

Title of Report:	Review into Dignity of Care for Older People in Hospitals
Report to be considered by:	Health Scrutiny Panel
Date of Meeting:	19 July 2011

- Purpose of Report:**
- a) To inform Members of the Dignity and Nutrition for Older People in Hospitals report
 - b) To suggest a method of carrying out a local patient and carer informed review into Dignity and Nutrition for Older People in Hospitals
- Recommended Action:** To approve the proposed methodology and timescales.

Healthier Select Committee Chairman	
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Supporting Information

1. Introduction

- 1.1 In 2007 the Healthcare Commission (now the Care Quality Commission) published a report called “Caring for Dignity”.
- 1.2 The “Caring for Dignity” report highlighted that while most people valued the services they received and felt that their dignity was respected, there were examples in acute hospitals where this was not happening, including:
 - Single sex bays that accommodated both men and women
 - Patients being moved frequently to release beds
 - Meals being taken away uneaten with no help offered to eat them
- 1.3 The report also highlighted that where care did fall short, a lack of training for staff was a particular issue in dealing with people with dementia in acute care settings.
- 1.4 Following the healthcare commission being merged with a number of other agencies the Care Quality Commission (CQC) was established.
- 1.5 The CQC regulates health and adult social care services in England, whether they're provided by the NHS, local authorities, private companies or voluntary organisations.
- 1.6 In May 2011 the CQC published a damning report from Luton and Dunstable Hospital, which detailed their failure to adhere to a number of standards/outcomes (available in appendix A) under the title “Dignity and Nutrition for older people”.
- 1.7 This report was one, of the first, into a number of investigations by the CQC. By the end of the reviews the CQC hope to have investigated 100 hospitals in England. The reports are published on a rolling basis, with the most recent ones being published in June 2011.

2. Outcomes/Standards

- 2.1 The outcomes/standards mentioned fall into 27 different categories (Appendix A). It is these which are used as a benchmark for the CQC.
- 2.2 It is recommended that the Health Scrutiny Panel either use all of the standards, or select the ones they feel most important to carry out a local patient and carer informed review into Dignity and Nutrition of Older People in Hospitals.

3. Local Hospitals

- 3.1 At the time of writing the report, only the Great Western Hospital at Swindon has had a review conducted into it. This found 2 outcomes required work to them to bring them up to the standards that the CQC hoped for. The report is attached as Appendix B.
- 3.2 As of yet the main hospital which provides hospital care to West Berkshire residents, the Royal Berkshire Hospital Foundation Trust (RBHFT) has not been reviewed by CQC.

3.3 Pending further reports from CQC, Health Scrutiny Panel could consider asking the views of local people with recent experience of a hospital stay as to the standards of dignity in care they experienced.

3.4 The findings would then be shared and discussed with the relevant hospitals.

4. Proposals

4.1 It is proposed that the following partner organisations could be used to gather information about local people's experience in relation to Dignity and Nutrition in Care for Older people in Hospitals.

- (i) Age UK, West Berkshire
- (ii) Princess Royal Trust for Carers, Berkshire
- (iii) Alzheimer's Society, West Berkshire
- (iv) West Berkshire LINK
- (v) Neurological Alliance, West Berkshire

4.2 The above groups could be asked if they would be interested in supporting Health Scrutiny by formulating a focus group. The standards by which the groups will be using as a benchmark will be selected by the Members of the Health Scrutiny Panel.

4.3 Should members be minded to approve the above proposal it is suggested that the following timescales be kept to.

- July to September – Consultation with groups regarding dignity and nutrition in care for older people in hospitals.
- October – Members Health Scrutiny Task Group meeting to discuss the findings and identifying key issues.
- October to January – call on Hospitals highlighted by West Berkshire groups to respond to the key issues highlighted.
- January – NHS to report back to Health Scrutiny Panel regarding dignity and nutrition of care for older people in hospitals.

5. Recommendations

5.1 It is recommended that Members decide what standards to use, as mentioned in section 2.2 and detailed in appendix a.

5.2 It is recommended that Members approve the methodology and timescales as set out in section 4.

Appendix

Appendix A – Outcomes/Standards issued by the Care Quality Commission used to review care in hospitals for older people

Appendix B – Care Quality Commission report into the Dignity and Nutrition of Care for Older People in Hospital at the Great Western Hospital, Swindon.