Putting Quality Theory into Quality Practice

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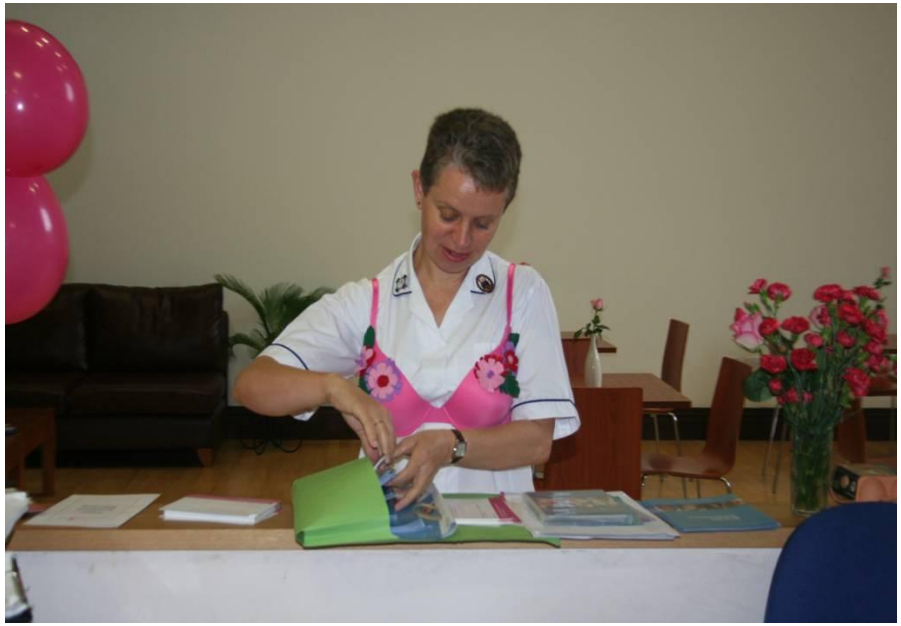


DANGER

Making the case

- Audit
- Case reviews
- Critical events
- Patient / carer feedback
- Research

Vitamin B and thiamine prescriptions

- Patient feedback - Disgusting taste!
- Audit showed few taking drugs as prescribed
- IM Pabrinex injections offered
- Improvements in compliance and in health

Management of seizures

- Audit of A&E attendances showed same patients being seen regularly with seizures
- Critical event highlighted that hostel staff unclear of how to manage fits
- Drug compliance an issue

Management of seizures

- Training for hostel staff in both why seizures occur and what to do
- Dosing boxes for patients with poor memory
- Review audit showed huge reduction in A&E attendances

Case review – End of Life Care

- Increasing numbers of patients dying of alcohol related liver disease
- Hostels having problems providing Palliative & End of Life care
- Patients being admitted to hospital at the end rather than being allowed to die at home

Case review – End of Life Care

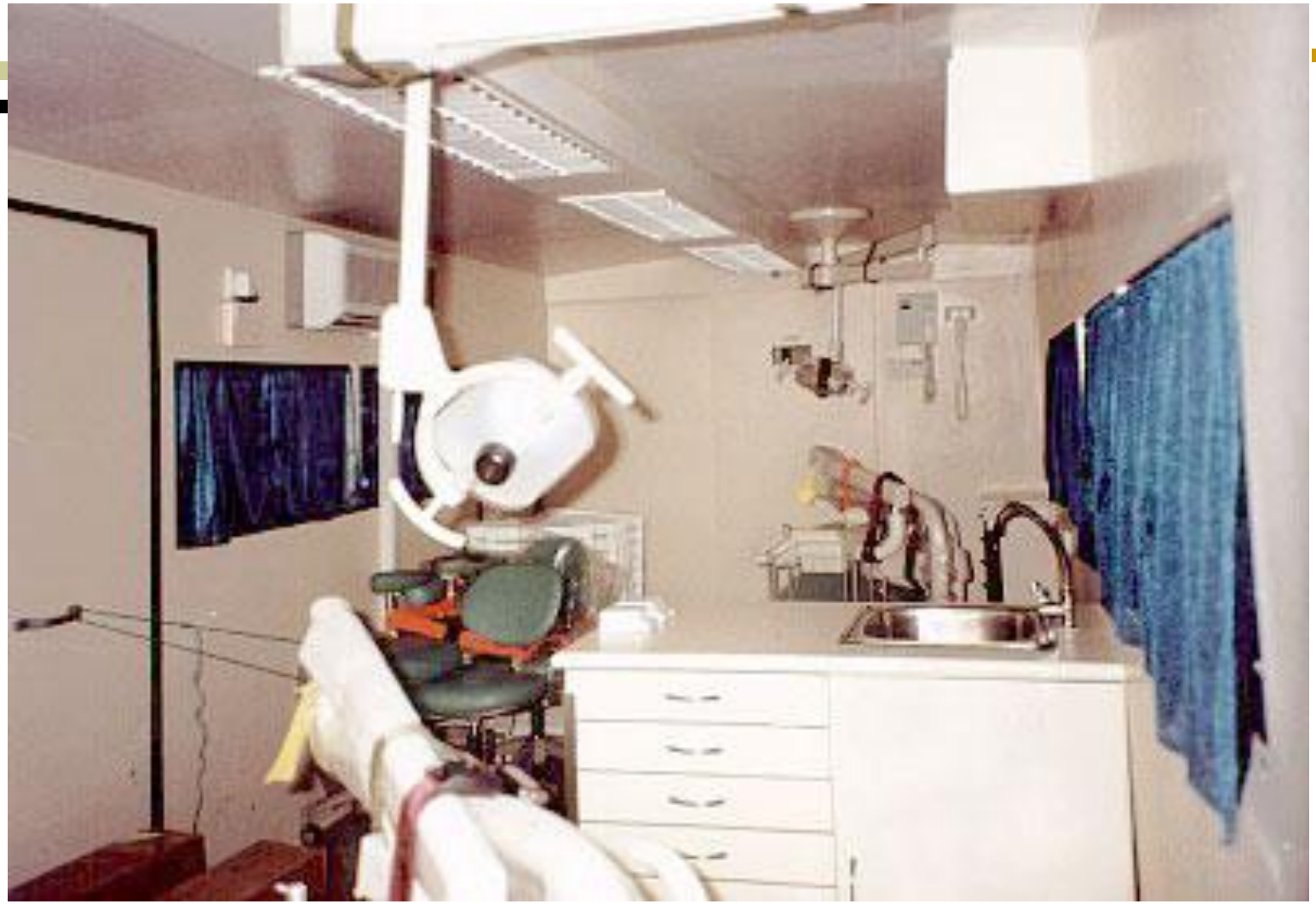
- Establish a care pathway for End of Life Care for ALD
- Establish a care pathway for drainage of ascites as a day case
- Training & ongoing support for hostel staff

Research – Oral Health

- Very, very limited access to dental services even in an emergency
- Many nurse consultations for dental pain and abscesses
- Many patients with black stumps & missing teeth

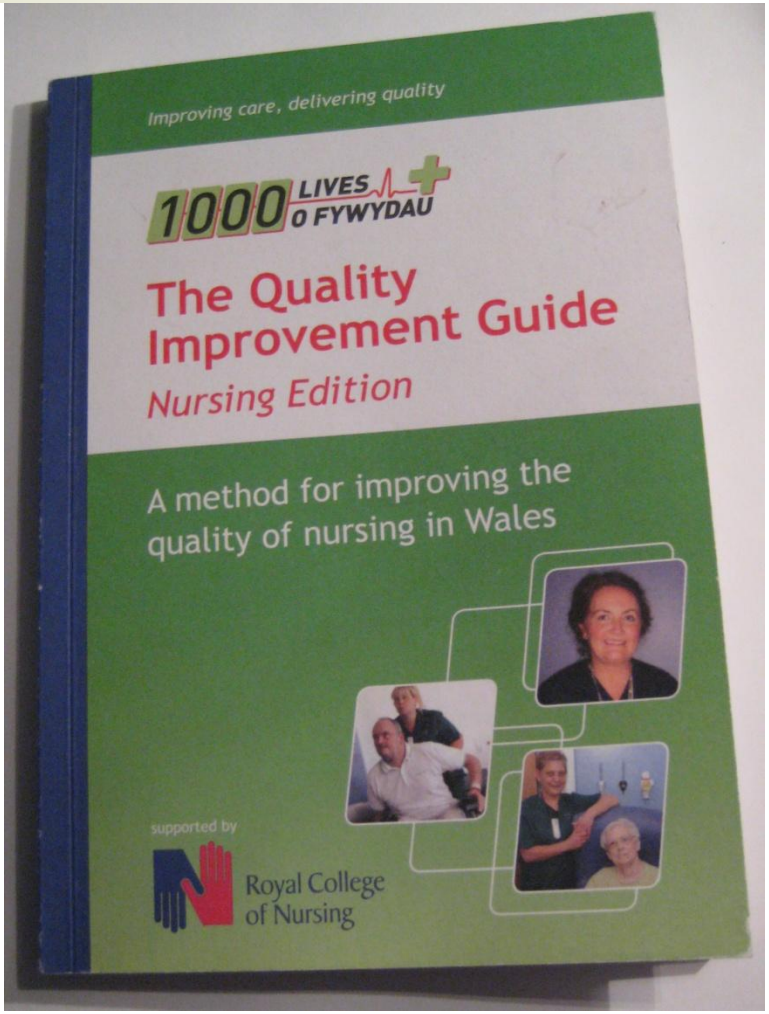
Research – Oral Health

- Research done with a local dental surgeon confirmed appalling levels of oral health
- Research presented to Health Board
- We now have a mobile dental service once a month & access to emergency dental services



How to get started

- www.1000livesplus @wales.nhs.uk



Thank you for listening

- Any easy questions?