wales: Standards 4; 5;12;13;16; 22; 23; 26

Principle: Your health, safety and welfare will be actively promoted and protected. Risks will be identified, monitored and were possible, reduced or prevented

Sdt 3 Compliance within each area

Summary of Common Issues/Key Themes

- Lack of available training places for staff on mandatory training programmes, especially Manual Handling remain an issue in some organisations.
- Staff not always provided with feedback to reported incidents.
- Concern for management of patients with challenging behaviours/requiring supervision on acute wards.
- Lack of security available in some areas within organisations.

Good Practice with the following standards

- All report staff are aware of the ‘Clean Your Hands’ campaign.
- Examples of clear escalation processes in place supporting the reporting and responses to serious incidents.
- Regular Ward Cleanliness Audits.
- Equipment well maintained.
- Introduction of the Transforming Care initiative across a number of wards within all organisations.

Plans for Improvements

- Organisations working to improve mandatory training programmes for staff.
- Planned roll out plan for Transforming Care initiative.
- Review of ward security especially by night.
Standard 4 Promoting Independence
Standards for Health Service in Wales: Standards 3; 5; 8; 9; 10; 12; 16; 18; 20

Principle: The care you receive will respect your choices in making the most of your ability and desire to care for yourself.

Summary of Common Issues/Key Themes
- Some organisations continue to experience difficulties and delays in accessing Allied Health Professions and Social Workers out of hours, resulting in delays in patient discharges.
- Written documentation involving families/carers in the discharge process sometimes not completed.
- Discharges delayed due to the lack of access to equipment for home use.

Good Practice with the following standards
- Patients involvement in the discharge planning process.
- Establishment of service user forums.
- Early involvement of community services in the discharge planning process.
- Implementation of Transforming Care.

Plans for Improvements
- Collaborative working with Social Services.
- Patients encouraged to make decisions in relation to personal care.
- Exploring ways in which to improve access to Allied Health Professionals and Social Services
- Introduction of ‘Patient Status at a Glance’ boards as part of the Transforming Care initiative
- Introduction of ‘Intentional Rounding’ as part of Transforming Care
Standard 6 Sleep Rest and Activity
Standards for Health Service in Wales: Standards 5; 7; 8; 12

**Principle:** Consideration will be given to your environment and comfort so you may rest and sleep.

**Sdt 6 Compliance within each area**

![Graph showing compliance percentages across different areas: ABM, AB, BC, C&V, CT, H Dd, Powys, Vel. Operational 2011 and User Experience 2011 are indicated.]

**Summary of Common Issues/Key Themes**

- Lack of documented evidence of patient’s normal sleep pattern on admission.
- Inadequate supply of linen and pillows in some organisations.
- Ward activity and noise levels particularly at night, preventing patients sleeping.
- Patients being moved by night.
- Protected rest periods for patients during the day need to be increased.
- Lack of availability of head phones for phones.

**Good Practice with the following standards**

- Alternative rooms made available to patients having difficulty in sleeping at night.
- An increase in the number of pillows & blankets available in some organisations.
- Adaptation of medicine rounds to prevent patients being disturbed late and night and early in the morning.
- The introduction of patient sleep patterns being documented in their care plans.
- Staff trained in relaxation techniques (Mental Health).
- Nurses working at night encouraged to wear soft soled shoes.

**Plans for Improvement**

- Introduction of check list and regular audit of admission documentation
- Improved availability of head phones.
- Some organisations exploring the purchase of low ringing volume phones for use in ward areas at night.
- Development of clear protocols for the movement of patients overnight.
- Introduction of protected rest periods for patients.
Standard 7 Ensuring Comfort Alleviating Pain
Standards for Health Service in Wales: Standards 5; 7; 10; 20; 23; 26

**Principle:** You will be helped to be as comfortable and pain free as your condition and circumstances allow.

**Sdt 7 Compliance within each area**

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**Summary of Common Issues/Key Themes**
- Accessibility to pain management services is an issue in some organisations.
- Pain assessment tools not utilised consistently.
- Documenting pain assessments needs to be improved.
- Difficulty in accessing specialist support teams e.g. psychology services.
- Timeliness of access to pain management equipment in some organisations.
- Staff unable to attend pain management/end of life care pathway training programmes.

**Good Practice with the following standards**
- Pain management team and specialist support services available in some organisations.
- Use of a Pain Assessment Tool.
- Involvement of patients in pain management.
- Improvements in pain assessments being undertaken in A&E departments.
- Availability of alternative methods of pain relief e.g. TENS and heat pads.
- Introduction of ward metrics.

**Plans for Improvement**
- Review provision of End of Life training for Registered Nurses to support staff in the delivery of the End of Life Care pathway.
- Increase access for nurses to Pain Management study days.
- Increase availability of profiling beds.
- Implementation of Ward/Unit Nursing Metrics.
Standard 8 Personal Hygiene, Appearance & Foot Care Standards for Health Service in Wales: Standards 2; 5; 8; 10; 12; 13; 16; 20; 22

Principle: You will be supported to be as independent as possible in taking care of your personal hygiene, appearance and feet.

Sdt 8 Compliance within each area

Summary of Common Issues/Key Themes

- Lack of mirrors particularly at wheelchair height.
- Patient’s foot care needs are not always assessed and recorded in nursing documentation.
- Limited podiatry input into patients care.

Good Practice with the following standards

- Commode Bundles introduced as part of 1000 Lives Plus initiative.
- Improvement in the availability of male and female toileting and bathing facilities.
- Health Care Support Worker training programme for Foot Care.
- Introduction of ‘Intentional Rounding’ as part of Transforming Care.

Plans for Improvement

- Review of bathroom mirrors and promote introduction of mirrors at sitting and standing height.
- Improving the documentation of assessment for foot care needs.
- Introduction of training programmes for Foot Care and Nail Care.
- Development of foot care assessment tool.
**Standard 9 Eating & Drinking**

**Standards for Health Service in Wales: Standards 5; 8; 14**

**Principle:** You will be offered a choice of food and drink that meets your nutritional and personal requirements and provided with any assistance that you need to eat and drink.

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**Summary of Common Issues/Key Themes**
- Variations in the standard of documentation e.g. not always complete.
- Lack of access to Speech and Language Therapy.
- Inconsistencies in routine weighing of patients.
- Lack of availability of snacks.
- Lack of availability of day rooms for patients to each their meals away from the bedside.
- Staff are experiencing difficulty in attend training on ‘Food Handling’.

**Good Practice with the following standards**
- Improvement in the number of Patient Nutritional Risk assessments undertaken on admission.
- Improvement in the number Patient Nutritional Risk assessments evaluated.
- Protected Mealtimes, with the emphasis on allowing families and or carer to assist in feeding where necessary.
- Availability of snacks for patients who have missed meal times available in some areas.

**Plans for Improvement**
- Implementation of training packages to enable registered nurses to perform swallow assessments.
- Improvements in offering patient’s hand washing prior to meals.
- Review frequency of ‘beverage’ rounds.
- Ensure regular audits of documentation is undertaken.
- Continue to work collaboratively with dietetic and catering staff.
Standard 10 Oral Health & Hygiene
Standards for Health Service in Wales: Standards 5; 8; 13

Principle: You will be supported to maintain a healthy, comfortable mouth and pain free teeth and gums, enabling you to eat well and prevent related problems.

Summary of Common Issues/Key Themes
- Variation in the application of the Oral Health Standards.
- Variation in the standard of information on patient’s oral hygiene needs in the care plans.
- There is limited access to toothpaste & toothbrushes.
- Staff do not know procedure or have difficulty in accessing a dentist.

Good Practice with the following standards
- Provision of denture care.
- Oral toilets available to dependant patients.
- Improvements in Oral Hygiene assessments.
- Introduction of standardised ‘oral packs’ for dependant patients.

Plans for Improvement
- Introduction of the All Wales Oral Health & Hygiene Assessment Tool.
- Health Care Support Worker training programmes.
- Implementation of Transforming Care.
- Implementation of Ward Nursing Metrics.
- Access to improved ‘oral packs’ and toothbrushes.
Standard 11 Toilet Needs
Standards for Health Service in Wales: Standards 5; 8; 10; 12; 13; 16

Principle: Appropriate, discreet and prompt assistance will be provided as necessary, taking into account your specific needs and privacy.

Summary of Common Issues/Key Themes
- Some organisations are reporting inadequate sluicing facilities and many facilities are not in good working order.
- Undersized toileting facilities.
- Variations in the documentation of patient’s toileting needs.
- Inappropriate placement of urinals at bedside tables and lockers.

Good Practice with the following standards
- Improvement in the number of gender specific toilets.
- All patients’ toileting needs are assessed and documented.
- Hand washing facilities and paper towels are available in all toilet areas.
- POINT reviews undertaken which review the Ward Environment and Dignity and Privacy issues.
- Commode Bundle and Catheter Bundle introduced.
- Access to male Urological Specialist Nurse.
- Link Nurses for catheter care/infection control introduced.
- Quick response from nursing staff to call bells.
- Continence teams providing support to patients, relatives and nursing staff available in some Health Boards.

Plans for Improvement
- Development of an All Wales Continence standard.
- Development of continence training which is easily accessible to nursing staff.
- Improvement of signage within ward areas.
- Reinforcement of the importance of removal of bed pans/urinals from patient bedside.
- Patient Dignity Surveys being undertaken quarterly.
Standard 12 Preventing Pressure Sores/Pressure Ulcers
Standards for Health Service in Wales: Standards 5; 7; 8; 9; 12; 14; 16; 22; 26

**Principle:** You will be helped to look after your skin and every effort will be made to prevent you from developing pressures sores.

**Sdt 12 Compliance within each area**

![Compliance Chart]

**Summary of Common Issues/Key Themes**

- Variation in the availability of written information for patients on the prevention and management of pressure ulcers.
- Care Plans do not always reflect the ongoing pressure ulcer management.
- Staff are experiencing difficulty in attending training on assessment of risk and prevention of pressure damage.

**Good Practice with the following standards**

- Risk assessments being completed.
- Pressure Ulcer incidence monitored as part of Care Metrics and Nursing Dashboard.
- Introduction of SKIN bundle.
- Introduction of Transforming Care.
- Introduction of Intentional Rounding.
- Improved access to pressure relieving equipment.
- Access to specialist support teams Tissue Viability Audits undertaken.

**Plans for Improvement**

- Improve patient information leaflets.
- Support in releasing nurses from wards to undertake training sessions.
- Implementation of the All Wales SKIN bundle across all wards in all Health Boards.
- Implementation of Transforming Care across all wards in NHS Wales.
Results

All seven Health Boards and Velindre NHS Trust have submitted reports outlining the findings of their respective audits. Each organisation has presented the findings/reports at their Executive Board meeting and the Director of Nursing has signed off the report.

2011 Data

Despite Health Boards showing improvements in the standards identified below since the national audits began in 2009, the current audit suggests that these areas continue to need improvement:

a. Personal Hygiene and Appearance (Standard 8)

b. Oral Health and Hygiene (Standard 10)

Whilst a few of the Health Boards and Trust have shown significant improvement on their 2010 results, it is anticipated that with the introduction of the All Wales Mouth Care Bundle, Transforming Care and the Older People’s Commissioner for Wales’ Health Board/Trust Action Plans that the 2012 audit will show a marked improvement in both these areas across all Health Boards.

One area in particular that has been identified by a number of Health Boards as needing improvement is:

c. Sleep, Rest and Activity (Standard 6)

Nurse Directors in discussion with the Chief Nursing Officer for Wales will agree an All Wales work programme to address the issues identified.

All the Health Boards and NHS Trust involved in the audit have recognised that they have areas/wards that need to improve. Each Health Board and NHS Trust has put in place processes and systems so that each area/ward will review and update their Action Plans on a regular basis, thereby addressing the issues raised and improving on the care. The Directors of Nursing have an overview of all the Action Plans.
Conclusion

The All Wales Fundamentals of Care Audit Tool is now in use across all hospitals in NHS Wales. Work has continued throughout 2011 adapting the tool for use in Mental Health and Community Nursing Services settings. The group has been working on the development of a number of questions relating to dementia and mental health issues for use in the acute setting.

Many more departments are now using the audit tool in comparison to 2009. The information gathered will continue to be used to form a benchmark for organisations to prioritise local action but also to influence all Wales work, to improve the standards of patient care and enhance the overall patient experience.