

AIM

Increase the offering of Self Care to patients on the Indigo caseload by 50% by 30th December 2022

BACKGROUND

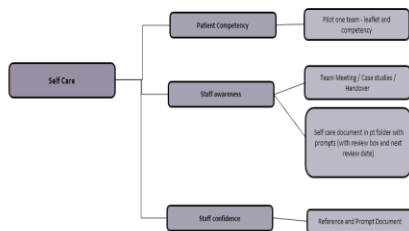
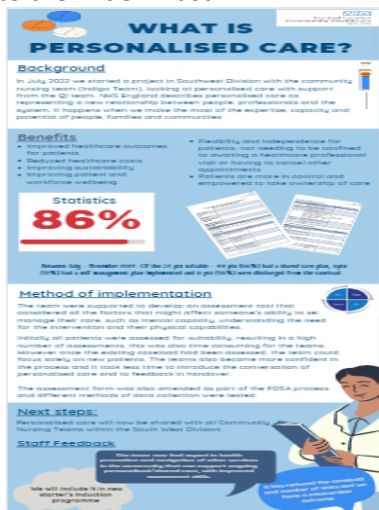
Personalised care was part of a much bigger project across community nursing in Southwest Division.

Self-care was a primary driver looking to improve independence.

The Indigo team covers a complex caseload with various challenges and agreed to pilot the project

POSTER

A Poster was created to communicate the project to the wider Trust



METHODS

Using the Model for Improvement, the team created a SMART aim, identified associated measures (Number of patients offered self-care and patients that have taken up the self-care offering) and organised the change ideas of the project into a Driver Diagram.

RESULTS

Increasing patient independence to manage their own healthcare needs, changing the way the team interacted with their patients as less visits were required. Patients were educated and empowered to participate in their ongoing care, this also impacted positively on staff morale.

All patients on the caseload were assessed for suitability at the beginning of the project which is why the numbers are higher. In subsequent months, only new patients or patients who had been identified as suitable for review were included.

Month	No. of patients on the caseload offered	No. of patients on the caseload suitable	Shared care plans implemented	Self-management plans implemented	Discharged from caseload
July/Aug 2022	71	25	23	2	2
Sept 2022	14	6	4	2	2
Oct 2022	16	7	6	1	2
Nov 2022	20	13	11	1	3

CONCLUSION / RECOMMENDATIONS

Learning and Reflections

- Triage – screen for personalised care at triage
- Initial assessment – include the assessment template as part of the initial assessment document
- Training – include as part of induction for new starters
- Leaflets – include in leaflets about the service
- Time – time to have effective conversations
- Using 'Personalised care' as an umbrella term to improve patient understanding of the project

NEXT STEPS:

- Develop e-learning module to support project spread (Trust wide)
- Share Template and associated resources