

Resource 5

Examples of local sources of information included by St Brendan's CNU in their Quality Profile

The following table provides some examples of local sources of information included by St. Brendan's CNU in their quality profile. The examples provided are from the 'person centred care' theme of the National Standards for Safer Better Healthcare. It is important to note that there are currently no social care division specific KPIs collected for this theme in the HSE national service plan.¹

Please note that these tables are for illustrative purposes only; it is not a list of measures that must be collected for the profile, nor is it comprehensive.

Each service will make decisions on which specific measures will be included in their own Quality Profile. These decisions will be based on finding sources of information relevant and important to their service, and where that information already exists or is required and is of good quality, the service will likely use that information. There will be other questions that cannot be answered with currently available information and the service will make a plan to answer these questions over time.

¹ The % of complaints dealt with in 30 days is a system wide measure collected in the HSE service plan that is relevant to the 'person-centred care' theme of the National Standards for Safer Better Healthcare.

Person Centred Care

Examples of local sources of information included by St Brendans CNU in their Quality Profile



Residents Council: *A valuable mechanism for residents and their family members to provide formal feedback on the organisation*



Client Surveys: *A method of obtaining residents' opinions on different aspects of the care provided by the organisation*



Phlebotomy: *Appropriate staff provided with training and education in phlebotomy skills to facilitate hospital avoidance for residents, enabling them to remain in the Nursing Unit*



Administration of IV antibiotics: *Appropriate staff provided with training and education in administration of IV antibiotics to facilitate hospital avoidance for residents, enabling them to remain in the Nursing Unit*



IV fluids/sub-cutaneous fluids by nursing staff: *Appropriate staff provided with training and education in administration of IV fluids/sub-cutaneous fluids by nursing staff to facilitate hospital avoidance for residents, enabling them to remain in the Nursing Unit*



Continence Programme: *Appropriate staff provided with training and education on all aspects of continence care to enable them to manage incontinence of residents in the correct, most beneficial way*



Palliative Care Program: *Staff provided with education and training through the HSE Palliative Care Programme, to ensure that residents with life-limiting conditions and their families, can easily access a level of palliative care service that is appropriate to their needs regardless of care setting or diagnosis.*



Dares Project: *This HRB funded research project is led by Prof Eamon O Shea (Principal Investigator). The aim of this research is to develop and evaluate the effectiveness of a structured educational reminiscence programme for staff on levels of agitation exhibited by residents with dementia and on staff attitude towards residents with dementia and perceived care burden.*



Dementia Project: *Staff provided with education and training through the HSE National Dementia Education Programmes, to ensure that residents have access to a dementia service that is underpinned by a person centred model.*



Person Centred Care program: *Staff provided with education and training to implement a model of person centred care using a practice development approach, which is concentrated on the provision of processes to enable and deliver person-centred, safe and effective healthcare.*