

Establishing Resident's Meetings in an Assessment and Treatment Unit

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January 2021

Introduction

People with learning disabilities must be treated with dignity, respect and understanding; meaning they should be at the centre of the care they receive and have the opportunity to contribute to what that care looks like at all levels.

Involving patients in all aspects of care is a fundamental part of NHS Fife's values and this project fits within the wider agenda to increase engagement of people with learning disabilities in inpatient care settings.

The impact

- Increased patient engagement
- Review of ward based activities and the introduction of new group sessions
- Feedback provided to catering re meals and changes made which allows more choices
- Patient voice at the business meeting
- Contribution to the wider service aim of increased patient and service user involvement

Improvement methodology

- The Model for Improvement was used as a structured, systematic approach to establish:
 - What we were trying to achieve
 - How we would know that a change was an improvement
 - What change can we make that will result in improvement
- Process mapping was used to identify opportunities within the current process to add in the meeting
- Run charts were used to present findings

The approach

What we were trying to accomplish

To establish regular Resident's Meeting within Mayfield, an assessment and treatment unit for adults with learning disabilities.

What we measured to understand if our change was an improvement

- The number of weekly meetings that took place
- Number of residents in attendance
- Length of engagement
- Outcomes and contributions to care as a result of the Resident's Meeting

What changes we made / are making

- Time of the Resident's Meeting
- Offering a hot drink
- Introducing a energizer activity at the beginning
- Minutes distributed in an accessible format

Leadership learning

- Challenges in leading from remotely, forced learning due to covid-19 however this is likely common in s leadership role
- Importance of establishing a project group with a shared vision and plan
- Establish if barriers are due to current restrictions or a deeper cultural cause

Next steps

- Develop from a process aim to an outcome aim
- Continue strive to achieve aim of regular residents meetings – this has not progressed as hoped due to current restrictions
- Increase attendance, adapt to suit all abilities