

Information Governance

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Response Due: 11th December 2017

7th December 2017

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

You asked:

1. How do ward staff ensure that patients with sensory impairments are highlighted so that all staff on the ward are aware?

Patients with sensory impairment are highlighted at staff handover. A record of their impairment should also be noted within the patient's admission documents, nursing assessment and nursing care plans.

2. Has consideration been given to using the white board above the bed to state that a patient has sensory impairments along with other information?

The information on the white boards was agreed and standardised a number of years ago. This suggestion will be forwarded to the Professional Advisory Board for consideration.

3. What Steps does the ward/Trust take in the care of hearing aids to ensure they are not lost?

Please use the link below to access the Trust policies relating to the safekeeping of patient property.

<http://sharepoint.xwwl.nhs.uk/sites/PolicyManagement/PolManArc/Safekeeping%20Patient%20Property%20Procedure.doc>

<http://sharepoint.xwwl.nhs.uk/sites/PolicyManagement/PolManArc/Safekeeping%20of%20Patient%20Property%20Policy.doc>

4. How has NICE Clinical Guideline 103 – been implemented at RAEI?

- NICE guideline Co-ordinator sent out request in June 2010 to Dr Rehman in relation to the Trust's implementation of CG 103 – received the following narrative as evidence:

- June 2010 – partially implemented – action plan received. Received tool used in A & E by the nurse practitioners, the Frailty pathway which has the delirium pathway on page 2 and the delirium pathway on its own. The new proforma for assessment of confusion and delirium has been forwarded in July to the Division of Medicine by Dr Appu Suman and Dr Balasubramanian Diraviyam. However further work needs to be done in encouraging the regular use of the new forms. A specialist nurse in elderly care has started to work in the emergency floor from 14th November 2010. Further work with regards to generic assessment of all elderly including formal comprehensive geriatric assessments for frail elderly and dementia is being developed. Once completed these forms will ensure compliance with all assessment requirements for elderly.
- November 2011 – fully compliant – baseline assessment received in audit
- Audits against CG103 were carried out in 2010 and 2013 to evidence compliance
- Documents received in clinical audit to support compliance:
 - Delirium pathway
 - Frailty care pathway
 - Comprehensive Geriatric pathway
- A Quality Champions project was undertaken within Specialist Services Division (2015) from which a Delirium Screening tool was produced. This has not been rolled out to date but has been discussed with the HIS team in order for it to be included on HIS as a risk assessment tool in the near future

5. What policies are in place for recognition and care of patients with delirium?

The Trust has the following policies in place to support the recognition and care of patients with delirium:

- Delirium Prevention and Recognition in Critical Care
- Wigan Borough Palliative Care Pain and Symptom Control Guidelines
- Fracture Neck of femur (NOF) Guideline
- Therapeutic Management of Vulnerable Adults with Challenging Behaviour (including Control and Restraint Management)
- Alcohol Withdrawal Policy
- Alcohol Withdrawal Procedure.

Please see additional information.

6. What are the usual multi-disciplinary discharge planning, procedure and processes on Winstanley Ward?

There are no unique procedures or processes aligned to Winstanley Ward. Staff would be expected to follow the following Trust policies and procedures:

- Discharge Policy
- Discharge Procedure
- Nurse and Practitioner Led Discharge Policy
- Whiteboards in Clinical Areas Standard Operating Procedure.

Please see additional information.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster
Chief Executive

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If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF