

Care Assurance is a Journey not
a Destination

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What do we mean by Person Centred?

What's New

CAS Adult standards

CAS Midwifery standards

NHSGGC Quality

Strategy

Person centred approach

Update to dashboard



**The Pursuit of
Healthcare Excellence**
NHS Greater Glasgow and Clyde
Healthcare Quality Strategy
2019/2023

The screenshot shows a dashboard interface with a yellow background. At the top, there are two tabs: **Home** and **Feedback**. Below the tabs is a blue rectangular area containing a list of items: **Falls**, **Pressure ulcers**, **Data Capture**, and **Complaints**. To the right of the **Data Capture** item is a small blue square with the number **6** inside. To the right of the blue area is a yellow sticky note with a paperclip icon at the top right corner. The text on the sticky note reads: **Care Assurance Improvement Resource (CAIR) - Acute Inpatient Information Point**. Below the sticky note, there is a **Contact** section with the following text: **Information Services:**, Info.services@ggc.scot.nhs.uk, and **Data as at midnight on 29/10/2019**.

Adult Care Assurance Standards

1. Tissue Viability (PUDRA)
2. Falls
3. Effective management of resources & staff governance
4. Deteriorating patient
5. Medicines Management
6. Pain control
7. Infection Prevention & Control
8. Food, Fluid & Nutrition
9. Person Centred Health & Care
10. Care of the Vulnerable and/or Cognitively impaired patient
11. End of Life Care

Further details for the above standards can be found at:

<https://www.nhsggc.org.uk/about-us/professional-support-sites/nurses-midwives/care-assurance-system-cas-excellence-in-care-etc/>

Maternity Care Assurance Standards

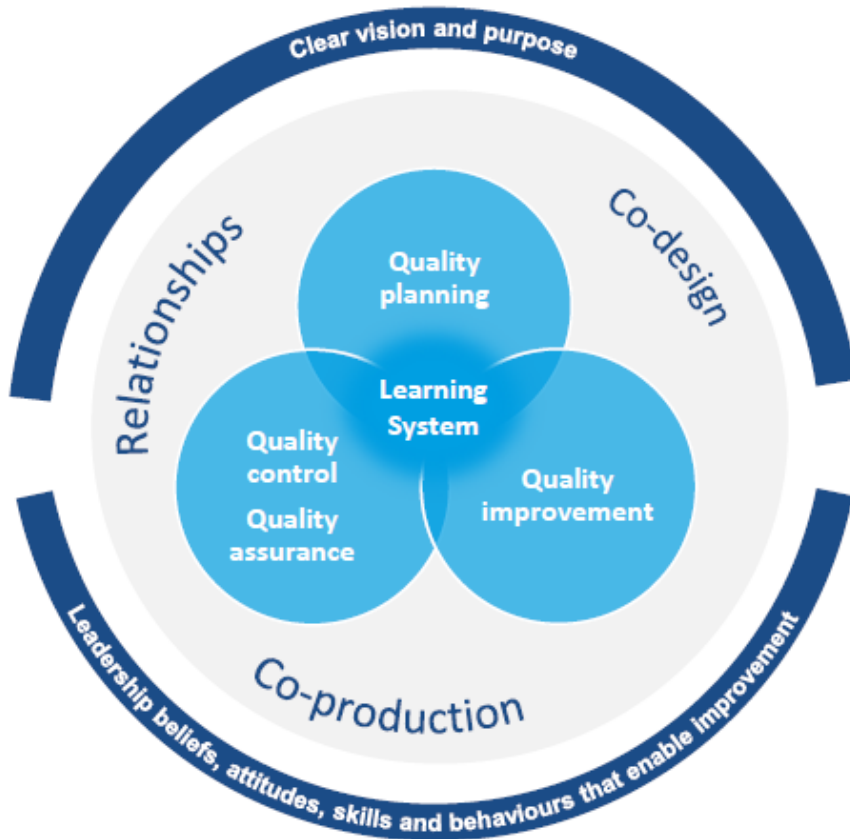
1. Early Pregnancy Assessment Services
2. Antenatal
3. Triage
4. Induction of Labour
5. Medicines Management
6. Elective Caesarean Section
7. Infection Prevention & Control
8. Intra-partum Care
9. In-Patient postnatal
10. Community postnatal
11. Bereavement
12. Public Protection & Child protection
13. Effective Management of Resources & Staff Governance

Combined Care Assurance Audit Tool (CCAAT)



- CAS Adult standards mapped to CCAAT
- Objective view of that clinical area
- Based on 15 Steps Approach (NHS England 2017), OPAC standards, NMC Code 4 pillars
- Each of sectors has schedule of visits planned
- Encompasses quality assurance indicators
- Bimonthly CCAATs carried out by corporate team
- Improvement Plan is pivotal section in relation to quality improvement
- CCAAT annually updated & issues log

Quality Improvement



- NHSGGC Quality Strategy
- 60 NHSGGC nurses with QI leadership qualification (EiC national target 172 for board)
- Using data to meaningfully & Ownership
- Whole Team approach
- Small scale testing
- Not all changes lead to improvement

How do we Measure the quality of the Standards; Visualise Quality of Care?

- Patient carer feedback (cards, care opinion, complaints-go live on dashboard November 4th)
- Falls (datix → dashboard rate per day, 1,000 bed days & with harm)
- Pressure ulcers (datix → dashboard rate per day, per 1,000 bed days, avoidable/unavoidable)
- NEWS (National Early warning score) compliance with accuracy & frequency (dashboard 20 per month)
- Hand hygiene & SICPs (Dashboard)

Care Assurance Improvement Resource (CAIR)

[Home](#)

[Feedback](#)

[Falls](#)

[Pressure ulcers](#)

[Data Capture](#)

G

[Complaints](#)

Care Assurance Improvement Resource
(CAIR) - Acute Inpatient
Information Point

[Contact](#)

Information Services:

Info.services@ggc.scot.nhs.uk

Data as at midnight on 29/10/2019

Service Type: (All) Sector: North Hospital: GRI Specialty: (All) Ward: (All) ?

OCTOBER																												
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE

Last 6 Months:

SEPTEMBER						
1	2	3	4	5	6	7
SUN	MON	TUE	WED	THU	FRI	SAT
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

AUGUST						
1	2	3	4	5	6	7
THU	FRI	SAT	SUN	MON	TUE	WED
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JULY						
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MON	TUE	WED	THU	FRI	SAT	SUN
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22	23	24	25	26	27	28
29	30	31				

JUNE						
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SAT	SUN	MON	TUE	WED	THU	FRI
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15	16	17	18	19	20	21
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MAY						
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APRIL						
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29	30					

Days Since:

Days Since Last Fall
0

Days Since Last Fall With Harm
11

Display Poster

Display Run Chart

out 1

Frequency of Observations Report

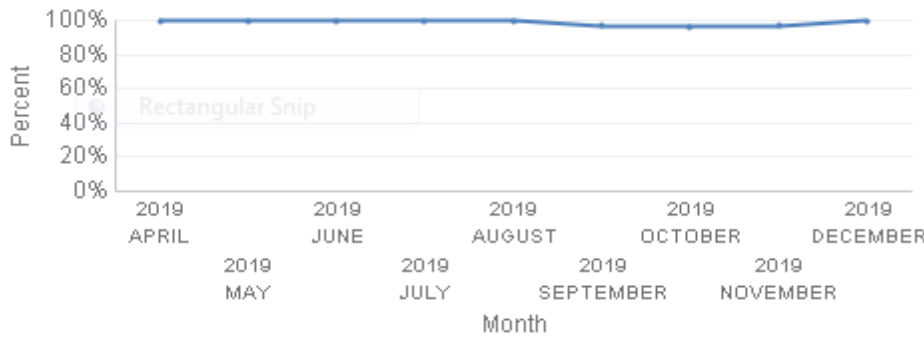
Hospital: Ward:

[Open Report](#)

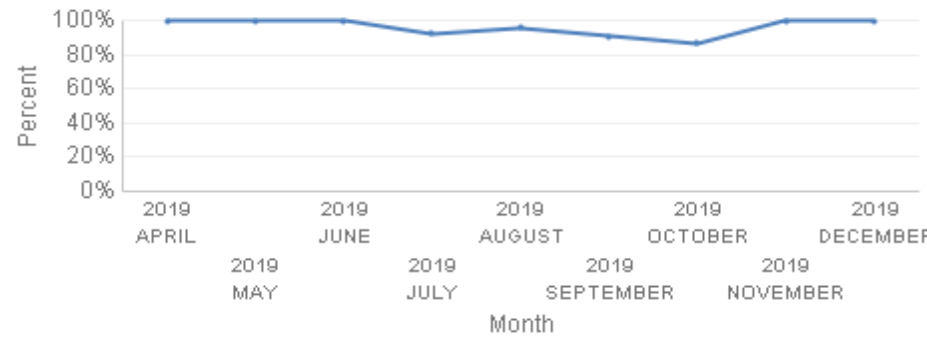
Data Charts

Charts

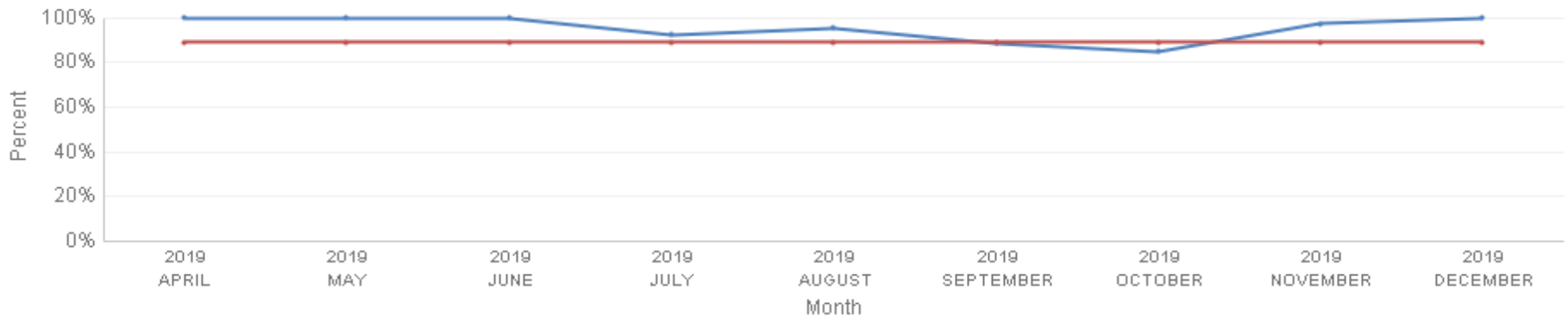
1. Score Accurate

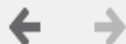


2. Frequency of Observations Correct



3. Score Accurate & Frequency of Observations Correct





RAG Score

CAIR Pressure Ulcers RAG Score Report

 RAG Score
 Avoidable PUs
 Total PUs

No PUs

Unavoidable PUs

Avoidable PUs

 Service Type: (All) | Sector: North | Hospital: GRI | Specialty: (All) | Ward: GRI 29

OCTOBER																												
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TUE	WE	THU	FRI	SAT	SUN	MO	TUE	WE	THU	FRI	SAT	SUN	MO	TUE	WE	THU	FRI	SAT	SUN	MO	TUE	WE	THU	FRI	SAT	SUN	MO	TUE

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29	30					

Days Since:

Days Since Last Avoidable PU 73

Days Since Last PU 73

Display Poster

Person Centred Care Assurance



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[@ExinCare](https://twitter.com/ExinCare)