

Press release – February 6th, 2018

South Tyneside Hospital care for older people has the mark of quality



A South Tyneside District Hospital ward has once again been recognised for the high quality of care it provides for frail, older people and for the team's dedication to continuous improvement.

Ward 19 has retained The Royal College of Psychiatrists' Quality Mark for Elder-Friendly Hospital Wards, which it gained in 2014 and which only 40 wards across England have achieved to date.

Information from a variety of sources was used during assessment for the mark. This included patients and their family members and carers reporting their experience of the quality of essential care provided on the ward. Also, members of the ward team rated their morale, the quality of leadership and teamwork, and whether they had the necessary skills, time and resources to meet the care needs of patients.

Senior managers provided evidence that the South Tyneside NHS Foundation Trust Board had shown leadership with respect to the care of frail, older people and had reviewed information about the quality of the care provided by the hospital to this group of patients.

The Quality Mark demonstrates the Trust's commitment to improving care of older people. It is also involved in pioneering work which is reducing in-patient falls in older patients. A 'falls risk assessment and individualised care plan' was introduced across the Trust in summer 2017 which allows for all patients aged 65 and over who are admitted to South Tyneside District Hospital to be assessed within 48 hours of admission for their risk of falling. It was voted as the best idea for other Trusts to follow by fellow members of NHS Improvement's Falls Collaborative, which was set up to reduce the rate of in-patient falls and share examples of best practice and innovation across the NHS.

Melanie Johnson, Executive Director of Nursing and Patient Experience at the Trust, said: The award of the Quality Mark is a fantastic achievement and everyone at the Trust is extremely proud of the team who do such a wonderful job and are always willing to go the extra mile to provide care of the highest quality and excellent patient experience. It is great news, too, for South Tyneside patients, and their relatives and carers, as they can be assured that they are receiving the best care.

"With increasing numbers of older people living longer, we are committed to delivering the very best support for them that enables them to have the best quality of life possible. The Quality Mark demonstrates that we are already doing that and we are continuously building on the good work to further develop our services for this very important group of patients."

Professor Wendy Burn, President of the Royal College of Psychiatrists, said:

"I am delighted that South Tyneside District Hospital has received an award from our College Centre for Quality Improvement (CCQI) for the high-quality care they provide to the elderly. The CCQI award and accreditation networks enable health services to learn from frontline staff, patients and carers, who work together to drive up

standards of care. I would encourage all hospitals to join our Elder-Friendly Quality Mark.”

Ends

Photo caption: Some of the staff from Ward 19 at South Tyneside District Hospital who are celebrating the Elder-Friendly Quality Mark. Left to right, staff nurse Kelly Hicks, auxiliary nurses Carole Leithead and Amelia Hambley, Dr Dominic Maxfield, staff nurse Karen Turnbull and auxiliary nurses Susan Pratt and Lisa Hall

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