

# ENSURING QUALITY STANDARDS



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# CAN WE?

# DO WE?

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- ❑ Can any of us say hand on heart that our healthcare establishment is at a gold standard at any one time, against any of the key standards?
  - ❑ I thought ours were.....
  - ❑ So.....is it any surprise that CQC, patients, carers and relatives find things that could be questionable regarding our patient care / standards of care
  - ❑ How can we demonstrate our competence to care safely and professionally, is it just qualification driven or should the onus be on really good communication skills?

# Is the patient put first?

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- ❑ Is the patient more important than anything else?
- ❑ Do we 'big up' our good achievements but swerve away from the possibly critical issues
- ❑ Do we perhaps tolerate a degree of poor practice, or even be aware it could be happening
- ❑ Assume that documentation, monitoring, performance management or intervention/action was the responsibility of someone else
- ❑ Fail to tackle challenges to a "perfect" culture (don't rock the boat)
- ❑ Forget the risk of disruptive loss of corporate memory and focus, resulting from repeated reorganisation

# Putting the Patient First

Let common sense prevail....

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- ❑ Putting the patient first
- ❑ No breaching of overarching standards/values
- ❑ Professionally endorsed evidence based compliance
  - agreed competences, policies etc
- ❑ Openness, transparency and candour throughout the system
- ❑ Ensure that the relentless focus of the healthcare regulator is on policing compliance with these agreed standards and patient reported outcome measures (PROMs)
- ❑ Accountability & responsibility of the provider, individuals, and senior managers to ensure the public are protected from those not fit to deliver a safe and holistic service

# How can we achieve that?

Patients, not numbers count

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- ❑ Financial control, corporate governance, commissioning and regulatory systems are necessary, but alongside with...
- ❑ Enhancing recruitment, education, training and support of key contributors of healthcare, empowering nursing and allied healthcare leadership positions, to ensure the integration of essential shared values into everything they do
- ❑ Develop share and publish ever improving means of measuring and understanding the performance of individual professionals, teams, units and provider organisations for the patients, the public, and all other stakeholders in the system

# How Can We Deliver Quality Care?

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- ❑ Communicate, communicate, communicate
- ❑ Ensure achievement of financial targets does not compromise patient care
- ❑ Support staff to report failings/concerns
- ❑ Promote a 'no blame' culture
- ❑ Be open, honest and transparent
- ❑ Ensure that staff are fit for practice and purpose
- ❑ Act upon reported outcomes
- ❑ Never make assumptions

# So how in reality are we going to achieve and meet these standards?

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- ❑ INDIVIDUALISED CARE
- ❑ ACCURATE & APPROPRIATE INFORMATION
- ❑ PHYSICAL & PSYCHOLOGICAL NEEDS
- ❑ SUPPORT INDEPENDENCE & SOCIAL PARTICIPATION
- ❑ SPIRITUAL WELLNESS & EMOTIONAL SUPPORT
- ❑ KNOWLEDGE OF THE PATIENTS END OF LIFE WISHES
- ❑ SUPPORT & BE AWARE OF CARERS WELLBEING

