

SCRUTINY: HEALTH & SOCIAL CARE REVIEW GROUP (HSCRG)

AGENDA ITEM

16

(FOR INFORMATION
ONLY)

DATE OF MEETING: 6 March 2019

REPORT OF: The Chief Executive Officer, Healthwatch Luton

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SUBJECT: Healthwatch Luton – Hospital Review on Falls and other trends

PURPOSE

1. To update the HSCRG of Healthwatch Luton's trends on falls at the hospital and update on review of Ward 15

RECOMMENDATIONS

2. **For the HSCRG to read report in line with the L&D Hospital Falls report in March 2019.**

REPORT

3. Healthwatch Luton are the independent health and social care champion in Luton. We are here to listen to people's experiences, and highlight trends in feedback to the providers, scrutiny, and the CQC along with Healthwatch England.
4. Our main interest for this report is in falls for patients, and the conditions surrounding patient falls that lead to serious harm or death.
5. We do not profess that all falls in hospital will cease, and understand the hospital cannot assure anyone of this. Our concern is around the circumstances around falls, reporting of falls, and implementing new schemes alongside Baywatch to ensure falls are reduced.

Background

6. Healthwatch Luton were informed by the general public of a theme of 'falls' at the hospital in late 2016, early 2017. Some of the feedback had been found in 2015, but the main themes spanned over the 2016-2017 period. Healthwatch Luton at this point decided to raise awareness to the hospital, and the HSCRG, who received a 'Trends Letter' outlining key themes in feedback from the public.

7. The main themes Healthwatch were hearing about were:
 - Falls Risks at the hospital not being suitable managed
 - Anticoagulant use in patients without consent or knowledge
 - Timely CT scans for people who had had a fall
 - Dementia Care
8. These trends were highlighted by numerous patients and their families to Healthwatch Luton, including but not limited to a prominent case to which the hospital were dealing with.
9. After the 'Trends Letter' and highlighting concerns to Scrutiny, the hospital responded to HWL in the form of a letter in November 2017, outlining their response to each area. Some of which HWL deemed reasonable, such as re-tendering for low-rise beds for falls risk patients and implementing a new 'Baywatch Scheme') and some of which HWL were dissatisfied (such as timely scans).
10. Healthwatch Luton then proceeded to embark on an Enter and View programme at the hospital, including Ward 15 where a few of the falls feedback had come from in January 2018. We informed the CQC of our concerns about falls and other trends, and concluded our Enter and View Programme in Feb 2018.
11. Our Enter and View findings highlighted concerns around the Baywatch Scheme, which staff themselves informed Healthwatch 'worked in theory but in practice was hard due to lack of staff'. Healthwatch informed the hospital of their findings – and the hospital responded to our recommendations. A full report can be found on our website.

Current Findings

12. Late 2018, after two more falls within the same ward, Healthwatch Luton requested to revisit the hospital to review the response to our recommendations.
13. A full report of the review will be available to download on our website, but the key findings of the review highlighted that Ward 15 had much improved in line with our recommendations.
14. The main findings showed:
 - The Baywatch scheme had much improved
 - Staff morale had much improved
 - Discharge processing had been much improved
 - Activities for patients had been improved and Dementia care improved
15. Our main interest is in falls for patients, and the conditions surrounding patient falls that lead to serious harm or death. We have been in touch with and discussed reporting of falls at the hospital, and need to understand how the hospital prevent further falls and how they report falls when they do happen.
16. Our main interest was around the Baywatch scheme, and with more falls reported to Healthwatch, we are seeking assurance that more is being done to ensure people falling in hospital are provided with:
 - i. Timely and appropriate scans
 - ii. Support to the family is provided on site immediately

17. We have since heard of a further fall, in November 2018, which is similar to our 2017 findings – a fall from a patient, on anticoagulants without informed consent, an untimely CT scan which ended in a death of a patient.

Assurances

18. It would assure the public to understand, and those families who have had patients fall:
 - i. What the hospital are doing to further reduce falls, other than or alongside Baywatch
 - ii. How the hospital report falls to Scrutiny and NHS Improvement
 - iii. Why has there been a discrepancy in the falls reported to HWL and falls reported to Scrutiny

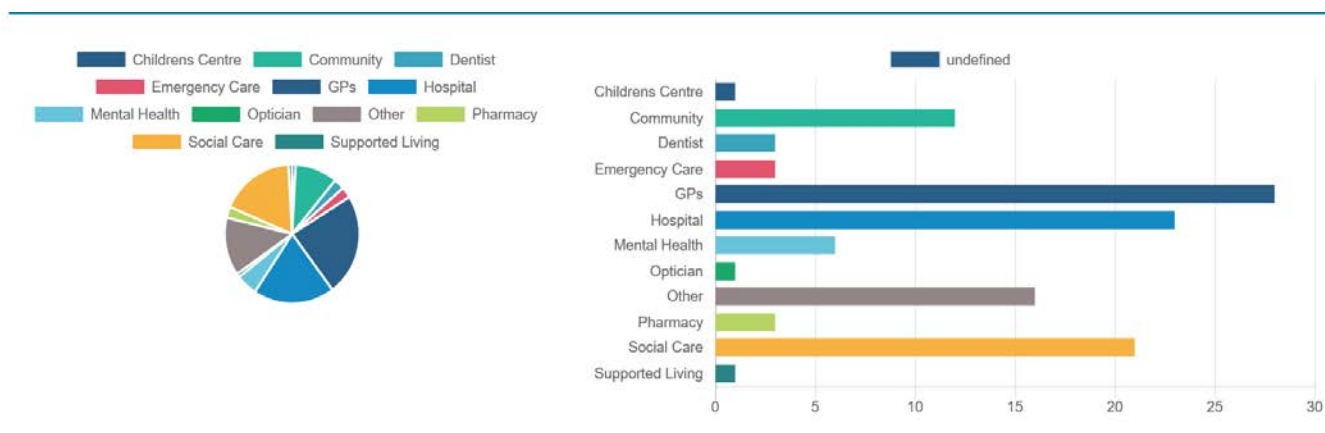
Next Steps

19. We would ask for Scrutiny to support Healthwatch Luton's request for assurances from the hospital of the following:
 - i. Consistent and transparent reporting of falls each quarter in the hospital which result in serious harm or death
 - ii. Implementation of further practices, like Baywatch, which will focus on and support lessening falls, such as training for staff
 - iii. A review of CT scans and their timing when patients fall
 - iv. A review of the provision of anticoagulants given to patients without informed consent.

APPENDIX

Appendix - General Findings from HWL from Oct-Feb 2019

General Findings from HWL from Oct-Feb 2019



Healthwatch Luton have spoken to nearly 200 people since October 2018, on over 40 services in Luton, mainly to seldom heard or hard to reach people in the community. The main themes in feedback are on GP Access, Hospital Treatment and Care and Social care staffing and treatment.

Healthwatch are working with providers to ensure this feedback is noted and responded to, and efforts are being made to support the LCCG in particular around GP Acces, hospital treatment and care and social care. We are also focusing on mental health provision in 2019.

HWL will focus on two hard to reach areas in 2019:

- Learning disability
- Mental Health

We will be running two projects around this work, and will work in partnership with commissioners and providers to ensure patients receive the best care possible.

HWL are also working with NHSE on the Long Term Plan, and will be doing some targeted engagement in Luton over the next few months on areas such as:

- Cancer
- Respiratory conditions
- Dementia
- LD
- MH