Using a Quality Improvement Approach to Embed WHC 001

Rebecca Charles ABMU HB  WHC001 Lead
**Aim:**
Share ABMU HB learning experience of using a quality improvement approach in care homes

**Learning outcomes:**
- Recognise Quality Improvement and the PDSA Cycle
- Understand data collection and its importance to programme delivery
- Recognise the complexities of working with multi disciplinary agencies
The problem...

No consistent approach to improve mouthcare standards for older people living in care homes in ABMU HB

A Place to Call Home,
Sarah Rochira, The Older Persons Commissioner, 2014
Background...
Plan

- Start small
  - Scoping exercise
  - Early adopters
  - All Wales Task and Finish Group

- Expectations
  - Implement risk assessments / care plans
  - Staff training
  - Data collection
  - Quality Assurance
  - Annual report to WG
What we heard and listened to

- Staff not receiving mouthcare training
- Care staff unsure what to use for mouthcare issues
- Dental Service Provision – lack of consistency
- No communication with residents and family
- No one taking the lead

"Recently a resident passed away, his mouth was so dry I felt like I had let him down. His family commented on how dry his mouth appeared. That will stay with me forever, if only I knew these products were available. I would have paid for them myself."

Care Staff Member, ABMU HB
April 2016

"A situation suddenly arose during a night shift, nobody knew who to ask for advice. These booklets would have been just what we needed."

Staff discussing the IMC booklet during a training session in Bridgend.

Bridgend December 2016
Do

- Initial meeting with care home
- Recruit motivated mouthcare champions
- Provide staff training
- Implement risk assessments and care plans
- Collate what we saw – data collection
Study

- Communication - key
- Posters - ensure everyone has a voice / is involved in the programme
- Collection / analysis of the data
- Predictions - were they correct?
- Outcome – what was learnt?
Outcome to date.....

Number of care homes participating

May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr
2016 2017
Number of care homes
Outcome to date.....

Number of care homes participating

May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr
2016 2017
Number of care homes
Outcome to date.....
### Improving Oral Health for Older People Living in Care Homes

<table>
<thead>
<tr>
<th>Aim</th>
<th>Driver</th>
<th>Intervention</th>
<th>Measures - bold are essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving the oral health of older people living in care homes in Wales</td>
<td>Local Authority / Health Board Policy on Oral Care for Care Homes</td>
<td>Care home mouthcare policy in place and reviewed annually</td>
<td>An up to date mouthcare policy is in place</td>
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<tr>
<td>----------------------------------------------------------------------</td>
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<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>Staff are appropriately trained and skilled in mouthcare</td>
<td>At any time, at least 50% of care home staff have been trained or updated in mouthcare</td>
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<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>Care home has at least one oral champion</td>
<td>No. of oral champions in the home</td>
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</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>Mouth Care Risk Assessment</td>
<td>All residents have initial risk assessment by oral care champion / suitable trained staff within 7 days of moving into the home</td>
<td>At least 90% of residents are risk assessed within 7 days</td>
</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>Individual Care Plan In Place and Delivered</td>
<td>Care Plan Reflects Risk Assessment</td>
<td>At least 90% of residents have an individual care plan that is delivered</td>
</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>Care home manager(s) can identify local dental services for residents</td>
<td>At least 90% of residents have appropriate toothbrush / toothpaste / denture care resources</td>
<td></td>
</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>Delivery of Dental and Oral Care through Care Pathways</td>
<td>Links established with dental team for staff training</td>
<td>The number of days training given to care home staff by dental team (annually)</td>
</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>Care home manager has contacts with appropriate local dental services for residents</td>
<td>Care home manager has contacts with appropriate local dental services for provision of timely care</td>
<td></td>
</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td>CSSIW inspect care homes against the regulations</td>
<td>CSSIW monitoring and inspection includes mouthcare</td>
<td>Home has been inspected and there have been no adverse reports on mouthcare</td>
</tr>
<tr>
<td>Improve the oral health of older people living in care homes in Wales</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
What does this mean for the CDS?
% of residents who have been risk assessed by participating homes

Percentage of residents who have received a risk assessment as recorded at ABMU participating care homes (n=11) from May 2016 to Apr 2017

Summer Holidays...

Documentation change...
Number of risk assessment in Care Home F

Number of residents receiving a mouthcare risk assessment in care home F

Max of Total number of residents in Care Home
Max of Number of residents risk assessed
Ensuring it is not just a ....
### Appendix 1 – Quality Assurance Documentation

<table>
<thead>
<tr>
<th>Residents ID:</th>
<th>PJ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to date risk assessment</td>
<td>Y</td>
</tr>
<tr>
<td>Up to date care plan</td>
<td>Y</td>
</tr>
<tr>
<td>Care plan reflects risk assessment</td>
<td>Y</td>
</tr>
<tr>
<td>Comments:</td>
<td>No issues, very thorough documentation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th>JS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to date risk assessment</td>
<td>Y</td>
</tr>
<tr>
<td>Up to date care plan</td>
<td>Y</td>
</tr>
<tr>
<td>Care plan reflects risk assessment</td>
<td>P</td>
</tr>
<tr>
<td>Comments:</td>
<td>Queried bleeding gums captured on risk assessment but resident details unclear as to what is being done on the care plan. More information required for care staff to ensure they carry out residents needs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Residents ID:</th>
<th>DJ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to date risk assessment</td>
<td>N</td>
</tr>
<tr>
<td>Up to date care plan</td>
<td>N</td>
</tr>
<tr>
<td>Care plan reflects risk assessment</td>
<td>N</td>
</tr>
<tr>
<td>Comments:</td>
<td>Lack of documentation, discovered resident in hospital, and staff had not updated documentation to reflect this</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Residents ID:</th>
<th>JC</th>
</tr>
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<tr>
<td>Up to date risk assessment</td>
<td>Y</td>
</tr>
<tr>
<td>Up to date care plan</td>
<td>Y</td>
</tr>
<tr>
<td>Care plan reflects risk assessment</td>
<td>Y</td>
</tr>
<tr>
<td>Comments:</td>
<td>No issues with documentation, thorough. Visited resident’s room to ensure products stated available and being used.</td>
</tr>
</tbody>
</table>

**Discussed with (Signature of Champion):**

Champion A and Champion B
Residents are now confident to have monthly oral assessments using a torch.

Staff continue to prompt residents with oral hygiene who would forget.

More confident with new documentation highlighting residents needs.

Reviews with lead (QA) very useful.
Complete oral care risk assessments on admission

Continue to document more accurately on a monthly basis

Staff to be aware of residents needing replacement products

Liaise with dentist – all concerns
Stock readily available at care home

Organised files for champions and residents

Denture pots

Act

Posters
ABMU learning event

Information for residents and families following event

Time spent with residents
Quality Assurance....

Document Created

Total score for care plans that have been assessed

Number of care plans

Documentation Changes

0 1 3 4 5 6 7 8

Jan-16 Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 Dec-16 Jan-17 Feb-17 Mar-17 Apr-17 May-17

0 5 10 15 20 25
Hi Rebecca,

Just to let you know that I have moved from ********* and am now the manager of ********** nursing home in ********. I’m wondering if you are in contact with the home regarding setting up the oral care champions and training etc? Sorry I haven’t been in touch recently as I have been using up my annual leave before finishing at ********** on Friday. Hope to work with you again soon!

Kind regards

****
We’re still as important as ever
Hengoed Court Care Home Swansea

Our mouthcare journey so far

Marie Diamond - Manager
Tim Williams - Staff Trainer
Train & educate staff in the importance of mouthcare (this includes residents)

- Ensure staff are aware that mouth care is a fundamental integrated part of personal care - not an added extra!
- Implement mouthcare induction training for all staff
- Collate data and quality assurance to improve mouthcare standards
How mouthcare affects staff

- Links to other health problems - poor mouthcare can increase sickness rate
- Motivation, patience and wellbeing could be affected if staff have mouthcare issues
- Time off work for appointments (including dependants)
- Staff morale is affected by staff absence
Meet our DCP Jan from Belgrave Dental Practice in Swansea
### Mouth Care Induction & Training Folder

<table>
<thead>
<tr>
<th>Date of review</th>
<th>Total number of health and care staff eligible for training</th>
<th>Total number of oral health champions trained (by the CDS)</th>
<th>Total number of health &amp; care staff trained by the CDS (not including oral champions)</th>
<th>Total number of health &amp; care staff trained directly by oral champion</th>
<th>Number of sessions (i.e. morning or afternoon) training given to care home staff by the dental team annually</th>
<th>Total proportion of staff trained</th>
<th>Total number of staff trained by Oral Champion</th>
<th>Total number of staff trained by CDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>31/05/2016</td>
<td>90</td>
<td>7</td>
<td>0</td>
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<td>0</td>
<td>7.8%</td>
<td>0%</td>
<td>7.8%</td>
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<tr>
<td>17/06/2016</td>
<td>90</td>
<td>7</td>
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<td>0</td>
<td>0</td>
<td>13.3%</td>
<td>0%</td>
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<tr>
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<td>22.2%</td>
<td>0%</td>
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<tr>
<td>13/07/2016</td>
<td>90</td>
<td>7</td>
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<td>24.4%</td>
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<td>24.4%</td>
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<tr>
<td>06/09/2016</td>
<td>90</td>
<td>17</td>
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<td>28.9%</td>
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<tr>
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<td>0</td>
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**Not enough staff trained in mouthcare – something had to change**

- **Delivered by champions**
  - DVD Provided and IMC booklet
  - Staff complete workbooks
  - Staff complete competencies observed by a champion
  - Booklet is marked and a certificate is provided along with feedback
- Good mouth care on a personal level
- Arranging rotas to ensure staff can attend training
- Visual awareness around the care home (posters)
- Mouthcare champion meetings/feedback

Getting started...
How did we deliver?

Adopted the PDSA approach

- **Plan** – develop an induction pack
- **Do** – test induction pack - see what worked and what didn’t
- **Study** – Feedback to lead how we were getting on
- **Act** – if changes required, we made them accordingly
What change did we make that resulted in an improvement?

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<td>7</td>
<td>0</td>
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<tr>
<td>13/07/2016</td>
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<td>35.6%</td>
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<tr>
<td>17/01/2017</td>
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<td>18/01/2017</td>
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<td>15</td>
<td>31</td>
<td>1</td>
<td>70.0%</td>
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<thead>
<tr>
<th>Date of review</th>
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<th>Total number of staff trained by CDS</th>
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<tbody>
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</table>
Induction training.....

More staff are trained, champions can concentrate on implementing the risk assessments and care plans.
Staff feedback

- Simply doing a better job for mouthcare
- Confidence has grown
- Personal Development
Where do we go from here?

- Maintain our mouthcare standards
- Continue contact with lead using QA and data collection to ensure we are on track and stay there
- Ensure all staff have mouthcare training as part of their workplace induction
- Share the good work into Hengoed Park
Any questions?