

Does a pre-visit phone call result in improvement?

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Introduction

The Children's Hospice Association Scotland (CHAS) at Home Team provide specialist paediatric palliative care to babies, children and young people. Care takes place in the home, hospital or in the community.

A planned inspection was undertaken by The Care Inspectorate in Spring 2014 and the report was published in March 2014. There were no formal recommendations or requirements in the report, but one area for improvement was "to consider an audit of medication procedures in the home setting".

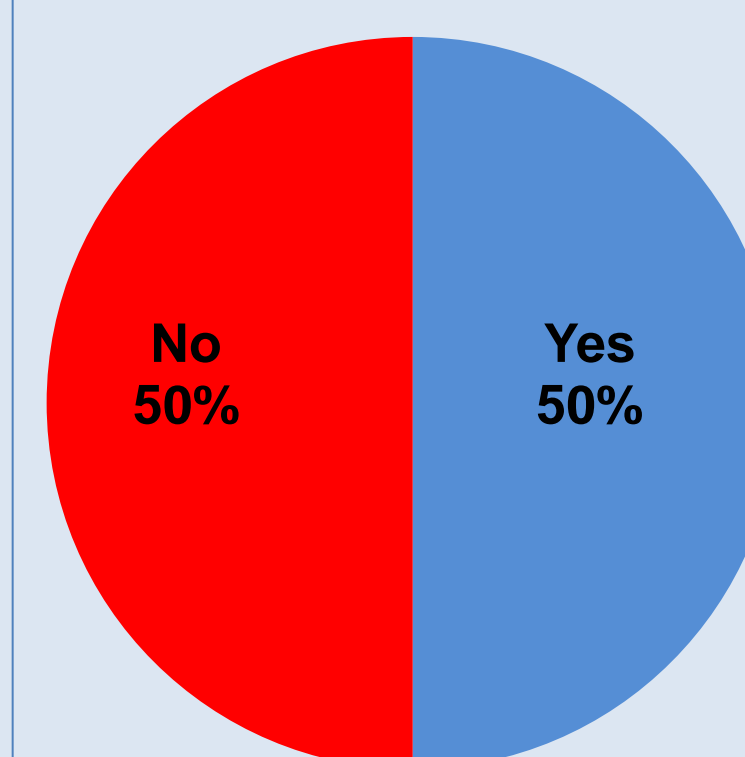
The audits were planned to enable the CHAS at Home Team to provide evidence to the Care Inspectorate of improvement and that CHAS at Home is following best practice for medicines management.

Results

Was a pre-visit phone call made to the parent / carer to check for any changes in medications?

In the first audit the Hospice based Homecare Teams performed better than the 2 Homecare Teams up North. There was evidence in 3/5 Homecare notes at Rachel House, 5/5 at Robin House, 1/4 at Aberdeen and 0/4 at Inverness. Over the whole CHAS at Home service the results showed that a pre-visit phone call was made and recorded in nine out of the 18 sets of notes audited. (50%)

Was a pre-visit phone call made to check for any changes in medication?
January 2015



Aims

The aim of the audit was to look at:

- record keeping in relation to medications.
- best practice for remote verification and transcribing of medications.
- ensuring that the CHAS at Home teams are following the procedure laid out in the Standard Operating Procedure.



Pre-visit contact?



Preparing for a visit?



On a visit? and After a visit?

In September 2015 draft checklists were developed to aid improvement and to support staff in medicines documentation for the CHAS at Home service.

The checklists were piloted by a member of the CHAS At Home Nursing Team and further amendments were made.

Following training, in November 2015 the three checklists were introduced to the CHAS at Home teams.

Methods

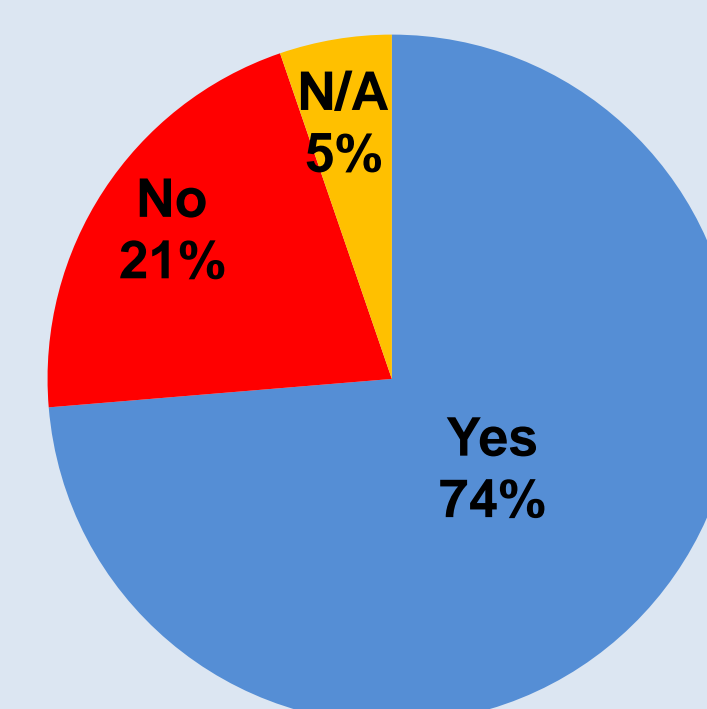
The audits were carried out in all four CHAS at Home sites Rachel House, Robin House, Aberdeen, and Inverness in January 2015 and February 2016.

Methods

- A retrospective audit of Homecare Visits carried out in the previous two months.
- The aim was to randomly select five sets of children's notes from each site. The CHAS at Home medication charts from each set of notes were utilised for data collection.
- The audit tool included five standards/ five questions
- Standard One- **A Pre Visit Phone Call is made to the parent/carers to check for any changes in medication or care.**

The second audit shows a marked improvement for Rachel House, Aberdeen and Inverness Teams scoring 4/5, 4/5 and 3/4 respectively. The Robin House Team had scored 5/5 in 2015, but made calls on only 3/5 notes in 2016. Over the whole CHAS at Home service the results showed that a pre-visit phone call was made and recorded on 14 out of the 19 sets of notes audited. (74%)

Was a pre-visit phone call made to check for any changes in medication?
February 2016



Conclusion

Improvements were made in four out of five CHAS at Home Teams. Perhaps it is useful to note that the Robin House Team carry out more Home Care visits than any of the other three teams and they report that more of their pre visit contact is now done via text message and it is not always possible to discuss medications via this method of contact.

A further visit from the Care Inspectorate was carried out in March 2016 – initial verbal response following the assessment of documentation including the review of medication charts was that the inspector was impressed with the robust systems in place. They liked the new checklists. They commented that the documentation relating to pre-visit phone calls had improved. They were happy that the actions from the previous inspections had been completed and that a good system was in place to repeat the audits annually.

The results of the audit have been shared with all of the CHAS at Home teams to ensure they are aware of the need to carry out and document pre-admission phone calls. The checklists exist to guide staff through the phone call and assist with documentation.