

DOROTHY HOUSE INPATIENT UNIT

QUALITY OF CARE IN LAST 48 HOURS OF LIFE SURVEY



RN'S ANN WADE, SUE DENISON, SARAH PARKES, AND N/A'S DOREEN RUSSELL, AND SUE BROOKS, INPATIENT UNIT,

ABSTRACT

Measuring from a carer's perspective how well IPU staff meet the total needs of the patient and their carer within the last 48 hours of life.

BACKGROUND:

Wished to know how timely and complete the care given to patients and their carers was, in order to identify any gaps.

OBJECTIVE:

To measure the standard of care given to patients and their carers in the last 48 hours of life

METHOD:

Questionnaire sent to carer 6 weeks after death of patient. Please see attached sheet for complete wording of each question and the responses.

RESULTS:

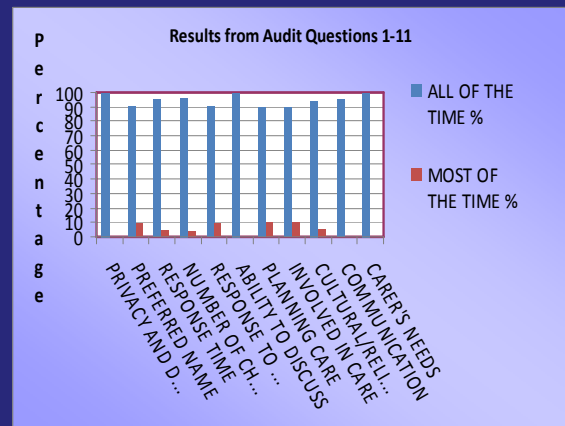
High response rate (23 returns out of 30), showing that all or most of the time the needs of the patient and the carer were met.

METHODS

- 1. Questionnaire compiled – based on Essence of Care Benchmarks.
- 2. Permission Slip given to all carers of all patients admitted over an 8 month period.
- 3. Records kept on spreadsheet to ensure audit trail of those accepting/declining to participate.
- 4. Questionnaire sent to carer 6 weeks after death of patient.
- 5. Covering letter informing the carer of purpose of survey; no obligation to take part.
- 6. Record kept on computer (using database 'event' codes), detailing when sent and returned.

RESULTS

Number of admissions in 8 month period = 154
 Number of deaths = 66
 Number not included (various reasons) = 36
 Number of questionnaires sent out = 30
 Number of responses = 23 (77%)



CONCLUSIONS

- All carers :
 - said that they were always able to discuss any changes with nurses
 - felt that the nurses identified and attended to the patient's needs sensitively
 - said that nurses always respected the patient's privacy and dignity.
- Two carers said that they did not always feel involved in providing care to the patient (although they did most of the time)
- One carer said that the patient's cultural/spiritual and religious needs were not always respected (though they were most of the time)
- 57% of carers felt the timing of questionnaire was satisfactory, 19% felt it was unsatisfactory, with 24% being unsure

COMMENTS MADE BY CARERS



Contacts:

Anne Wade & Sue Denison, Dorothy House Hospice, Winsley, Bradford on Avon, Wiltshire, BA15 2LE
 Telephone: 01225 766988
 Email: ann.wade@dorothyhouse-hospice.org.uk or sue.denison@dorothyhouse-hospice.org.uk