



Summary annual report 2013/14



Welcome

Every year the trust makes a difference to the health and quality of life of thousands of people in our local communities. High quality care and high quality services continue to be our priority, alongside putting our patients at the centre of everything we do.



Over the past year, we have achieved many things that we can be rightfully proud of, from a positive Care Quality Commission (CQC) report, to the launch of new services such as the Richmond Response and Rehabilitation Team, which help to keep local patients out of hospital and recover in the comfort of their own homes.

We continue to deliver care in partnership with Greenbrook Healthcare at Hounslow Urgent Care Centre (UCC) which is part of the A&E at West Middlesex University Hospital. Following a competitive tendering process we were awarded a three year contract to run the urgent care centre by Hounslow Clinical Commissioning Group. This follows the trust's successful delivery of the pilot UCC at the site over the past couple of years.

Community services are at the heart of a modern and flexible NHS. It is thanks to our highly skilled workforce who are at the heart of our services that make a difference to patient lives.

We are committed to delivering high quality, safe and effective care within a variety of settings - and providing care for patients in health centres, local hospitals and importantly in people's own homes.

Our job is to understand what our patients want from us and to truly listen to what they tell us about 800,000 patient visits that have been delivered by our staff.

It's important to us that we are relentless in our drive for continuous improvement in the quality of all the services we provide.

It has been a good year for the trust and we have progressed in many areas, however there is still more to do. This booklet outlines our achievements over the year and our continued commitment to improving the quality and safety of the care we provide to our patients.



Frank Sims
Chief executive



About us

Our patients are the heart of everything we do. The NHS is having to rethink how care is delivered to ensure that people receive the right care, in the right place, first time. Hounslow and Richmond Community Healthcare NHS Trust is rising to this challenge by providing responsive care closer to home, that enables people to stay healthy and independent and avoid unplanned hospital admissions. We are passionate about delivering high quality care for adults and children, and our range of services include community nursing, health visiting, physiotherapy, nutrition and dietetics, health promotion and stop smoking services, speech and language therapy and occupational therapy. We also provide some specialist services such as audiology, neurorehabilitation, continence services and continuing care.



Some of our services such as the Walk in Centre at Teddington Memorial Hospital and the Hounslow Urgent Care Centre are attended by patients from nearby boroughs.

We employ over 1,000 staff, the majority of which are clinicians including nurses and allied health professionals such as physiotherapists, speech and language therapists, dietitians, podiatrists and occupational therapists.

Our staff work across a range of different sites including health centres, hospitals, GP surgeries, children's centres, local council facilities and people's homes.



The year in numbers:

- Our services have helped 800,000 local patients
- We have held 186,000 health visitor and school nurse appointments
- District nurses visited patients over 205,000 times
- Adult physiotherapy has delivered care to 78,000 patients
- Our Urgent Care Centre in Hounslow and Walk-in centre in Teddington have seen 125,000 local patients
- 404 people were admitted to Teddington Memorial Hospital's inpatient wards and totalled 16,360 bed days
- We have helped 1,500 people quit smoking
- Our health visitors have achieved 6,500 new birth visits within 14 days

Highlights – providing high quality services

Providing high quality services and putting our patients at the centre of everything we do is central to our organisation. Over the past year we have seen excellent examples of our staff demonstrating this.

Urgent care services

Our Urgent Care Centre at West Middlesex University Hospital has become the first port of call for patients with a minor injury or urgent medical problems in Hounslow and the local area, since it first opened in March 2012. We have been running the service for over two years now and are delighted at how well established it has become within Hounslow. We are also continuing to successfully meet the four hour wait target in both the Walk in Centre at Teddington Memorial Hospital (TMH) and the Urgent Care Centre in Hounslow.



Trust committed to improving dementia care

The trust is committed to providing the best possible care and support for people with dementia. The trust delivered Dementia Friends awareness training to every member of its board of directors during Dementia Awareness Week 2014. We are proud to be the first NHS trust in London to have every single member of our board trained as Dementia Friends. During 'Dementia Awareness Week', 18 – 24 May 2014, the trust ran a range of local initiatives including a dementia awareness web-chat with NHS experts and dementia advisers from the Alzheimer's Society getting together to answer questions about the condition and how we can all take steps to improve care for people with dementia. The online chat proved a great success and was the first time a dementia web chat has taken place in the boroughs of Hounslow and Richmond – with over 160 people logging on to join in the discussion. You can read the questions and answers from this online event at www.hrch.nhs.uk/dementia-webchat.

Stonewall

We joined Stonewall's Health Champions programme which supports NHS organisations across Britain to improve health services for lesbian, gay and bisexual people. Being part of the scheme enables us to receive advice and expertise on health services from the gay equality charity.



Statutory and mandatory training compliance

Our organisation has a responsibility to provide statutory and mandatory training to ensure we provide safe high quality care to our patients. The trust has seen a sustained improvement in staff compliance levels with statutory and mandatory training. We have significantly improved our compliance over the past 12 months with six areas we identified as priority statutory and mandatory topics, these are infection prevention and control, safeguarding children and adults, fire safety, health and safety and information governance. We are proud to confirm that we are now meeting our compliance targets.

Infection control



We take infection, prevention and control very seriously to make sure we are giving our patients the best possible care in the best possible environment. The trust continues to operate robust infection prevention and control measures with our staff working to nationally agreed standards to prevent the spread of infection. Over the past year we have monitored and demonstrated staff compliance with infection control measures, including hand hygiene. An infection prevention control performance report found that clinicians had met and exceeded the target for submission of hand hygiene compliance audits: 92% against a target of 90%. Throughout the year clinicians met or exceeded the target for compliance with hand hygiene policy; at the end of March 2014 this was 96% against a target of 95%.

Physiotherapist among the first in the UK to prescribe medication

Rosalie Barrett, clinical lead physiotherapist for the trust's integrated community response service, is one of the first eight physiotherapists in the UK to complete the independent prescriber conversion course at London South Bank University. As an independent prescriber, Rosalie will now be able to prescribe medicines for patients without a doctor's counter-signature. Rosalie said: "This is a really exciting time for physiotherapy and a huge milestone for the profession. Allowing physiotherapists to become independent prescribers is the conclusion of a long campaign to allow physiotherapists the autonomy to prescribe independently within their specialised fields."





Helping Hounslow aphasia patients have their say

A Hounslow patient support group has been transforming the lives of people who have difficulty communicating following a stroke or brain injury.

My Word! is a social communication group, run by the trust's speech and language therapists. It provides social support for people who have aphasia - a communication disorder which can occur following an injury to the brain. Many people who have had a stroke or a brain injury suffer from aphasia and may find it hard to talk, understand others, read or write.

The support group provides the opportunity for local people with aphasia to meet others with the condition to practice communication skills and enjoy social interaction through supported conversations. Find out more at www.hrch.nhs.uk/aphasia-support

Walking the path to a healthier lifestyle

Local people took the first steps towards achieving a healthier lifestyle during a week of free guided health walks in March 2014, organised by the trust's LiveWell Richmond service in partnership with The Ramblers.

LiveWell Richmond is just one of our health and wellbeing services which support local people to make healthier lifestyle choices and live healthier lives.

Find out more about our range of services across Hounslow and Richmond, which can help you to improve your health and wellbeing at: www.hrch.nhs.uk/health-and-wellbeing

Patients share their stories

Richmond Response and Rehabilitation

Eighty-three year old Katharine Maskell needed care from the Richmond Response and Rehabilitation team after being discharged from hospital, where she'd spent two months recovering from an emergency operation.

Katharine explains: "I was referred to the team as I'd been in hospital so long that when I got out I couldn't walk or use one of my arms. I needed to have continued physiotherapy and rehabilitation and I also needed some specialist equipment at home which I didn't have, which the team arranged for me."

The trust's integrated, multi-disciplinary team includes NHS physiotherapists and occupational therapists working alongside social workers from Richmond Council - a diverse range of healthcare professionals who provide seamless, coordinated care for vulnerable patients within the community.

Katharine has really benefited from the intense community rehabilitation provided by the team within her own home.

She says: "The physiotherapist and physio assistant came to see me three times a week because I needed two people's support to stand up. They taught me to walk again, and made sure my recovery was made as easy as possible through the clearness of their instructions and by being on hand to help and point out where I was going wrong."

Early supported discharge service for stroke patients

When Mr Trevor King suffered a stroke, he was admitted to an acute hospital where he spent six weeks as part of his initial recovery.

But instead of having to stay in hospital longer than necessary, Mr King was assessed and discharged into the care of the trust's early supported discharge service for stroke patients - so that he could continue his rehabilitation from his own home instead.

The trust's community stroke rehabilitation service was set up to help local patients who are medically ready to leave hospital get back into their own homes as quickly as possible, so they can receive rehabilitation and regain their former independence in familiar surroundings amongst family and loved ones.

Mr King said: "I felt very depressed in hospital and so it was a great relief to get back home after being referred into the care of the trust's early supported discharge team.

"The whole team have been really pleasant, caring and helpful. They have visited me regularly as part of my rehabilitation and have really urged me on – and that encouragement has been very important to me. I feel like everything has progressed since leaving hospital."

He adds: "I didn't realise how serious the stroke was and how badly affected my brain had been affected until much later on - however I am now on my way back to a normal life, although I'm not quite there yet. My balance is now much better than when I first came out of hospital, and I am much steadier on my feet thanks to the help of the team."

Patient feedback



To the walk-in centre nurses:

“ *The nurses at the walk in centre are absolutely wonderful. They were friendly, cheerful, caring, reassuring, knowledgeable and very professional.* ”

To the children's continuing care nurses:

“ *We are all extremely grateful to the continuing care team. Their professional manner, knowledge and support enabled my daughter and husband to learn how to treat their baby's symptoms and they were enabled by your care team to provide the love and care needed in their last few weeks.* ”

To the district nurse teams:

“ *Just to say how much the hard work of your district nurse teams has been evident and appreciated. Despite working at full capacity they have been responsive and have continued to provide the care and support needed for palliative care patients and their families. Thank you.* ”

To the family nurse partnership nurses:

“ *These past 15 months you have been in my son's life have been amazing! I want to thank the family nurse partnership nurses for absolutely everything you have done for us! I really hope my future children have you as a nurse because you're the best I could of ever asked for!* ”

Our staff

Recognising and rewarding



Our committed staff are central to who we are. We believe in supporting our staff to fulfil their potential and use their skills in the most appropriate way to deliver high quality care for all the patients and the communities we serve.

The following areas of action in 2013-14 demonstrate this commitment:

Rewarding excellence

We are committed to ensuring that all our staff are valued by recognising their achievements and commitment to providing the best care. In November 2013, we held our staff awards event encouraging staff to nominate their colleagues in the following categories; clinician of the year, inspirational leader, outstanding customer service beyond the call of duty, corporate support to clinical services, quality and clinical care team award, innovation and service development and overall high performing team.

The awards also recognise our staff who have dedicated long service to our organisation and the NHS. The awards for 2014 are due to take place on 6 November.

Leadership development

The trust has successfully run programmes in management development for its senior service managers. The programmes have been designed to broaden managers' knowledge in dealing with strategic issues and enhancing their skills in service development and management. A total of 30 managers have been trained in three

cohorts to March 2014. Feedback on the course has been very positive and we are extending the programme to band 7 clinical team leaders in 2014/15.

Queen's Garden Party

Community matron, Lisa Pendleton, attended the Queen's garden party on Tuesday 3 June 2014 in recognition of the outstanding care and support she provides to local people. Lisa, who works for the trust's Hounslow district nursing team, was nominated by the trust to attend the prestigious annual event in acknowledgement of her dedication and commitment to improving the lives of local people every day. Lisa said: "I felt truly honoured and privileged to be invited to attend the Queen's garden party."



Charitable funds – support us

Our charitable funds help us to make a big difference to the lives of local patients and provide better facilities. Money raised through charitable fund enables us to go over and above what the NHS provides and really improve the health and wellbeing of patients within the communities we serve. For more information on our charitable funds and how to donate visit our website www.hrch.nhs.uk.

Registered charity number:1144987.

Make a difference – volunteer

Our dedicated volunteers provide a valuable service to local patients – performing roles such as meeting and greeting at reception areas, or befriending patients on our wards.

Find out more about our volunteer opportunities by calling **020 8714 4087** or visit: www.hrch.nhs.uk/volunteer

Hounslow and Richmond
Community Healthcare



NHS Trust



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Providing care and services that we and our families would want to use