

# Sue Ryder

## Our quality in 2010/11

### Who we are and what we do

Sue Ryder is a national charity that provides compassionate care for people living with life-limiting and long-term conditions such as cancer, dementia and Parkinson's disease. As well as day care, respite care, homecare, hospice and hospice-at-home services and long-term residential care, we also work in partnership with sheltered housing projects and help with community integration.

This summary of our Quality Account sets out our key achievements over 2010/11 in improving quality across all our services and takes a brief look at our priorities for 2011/2012.

*"All carers are very helpful and kind and the care I've received is first class."*

A service user receiving care at home

### What we have achieved in the last year

#### Listening

We have introduced a new procedure for listening and responding to complaints in health and social care. We have also set up a system for recording all formal complaints on a charity-wide database, which makes it easier to share learnings between services.

#### Involving

The new Service User Advisory Group (now known as 'Acorns') held three meetings, including one with the Chair of Trustees, to share ideas on how we can grow involvement and understanding between service users and Council.

#### Quality ratings

During 2010/2011 we aimed to improve our inspection ratings to be rated good or above. There have been few inspections during this period, but where they did take place, there was an improvement or no decline in our inspection rating.

#### Quality visits

We have reviewed the quality visit process for all services. More recently both the Quality Team and Regional Managers started carrying out Quality Inspection Visits, some of which have been themed, for example around Falls Risk policy compliance.

#### Better reporting

A report has been tabled at the quarterly Committee Meetings of the Trustees which gives an overview of incidents, complaints and assurances of the actions taken.



### Supporting our Care Managers

The Quality Team have carried out Quality Inspection Visits and attended Quality Improvement Group Meetings. A Social Care Forum has been set up to promote quality improvement initiatives. Training in complaints handling, incident reporting and auditing has been delivered to managers.

### Revised visit process within Domiciliary Care Services

We have revised the quality visit template for inspecting the Sue Ryder Homecare Services both in England and in Scotland. This template has been used to inspect services and to inform the quality improvement plan within each service.

### A new incident reporting system

We have now introduced an electronic risk management tool (Datix) that meets the requirements of incident reporting. We have also been working to improve the categorising of incidents so that trends can be more easily monitored.

### Senior Management Team (SMT) reorganisation

The Senior Management Team (SMT) has been reorganised and is now called the Senior Leadership Team (SLT). Learnings from any serious incidents are now discussed at the monthly SLT meetings.

### Better complaints handling

We have examined how we handle formal complaints and made preparations for the introduction of an electronic system (Datix Complaints Module) which is planned for July 2011.

*“This was the ideal stepping stone from hospital to coming home for his last days with us.”*

A relative of a hospice inpatient

### Reducing harm from falls

Our falls prevention leaflet is now in use in all services, along with Datix electronic incident reporting, and we officially report falls involving service users on a quarterly basis. We have also introduced a falls audit which has helped us to take action where policy requirements are not being met.

*“I have space to be my own person, or I can choose to be as involved as I want to be. This is important to me.”*

A resident at one of our neurological care centres

## Our aims for 2011/2012

### To treat service users as individuals

We'll be introducing a more person-centred way of care planning, so service users consistently report to us that they feel treated as an individual.

### To manage the risk of pressure ulcers (bedsores)

We want to ensure staff have the right skills and tools to identify those service users at risk and prevent this avoidable condition.

### To develop clinical leadership

We'll provide further training for senior staff from each of our centres and recruit for the second intake of staff in the clinical leadership programme.

### To learn from incidents and complaints

We want to develop more of a learning culture in this area and move towards an electronic complaints reporting process (similar to our incident reporting system).

### To focus on better food and nutrition

We will work with our service users and staff to improve the mealtime experience and meet the nutritional needs of the people in our care.

**For more information on our quality performance, initiatives and priorities, ask for a copy of our Quality Account or visit [www.sueryder.org/publications](http://www.sueryder.org/publications)**

### Sue Ryder

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Living through life's challenges

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