

Report on actions you plan to take to meet CQC essential standards

Please see the covering letter for the date by which you must send your report to us and where to send it. **Failure to send a report may lead to enforcement action.**

Account number	TAF
Our reference	INS1-859499139
Location name	St Pancras Hospital
Provider name	Camden and Islington NHS Foundation Trust

Regulated activities	Regulation
Assessment or medical treatment for persons detained under the Mental Health Act 1983 Diagnostic and screening procedures Treatment of disease, disorder or injury	Regulation 9 HSCA 2008 (Regulated Activities) Regulations 2010 Care and Welfare of Service Users How the regulation was not being met: <i>The trust did not ensure that service users were protected against the risk of receiving care and treatment that was unsafe by having an up to date policy for managing falls and by ensuring that guidance provided to staff is effectively used within the older people's inpatient services.</i> <i>This was a breach of Regulation 9(1)(b)</i>
Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve	
<ol style="list-style-type: none"> Baseline assessment of falls management has been undertaken across all older adult wards The Falls Policy is currently being reviewed and revised to reflect NICE guidelines and to address: <ul style="list-style-type: none"> Agreed assessment tool Standards for falls assessments Multi-disciplinary management of falls Nursing handover discussion documented and actioned Risk assessments and care plans to consider prevention and management of falls Intermittent observation of patients at risk Training for staff in prevention and management of falls A trust-wide Falls Lead has been identified Identify and train local leads with specialist expertise in the prevention and management of falls Develop and implement a programme of staff training The model of care in older adult wards is currently being reviewed to address the mix of patients Review staffing levels/ratios against acuity and dependency levels on the older adult 	

wards

Who is responsible for the action?

Director of Nursing and People

**How are you going to ensure that improvements have been made and are sustainable?
What measures are you going to put in place to check this?**

- A competency based training package has been developed that will provide staff with the knowledge and skills to improve the prevention and management of falls
- Local leads with specialist expertise have been identified to support staff and champion best practice in falls management
- A trust-wide Falls Lead has been identified to take overall responsibility and for ensuring that:
 - best practice guidance and an appropriate package of training is available and
 - the Falls Policy is continually reviewed and up-dated to reflect best practice and NICE guidance
- All policies will include monitoring and audit measures to ensure that they are being adhered to and consistently implemented
- Falls will be closely monitored through Divisional Performance Meetings and where applicable recommendations and actions for improvement will be implemented
- Quarterly audits will be undertaken and reported through to the Audit and Risk Committee
- The Quality Committee, through the Quality Review Group, will monitor the implementation of the action plan to deliver these improvements

Who is responsible?

Director of Nursing and People

What resources (if any) are needed to implement the change(s) and are these resources available?

- Capital funding for building works to ensure that the physical environment meets the clinical needs of the patient group has been approved by the Trust Board
- Project management resource
- Training package

Date actions will be completed:

June 2015

How will people who use the service(s) be affected by you not meeting this regulation until this date?

In order to protect patient safety, the following actions have been put in place:

- Care plans have been reviewed to ensure that they include an assessment of risk of falling and a management plan
- All multi-disciplinary reviews and nursing handovers will discuss the risks and issues related to falls
- Close monitoring of falls data will continue

Completed by:

(please print name(s) in full)

Position(s):	
Date:	

