Derbyshire Healthcare NHS Foundation Trust

MHA QI Project

Cubley Court Dementia Wards

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Our Approach

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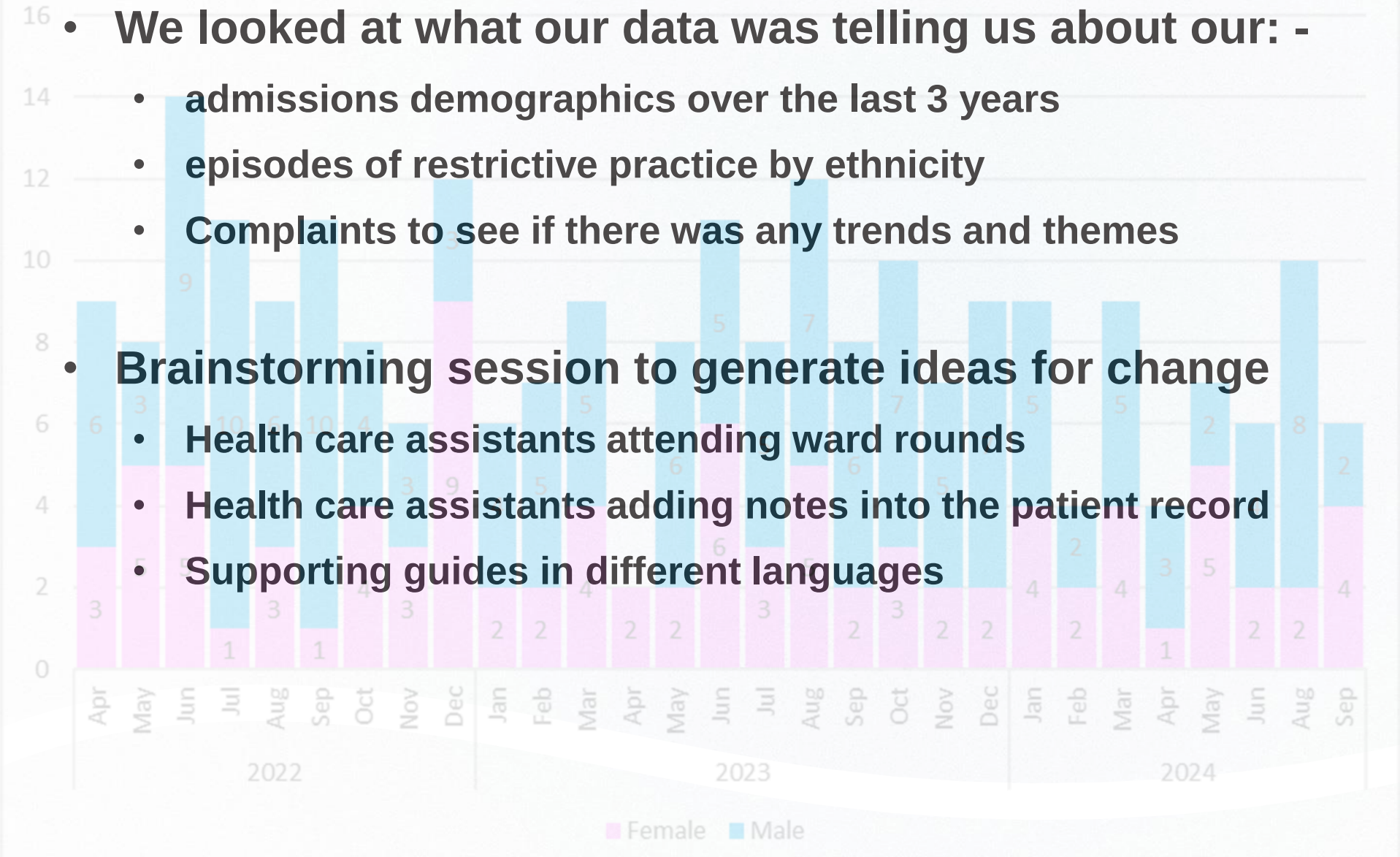
- We looked at what our data was telling us about our: -
  - admissions demographics over the last 3 years
  - episodes of restrictive practice by ethnicity
  - Complaints to see if there was any trends and themes
- Brainstorming session to generate ideas for change
  - Health care assistants attending ward rounds
  - Health care assistants adding notes into the patient record
  - Supporting guides in different languages



Of 115 Female admissions 9 (8%) were from ethnically diverse backgrounds

Of 125 Male admissions 11 (9%) were were from ethnically diverse backgrounds

10% of all patients experiencing restrictive practice methods were were from ethnically diverse backgrounds and a further 11% of patients was unspecified

What we are doing

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- All ideas were reviewed and evaluated with staff

- This provided us with a definitive list of ideas to progress
  - Easy read guides for the MHA rights
  - Health care assistant support/feedback into Multi-Disciplinary Meetings (MDM's)

Documentation – Easy Read

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ADMISSION TO HOSPITAL FOR ASSESSMENT

(Section 2 of the Mental Health Act 1983)

1. Patient's name	
2. Name of the person in charge of your care (your "responsible clinician")	
3. Name of hospital and ward	

Why am I in hospital?

You are being kept in this hospital under section 2 of the Mental Health Act 1983. You have been examined by two doctors and they think that you have a mental disorder and you must stay in hospital so that the person in charge of your care (your responsible clinician) can find out what is wrong and how to help you.

How long will I be here?

You can be kept here for up to 28 days.

During this time you must not leave unless your responsible clinician tells you that you may. If you try to leave the staff can stop you, and if you do leave you can be brought back.

If you were already being kept in hospital under section 4 of the Mental Health Act, then the time you have already been in hospital counts as part of the 28 days.

In your case the 28 days end on:

Date:

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MENTAL HEALTH ACT RIGHTS

You have been **detained** under **Section 2** of the **Mental Health Act**

We want to help you understand why you are in hospital and what will happen while you are here.

What is the Mental Health Act?
The Mental Health Act is a law. This law helps us to know who needs to go to hospital and how long they might stay for.

What does detained mean?
Detained means you have to stay in hospital until a doctor says you can leave.

Why am I here?
You are not well and you need help to get better. The doctor thinks that the best place for you to get better is in hospital. This might be to keep you safe or to keep other people safe.

How long will I be here for?
You will be here for up to 28 days under this section, if you are still in hospital at the end of the 28 days the doctors will come and talk to you about what happens next in your care.

Please turn over for page 2

Document – Easy Read Approach

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- Met with carers and user representative for support on producing documents
- Agreed Easy Read English guides to provide information on the MHA
  - Larger font sizes
  - Met the national reading age of 9-13
- Speech and Language Therapist was asked to generate the documents
- Tested with patients on the ward
- Reviewed the feedback and amended the document
- Rolled out on Cubley Court and shared with the Functional Adult Wards

Staff and Patient Feedback

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6 patients, 1 relative and 10 members of staff have provided us with feedback

- All the patients said they preferred the easy read version to the older one,
- The patients said that the old version had too much information on it.
- Some of the patients understood as they said that they wont need to appeal as they have discharge plans already.
- Some patients said they understood the new form but didn't want to elaborate on it.
- Some patients that could not understand still were able to read the information out loud.
- The relative fully understood the information on the easy read form
- The ward staff see the value in the easy read form and has found it helpful when trying to explain the MHA rights to the patients in "normal language"

Observations

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Patients had to be reminded that the easy read form was double sided. To look at how we could improve this we identified a few options

- **Make it single sided and staple the two sheets together**
- **Add a clear message on the document**

We opted for putting a note on the document advising the need to turn the page over.

Health Care Assistants – Multi-Disciplinary Meeting Support

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- Microsoft form was created and circulated
- Feedback on willingness and barriers was observed
- Based on the feedback we adapted the option by providing an alternative approach using our Brigid App (mobile device for recording patient data)
- Feedback has shown that staff require additional support, and we are in the process of generating an information guide

Tissue Viability Training

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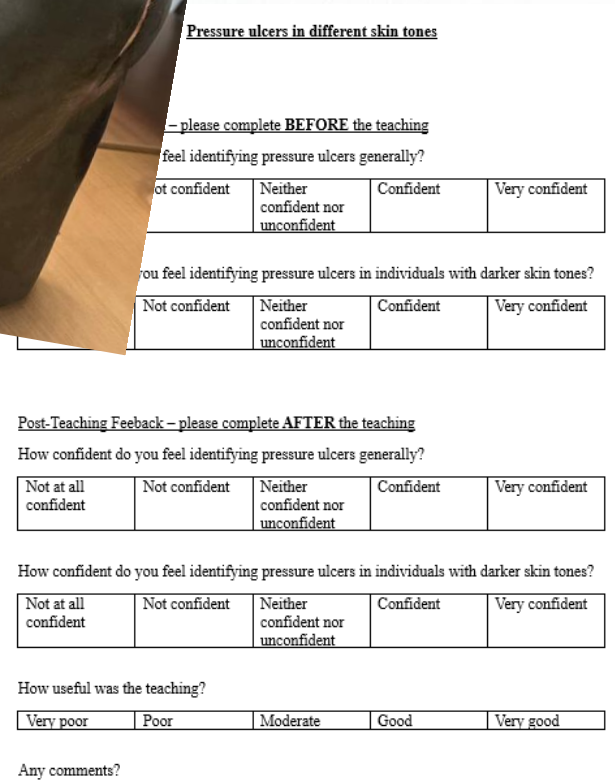
- Dr Colwill identified a need for staff training on tissue viability
  - No immediate access to GP's
  - Patients can be on the ward for a long period of time due to their condition
  - Staff confidence in tissue viability was low
  - Physically frail patient group as opposed to our other acute wards
- Budget sourced and Seymour 2 was purchased
- Developing a bitesize package of training, in collaboration with our Health Protection Team, to support a variety of skin colours
- First training session will take place on 27th March 2025
- Follow a PDSA approach by evaluating and adjusting the delivery of the training
- Training will be ongoing and rolled out to other inpatient areas



Pressure ulcers in different skin tones

– please complete **BEFORE** the teaching

feel identifying pressure ulcers generally?

ot confident	Neither confident nor unconfident	Confident	Very confident

ou feel identifying pressure ulcers in individuals with darker skin tones?

	Not confident	Neither confident nor unconfident	Confident	Very confident

Post-Teaching Feeback – please complete **AFTER** the teaching

How confident do you feel identifying pressure ulcers generally?

Not at all confident	Not confident	Neither confident nor unconfident	Confident	Very confident

How confident do you feel identifying pressure ulcers in individuals with darker skin tones?

Not at all confident	Not confident	Neither confident nor unconfident	Confident	Very confident

How useful was the teaching?

Very poor	Poor	Moderate	Good	Very good

Any comments?

Cubley Court Forward Planning Slide

Change idea	Short-term impact	Desired long-term impact	Next steps for the team	Additional support the team would benefit from
1. Training on tissue viability and wound care for different skin tones 2. Accessible section 2&3 rights documents 3. Increased opportunities for HCA input into ward rounds (e.g. casenotes)	• Staff to identify & be aware of the gaps in their own knowledge and to be encouraged and supported to find opportunities to address these • Improved staff awareness of identifying and managing pressure wounds in the early stages in different skin tones • Improved carer/ family and patient understanding of their rights under the MHA, the admission and discharge process to better manage expectations • Build better relationships between staff and patients and their carers	• Improve delivery of personalised care & patient outcomes through the achievement of more detailed and complete obs reviews to support MDM decisions • Increased staff understanding & awareness of confusion in patients and different Dementia diagnoses • Increased staff curiosity and confidence to ask questions and discuss needs related to patients' ethnic/ cultural background in a respectful manner • Improved staff understanding of processes to identify and treat pressure wounds & reduction of inappropriate uses of/ requests for pressure mattresses • Change in the rate of appeals on the ward due to improved patient understanding of their rights under their section • Commitment to continued improvement work	**In the next month:** **-** Prepare pre- and post- training evaluation materials -Prepare training materials -Send out comms & agree dates for training sessions -Begin rolling out training to Cubley Court -Share accessible rights documents with other wards in the trust -Develop case note guide for HCAs -Start conversation on work with relevant forums **In the next 3 months:** -Evaluate training on Cubley Court & look to roll out more widely (get on ESR) -Share learning from project: *top leadership team, finance & performance group, training forum, CRG, engagement hour, QI forum, physical health forum* **In the next 6 months:** - Review opportunities for HCA input into MDMs (Tess to run QI session/ chats) -Share & promote case note guide and work to HCAs	The team highlighted that the continuation of this project work after the end of the initial QI programme **would benefit from the following support & structures:** • Internal monthly check-ins to review progress • Review session for training materials • Link with executive sponsor to discuss next steps for sharing and spreading learning, rights documents and tissue viability training

*Project team will continue to collect and analyse this data on an ongoing basis, to track progress against these long-term impact measures

Next Steps for the Team

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- Work towards embedding the new approaches
- Continue with collecting feedback and amending processes based on the findings
- Continue developing our expertise and experiences in our Quality Improvement journey