



# Getting to Good Clinical Quality Standard Setting

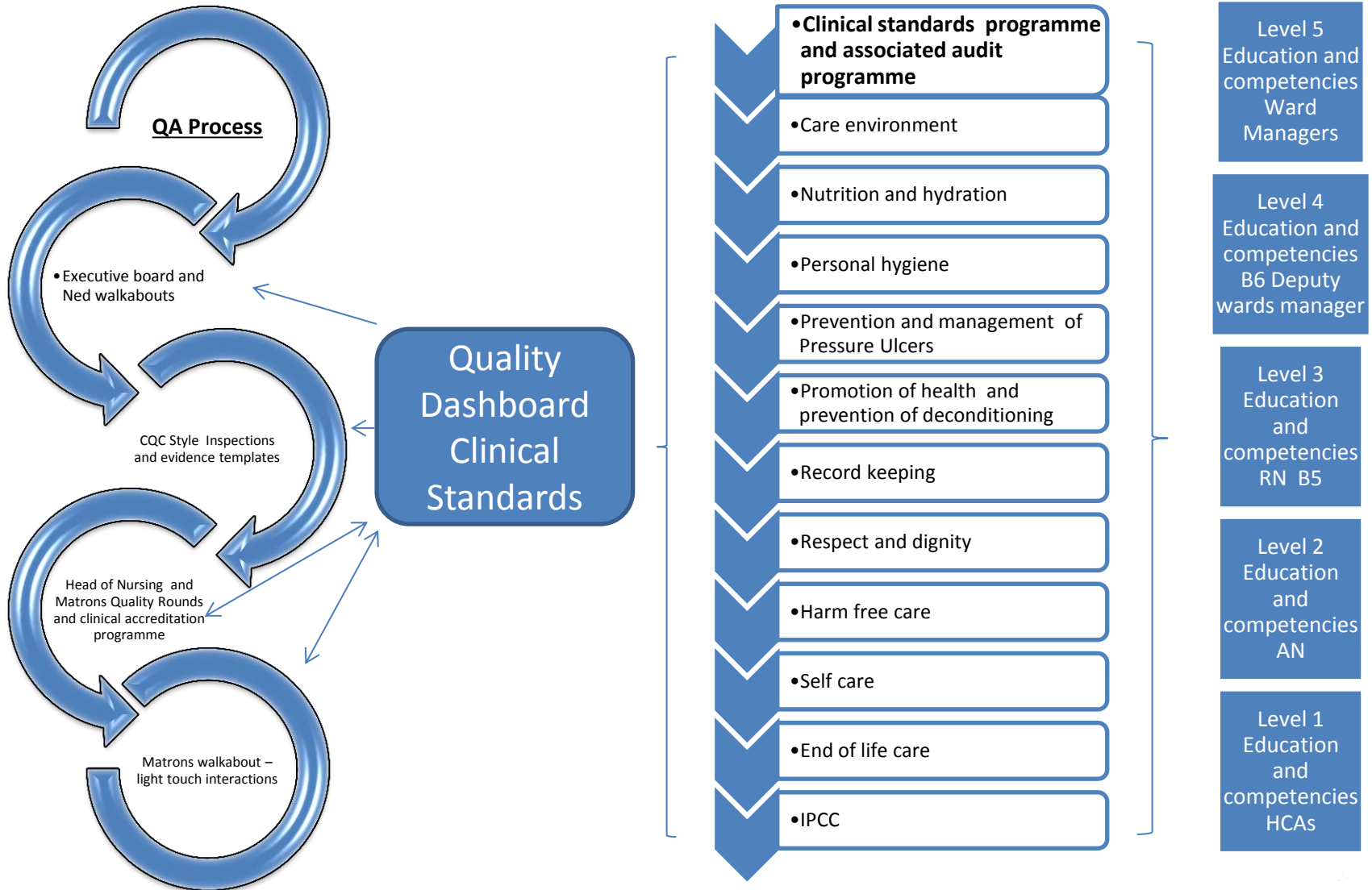
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# Quality Assurance and Clinical Standards Framework



**Ambulance Division**

**Acute Division**

**Community Nursing Division**

**Mental Health Division**

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# Clinical standards setting

- Workshops undertaken over three months with staff from all divisions to set out 3 sets of clinical standards for nursing care
  - Mental health
  - Community
  - Acute

Patient workshop undertaken in July with 43 patient representatives

Linked to our quality strategy

# Acute Domains

- **Clinical standards** programme and associated audit programme
- Care environment
- Nutrition and hydration
- Personal hygiene
- Prevention and management of Pressure Ulcers
- Promotion of health and prevention of deconditioning
- Record keeping
- Respect and dignity
- Harm free care
- Self care
- End of life care
- IPCC
- Communication

# Mental Health Domains

- **Clinical standards programme and associated audit programme**

- Physical Health

- Care Environment

- Harm free care

- Care in the least restrictive way

- Record keeping

- Respect and Dignity

- Self Care

- Service user and Carer involvement

- Safeguarding

- Communication

# How we measure



- ✓ Your feedback directly to us
- ✓ Patient surveys
- ✓ Friend and family results
- ✓ Audits
- ✓ Monitor the number of complaints and how quickly we respond to them
- ✓ Duty of Candour reporting audits
- ✓ Communication and documentation audits
- ✓ Monitor the number of positive comments we get



# Roles and responsibilities

## Infection Prevention and Control

### Team Leader

- Training and assessors
- Keeping up with new training
- Escalate up if staff cannot achieve what is needed (time!)
- Ensure competency checked – staff signed off
- Being able to get basic new equipment quickly
- Communicate to team expectations and any updates regarding mandatory training
- Six monthly IPCC environment audit
- RCA complete paperwork and arrange meetings and ensure actions are completed
- Monthly audits are completed – chasing, delegate appropriately
- Work with cleanliness team to ensure adequate standards are monitored
- Monitor compliance with IPC and Uniform policy
- Develop link nurses
- Holding staff to account/escalate to appropriate senior clinician
- Uniform standards – challenging others
- Ensuring mandatory training levels are above 90% and give time for staff to complete
- Audit
- Monitor environment and challenge

### Deputy Team Leader

- Report broken or deteriorated equipment
- Audit uniform policy
- Ensure weekly cleaning jobs across area
- Hand hygiene and challenge others
- Monthly audits – actions where does not meet
- Undertake RCA's as delegated or in the absence of the Team Leader
- Ensure action plans are followed through/reviewed
- Support Sister in ensuring staff access/receive training
- Support Team Leader to monitor compliance with IPC and Uniform policy
- Holding MDT to account
- Uniform standard – challenge others i.e. doctors
- Mandatory training
- Audit
- Keep environment clean





# Current position

- Rolled out across acute
- Community version with the printers
- Mental health complete
- KPI set for all areas
- Ward self assessment undertaken
- Peer review now incorporated into the Clinical accreditation
- Monthly data collection , will be reviewed in June



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