

Learning from complaints: themes September and October 2018



Care: Quality / suitability of care



Access: Booking issue



**Access: Admission / Discharge /
Transfer issue**



Communication: Staff attitude



You said “My father was sent home in hospital pyjamas that had blood stains on”

We did “Implemented a new discharge checklist on ward 26 and sent a newsletter to all staff working on the ward to remind them about the Trust’s dignity pledge ”

You said “I hold power of attorney for my relative and I was not given updates about their discharge, the nursing home were contacted in place of me”

We did “A new policy has been written regarding power of attorney and has been disseminated to all Trust staff. ”

We encourage all staff to attend Customer care training and Conflict resolution

You said “I had a reaction to the medication that was put into my eyes, because I was vomiting so much the team had to take me to ED instead of giving me medication in the department to stop the vomiting”

We did “Ensured that anti-sickness medication is available in the eye department for patient’s ”

You said “My father was discharged from hospital and turned up at home in clothes that were not his, it was a shock”

We did “On discharge it was noted that the patient only had his pyjamas at the hospital, in line with our dignity pledge the nursing team got some clothes from the hospital charity shop to enable to patient to be discharged in clothing and not his pyjamas. Reminded staff of the importance protecting patient’s modesty and communicating with their relatives ”

Supporting information

The new discharge checklist for ward 26:

Nurses Discharges Checklist

Patient details-----

Bay:-----

Nurse responsible:-----

Actions	
Cannula out	
Own clothes (Pt not sent home in PJ's)	
Name of Next of Kin informed	
Has/Does SPOA need completing?	
Property packed and labelled	
TTA'S Checked & Complete	
Discharge Summary completed & correct	

The Lasting Power of Attorney and Advance Decisions to Refuse Treatment policy was launched across the Trust on 17 September 2018.



Our Dignity Pledge to you. We will:

- 1** **introduce ourselves** to you at all times
- 2** **acknowledge** you when you arrive
- 3** **only hold relevant conversations** in the clinical and public areas and involve you appropriately
- 4** **always address** you by your preferred name
- 5** ensure discussions about your treatment or diagnosis are carried out **sensitively** and as privately as possible
- 6** **knock before** entering your room or **call before** entering through a curtain
- 7** offer a **chaperone** to accompany you on examinations or procedures on request
- 8** ensure you (and your carers) are **involved in the decisions** about your care
- 9** offer you the opportunity to **wash your hands** after using toilet facilities and prior to meal times
- 10** ensure we **protect your modesty** at all times
- 11** ensure your curtains are **properly closed** when you are undressing
- 12** ensure we have your **permission** before a person bathes or examines you
- 13** always **support people** to use the bathroom wherever possible (rather than commode/bed pan)
- 14** **encourage and assist** our patients to dress in their own clothes.

If these standards are not met, please let a member of staff know.