Frail older people in Barnsley receive the right care in the right place at the right time.

Barnsley Hospital NHS
NHS Foundation Trust

Patients

Relatives

Staff

Issues

I have been here for some time.
I could do with a cuppa!

I'm unsure as to where I am, I seem to be getting moved around a lot.

I have seen lots of different people.

What is happening to my relative?

I work set hours, the visiting times aren't convenient

How can I get to speak to a doctor?

Do we all look after elderly patients in the same way?

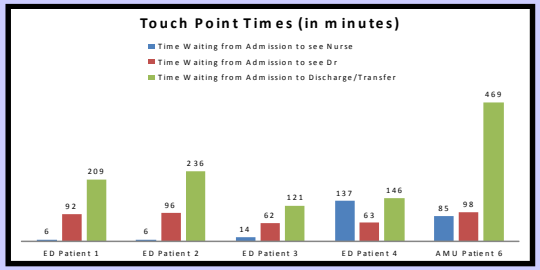
Why do we keep asking the patient the same questions?

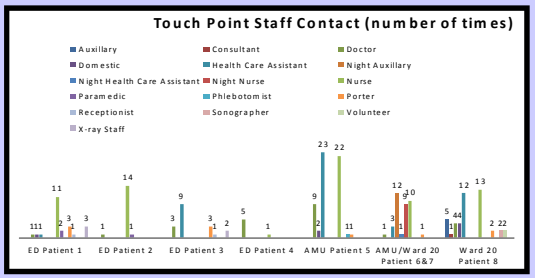
We need more staff!

We need more beds for elderly patients in a dedicated area.

Actions

- Patient shadowing was used to obtain an overview of a patients journey and experiences.





- 'Snapshot Survey' (20 questions given to patients based on shadowing themes)
- Focus Groups with staff to gain insight into caring for frail elderly patients
- Staff Training.
- Audit to identify the current comprehensive geriatric assessment process.
- Suitable patients for care of the elderly ward identified by trained staff.

Improvements

Increase in patient activities in ward areas.

Patient information booklet provided to aid communication between patients, staff and relatives.

'Disturb me' hanger so that the patient has the opportunity to ask questions.

Environmental improvements in ward area.

Relatives clinic run by senior nursing staff, this forms part of the admission procedure and gives relatives the opportunity to meet ward staff.

Visiting time changes - open visiting now 1pm till 7pm , arrangements can be made with nursing staff for earlier times.

Staff training has been provided in dementia care.

Change to working practices and patterns as a result of the visiting times and patient information booklet.

In-reach comprehensive geriatric assessment pilot

This is just the beginning...