

## Inpatient service rated 'good' by Care Quality Commission

**The trust's inpatient rehabilitation service at Teddington Memorial Hospital has been rated as 'good' by the Care Quality Commission (CQC) – the health service watchdog - as part of an inspection of the service in January and February 2017.**

The unannounced visit took place following concerns raised by the CQC during their initial inspection of the inpatient service in March 2016. In their original report which was published in September 2016, the CQC had previously rated the hospital's inpatient service as 'inadequate', a rating which has now been upgraded to 'good'.

At the recent follow-up inspection, the CQC team found the hospital

inpatient unit to be 'good' for all five of the core areas assessed - safe, effective, caring, responsive and well-led.

The CQC were extremely impressed by the significant improvements that our staff had made since the initial assessment, commenting that the service 'was now meeting the regulations that had previously been breached and was providing a good service in all areas.' *continued over page*



**'The CQC team found the hospital inpatient unit to be 'good' for all five of the core areas assessed'**



**Patricia Wright, chief executive of Hounslow and Richmond Community Healthcare NHS Trust said:**

*"Since the CQC's initial inspection last year, we have transformed the inpatient unit into a service with a clear strategy and focus on the safe and effective rehabilitation of patients following acute illness or injury, helping to restore independence and prevent unnecessary hospital re-admissions.*

*"I would particularly like to congratulate our staff at the inpatient unit, who have really taken on board and learned from the CQC's initial feedback last year, implementing a robust action plan which has led to the CQC upgrading their rating of the service from inadequate to good in six months.*

*"Patients attending our inpatient unit can now have the utmost confidence that they will receive the highest quality of care and rehabilitation from caring and compassionate staff."*

**In their inspection report, the CQC said:**

-  *'We spoke with patients and visitors and all the feedback we received was positive. All patients we spoke with were complimentary about their care and treatment and of the kindness of staff.'*
-  *'Rehabilitation patients achieved good outcomes; 97% improving their functional scores by the time of discharge.'*
-  *'The inpatient unit environment was visibly clean and was quiet and calm.'*
-  *'There was resuscitation equipment on the inpatient unit which had not been readily available on the previous inspection, and staff were confident in how to use it.'*

**An area of outstanding practice identified by the CQC was:**

-  *'The rapid response and rehabilitation team acted as a single point of access for admissions and was also involved in discharge ensuring that patients were supported to continue their rehabilitation after discharge home.'*

**Did you know**

The inpatient unit at Teddington Memorial Hospital is a 29 bed rehabilitation service for local adult patients in the borough of Richmond, following an acute illness or injury. The unit also provides care for a small number of patients whose condition is suitable for treatment in a community hospital, rather than a larger hospital – as well as some palliative care patients.

**England's Chief Inspector of Hospitals, Professor Sir Mike Richards, said:**

*"It is encouraging to see improvements at this service. We spoke with patients and visitors and all the feedback we received was positive. All patients we spoke with were complimentary about their care and treatment and of the kindness of staff."*

You can download the full Care Quality Commission report for Teddington Memorial Hospital inpatient unit at: [www.cqc.org.uk/provider/R99](http://www.cqc.org.uk/provider/R99)



# Your Healthcare Matters

**NHS**  
Hounslow and Richmond  
Community Healthcare  
NHS Trust



Find out more about NHS community services in Hounslow at our Annual General Meeting and Health Fair.

We will also be hosting a talk on local sustainability and transformation plans (STP) for Hounslow and NW London - and would like to hear your views.

To find out more, visit [www.hrch.nhs.uk/agm-2017](http://www.hrch.nhs.uk/agm-2017)

**Montague Hall,**  
30 Montague Road,  
Hounslow TW3 1LD

**Date: 5 July 2017**

10-11am: Health Fair/market stall

11am-12pm: Annual General Meeting

All welcome!

To register your place, email [communications@hrch.nhs.uk](mailto:communications@hrch.nhs.uk) or tel 020 8973 3139. Lunch and refreshments will be provided.

## Top scores in NHS Staff Survey

HRCH tops the rankings for community trusts in the following areas:

 **The number of staff who would recommend HRCH as a place to work:** 9% higher than the national average for NHS community trusts (a 2% increase from last year to 64%).

 **Staff satisfaction with the quality of work and care they are able to deliver:** 5% above the national average (82% HRCH, 77% national).

 **Staff looking forward to going to work:** 9% better than the national average (67% HRCH, 58% national).



 **Staff agreeing that their role makes a difference to patients:** 4% above the national average (94% HRCH, 90% national).

 **Lower numbers of staff feeling unwell due to work-related stress:** 5% better than average (33% HRCH, 38% national).

 **79% of staff say that patient care is the trust's top priority:** 6% better than the national average (79% HRCH, 72% national).

 **Management action to improve the health and wellbeing of staff:** increasing from 3.54/5 to 3.68/5 following the introduction of a staff health and wellbeing programme.

**64%** Staff who would recommend HRCH as a place to work (9% higher than the national average for NHS community trusts)

**82%** Staff satisfaction with the quality of work and care they are able to deliver

**94%** Staff agreeing that their role makes a difference to patients / service users



# Richmond Community Healthcare in Partnership

Richmond Community Healthcare in Partnership (RCHiP) is a groundbreaking partnership launched in December 2016 between HRCH and GPs from Richmond GP Alliance – a collaboration of every GP practice in the borough of Richmond.

GPs and community NHS clinicians are working together to deliver better out-of-hospital community services for adult patients in the borough of Richmond.

Key to the success of the new partnership is achieving the health needs, or “outcomes”, that matter most to patients. Clinicians from RCHiP, Kingston Hospital, and Chelsea and Westminster Hospital have been working alongside patients and local people to identify the outcomes that matter most to them. This work has been used to make improvements to “patient pathways” for the various community health services involved.

A “patient pathway” is the route a patient takes from their first contact with the NHS (usually a GP), through referral to other health services, to completion of their treatment.

The new partnership has focussed on improving patient care for the following health services across the borough of Richmond:

## Cardiology

Cardiology specialists and patients are developing plans to ensure that patients who need to use cardiology services can receive more joined-up care and improved access to local services, closer to where they live.

From April 2017, a specialist community heart failure nurse now works in the community to support heart failure patients to self-manage their condition more effectively, ensuring they get the right medications, and providing improved access to cardiac rehab services.

## Diabetes

People with diabetes in Richmond are now benefiting from more convenient access to high quality care, closer to home – instead of having to travel to hospital.

Patients are able to either receive care from specialist community diabetes teams locally, or access more of their care directly from their own GP.

As a result, patients benefit from more consistent and well-managed care for their diabetes, with their GP overseeing the routine management of their



**Richmond Community Healthcare in Partnership**  
Working together for better care



condition. Patients who are currently referred to hospitals for diabetes outpatient care, who do not need to attend hospital, are referred back to their GP or a local diabetes hub where possible.

## Frail elderly care

Following a review of the existing care on offer - a range of new services are being created to support local elderly people.

These include:

- A new senior health clinic at Teddington Memorial Hospital, aimed at patients who have multiple health needs.
- A virtual senior health clinic – which uses web-based video conferencing so that healthcare professionals based in different organisations can discuss a patient's condition and find new solutions to managing their care. The virtual clinic is best for moderately frail people who are having difficulty coping at home.

## Respiratory care

Services are being improved and re-designed for people with respiratory conditions such as chronic obstructive pulmonary disease (COPD), while strengthening links between the various local clinicians and healthcare providers.

From 1 April 2017, patients with mild to moderate COPD are benefiting from self-management educational sessions and more convenient, local care provided at their GP practice. Patients with severe COPD can now access more intensive support from HRCH's community respiratory care team.

## End of life care

Partners delivering end of life care have developed priority areas to improve the experience of patients and families. These include supporting an increase in the number of patients dying in their preferred place of care, educating families and carers to prepare them for caring for a patient who is reaching the end of their life, and exploring shared electronic record systems to ensure all professionals interacting with a patient are aware of the patient's wishes.

## Locality working

RCHiP is also developing ways to improve how the NHS, social services, the voluntary and care sectors work better together in Richmond, to provide high quality joined-up services for local people.

Our aspiration is to create 'locality teams' who coordinate the care needs of adults, especially frail elderly, when they have to use a range of health and social care services. Working together in this way can help to keep patients with chronic diseases and complex needs well - at home, and avoid going into hospital.

**Find out more  
about Richmond  
Community Healthcare in  
Partnership and the latest  
updates to improve local  
health services at:  
[www.hrch.nhs.uk/rchip](http://www.hrch.nhs.uk/rchip)**





# Stop the pressure



We're on a mission to fight pressure ulcers – a debilitating condition which affects hundreds of thousands of people across the country, every year.

Our tissue viability and pressure ulcer expert, **Siobhan McCoulough**, has some great advice to help patients/carers manage pressure ulcers:

Pressure ulcers are injuries which break down the skin and underlying tissue - sometimes known as "bedsores" or "pressure sores".

They are caused when an area of skin is placed under sustained pressure. People are at risk of developing pressure sores if they have difficulty moving and are unable to easily change position while seated or in bed.

Pressure ulcers may start with discolouration of the skin - and develop into a deep injury with exposed bone, muscle or tendon. They are extremely distressing for patients and their families, but can be prevented in a large number of cases by following simple strategies.

Carers play a vital role in preventing pressure ulcers - as people who have frequent contact with the individual at risk - so it is important carers

understand how they can help reduce and prevent pressure ulcers from occurring. One of the best ways of doing this is through the **SSKIN** technique:

You can find out more about pressure ulcers – including a range of online resources – on our website at: [www.hrch.nhs.uk/pressure-ulcers](http://www.hrch.nhs.uk/pressure-ulcers)

## Remember the 'SSKIN' technique:



The SSKIN technique uses the following questions to better manage pressure ulcers:

- **Surface:** Has the person got the right pressure relieving cushion or mattress on their bed, chair or wheelchair? If they are going anywhere on transport, can they take their cushion with them?
- **Skin inspection:** Patients and carers should know the simple blanching/non blanching technique to look for grade 1 early stage pressure damage. Remember if a pressure ulcer is identified, OFFLOAD from the affected area and alert a healthcare professional.
- **Keep patients moving:** If sitting/lying down for long periods of time - encourage the person to move wherever possible. Even small movements such as rocking from side to side in the chair every 20 minutes can help the circulation.
- **Incontinence:** Is the person incontinent, do they have a barrier cream or spray to protect the skin?
- **Nutrition:** Does the person have a good diet? Eating a healthy, balanced diet that contains an adequate amount of protein and a good variety of vitamins and minerals can help prevent skin damage and speed up the healing process.



Healthy recipe by specialist dietitian, Veronica Mitchell.

## In this issue of "Trust me, I'm a dietitian", Veronica provides a tasty summer time recipe for Salade Nicoise – packed full of nutritional goodness.

### Salade Nicoise

(serves 4)

#### Summer has finally arrived!

What I love about spring and summer is the variety of seasonal vegetables you can put in salads. You could stick



closely with the original recipe and use gem lettuce - or use your imagination and add as many varieties of salad leaves as you want. I sometimes even throw in chunks of avocados!

This recipe is high in protein, low in carbs and high in good fats – whilst fresh tuna is also a valuable

source of omega 3. However, only fresh tuna counts as an oily fish source and not the canned variety.

#### Ingredients

- 4 x 125g fresh tuna steaks, or 2 x 200g tins of tuna chunks in brine
- 8 – 12 baby potatoes, cooked and quartered lengthways
- 16 – 20 baby plum tomatoes, halved
- 115g extra fine French Beans topped, cooked and drained
- 4 gem lettuce hearts, quartered lengthways or a large bag of mixed salad leaves
- 1 red onion, finely sliced
- 4 eggs, cooked for 6 minutes in boiling water from room temperature, quartered
- 6 anchovy fillets cut lengthways into thin strips (optional)

- 16 pitted black and green olives in brine

#### For the dressing or marinade

- 7 tbsp extra virgin olive oil
- 3 tbsp red wine or balsamic vinegar
- 3 tbsp lemon juice
- 1 tsp grainy mustard
- 2 tbsp freshly chopped parsley
- 1 garlic clove, peeled and finely chopped
- Salt & pepper to taste

#### Method

To make the dressing or marinade, whisk together the red wine or balsamic vinegar, olive oil, parsley, lemon juice, grainy mustard, garlic, salt and pepper.

Place the tuna in a shallow dish and pour over half of the dressing. Cover and chill for 1-2 hours to allow the fish to marinate. Toss in the marinade from time to time.

Heat a ridged griddle pan on the hob or a hot barbecue for 5 minutes. Remove the tuna from the marinade. Cook the tuna steaks for 2-3 minutes on each side, depending on how rare you like your fish.

Lay the lettuce leaves onto a large bowl or plate and add the lettuce or salad greens, onion, tomatoes, potato, tuna, beans, and anchovies. Drizzle over the remaining dressing then finish by adding the eggs, and olives.

#### NUTRITIONAL VALUE:

Calories – 572

Carbs – 25g

Fats – 35g from  
monounsaturated and  
omega 3

Protein – 40g

For more healthy recipe suggestions and information on eating well from our team of dietitians, visit: [www.hrch.nhs.uk/healthy-eating](http://www.hrch.nhs.uk/healthy-eating)



## News in brief:

### Queen thanks our staff



Two HRCH clinicians have been invited to attend the Queen's Garden Party at Buckingham Palace in recognition of the exceptional patient care and services they provide.

Children's community nurse manager, **Katie Randall** (pictured), attended a Queen's Garden Party in May - in recognition of her dedication in going above and beyond the requirements of her role to help local children.

Tissue viability specialist and pressure ulcer prevention project lead, **Siobhan McCoulough** was nominated to attend the prestigious event by NHS Improvement, in recognition of her 'on-going support and contribution to nursing'.

### Chairman reappointed



NHS Improvement has confirmed the re-appointment of Stephen Swords as chairman of HRCH for a further two year term – until 31 March 2019. Stephen was originally appointed as chairman the trust board in January 2010.

As chairman, Stephen has steered the organisation through a number of major changes - including securing NHS Trust status for HRCH in 2011.

Commenting on his reappointment, Stephen said: "I am proud of what we have achieved as an organisation since coming into being in 2010, and first and foremost of our staff who provide vital care for local people across Hounslow and Richmond."

### New **ONE YOU** service for Merton

**One You Merton** is our new health and wellbeing service for people in the London Borough of Merton – providing a one-stop shop for residents to access a range of healthy lifestyle services.

Having launched in April 2017, **One You Merton** is supporting local people to stop smoking, lose weight, eat healthily and exercise more.

Through the service, Merton residents can now access a broad range of advice, information and support from our healthy lifestyle specialists through a dedicated website, with additional telephone support.

The service builds on the success of our **One You Hounslow** service, which launched in 2016.

Find out more about: **One You Merton** at:

[www.oneyoumerton.org](http://www.oneyoumerton.org)

**One You Hounslow** at: [www.oneyouhounslow.org.uk](http://www.oneyouhounslow.org.uk)



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



#### Care

High quality, safe care with compassion



#### Respect

Dignity and respect to patients and colleagues



#### Communication

Listening and communicating clearly

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