

## If you are on a ward which is scored as Red or Amber does that mean you will get poor care?

No, the standard of care you will receive will not be of a lower standard.

The ward has been assessed on the agreed criteria previously described. The wards who have been rated as Red or Amber need some improvements on whatever aspects of care/metrics they have not achieved the required standard. Staff on these wards will be able to describe the action plan they are working on, the actions that have been taken and the support they are getting.

If you have questions or concerns, please ask to speak to your Ward Sister/Charge Nurse who will be able to provide a full explanation.



## How will ward accreditation improve care?

Ward Accreditation will provide the staff working on the wards with a framework with clear standards. This will mean that the staff know what standards they need to achieve and how they will be measured. These standards will be based on the most up to date evidence based information. It will also ensure that all wards across the three main hospitals are working to the same standards, reducing variation in care across the organisation.

It is based on the continuous improvement principle of standardising, recognising, sharing and adhering to best practice in the interests of patient care.



## CARING FOR YOU

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

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## Ward Health Accreditation Metrics (Wham)



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## What is ward accreditation?

Ward accreditation is a process of measuring the quality of the care provided on our wards and in our departments.

Delivering high quality and appropriate care is of paramount importance to the patients we serve.


The staff of United Lincolnshire Hospitals NHS Trust and the organisation must account for the quality of care delivered to patients and that care should be evidence based and appropriate to the needs of the patient.

The Trust's Ward Health Accreditation Scheme has been adapted from the Nursing Assessment and Accreditation Scheme introduced at Salford Royal Foundation Trust Hospital in Manchester.

The scheme focuses on engaging staff and empowering leaders to improve standards and quality on wards and in departments.

The accreditation framework is designed around 13 standards developed by the Trust which are aligned to the Care Quality Commission's key lines of enquiry.

We need to ask if the service we provide is:

- Safe
  - Caring
  - Effective
  - Responsive
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## What are the standards we are measuring?


- Safeguarding patients in our care
- Identifying the deteriorating patient
- Infection prevention
- Falls prevention
- Pressure ulcer prevention
- Medicines safety
- Patient flow/discharge
- Continence management
- End of life care
- Nutritional support
- Patient experience
- Risk management
- Effective workforce

## How are the wards scored?

The wards are visited by an Accreditation Matron who will score the ward using a tool developed for measuring the compliance of the ward against the 13 standards.

Wards progress through **Red**, **Amber** and **Green** standards as they achieve their designated targets for consistent practice and performance, ultimately acquiring **Blue** full accreditation status.

A **Blue** fully accredited ward will have a different status and the ward Sister/Charge Nurse will have more power to determine how their ward is managed.



## Why are we doing it?

In October 2016 United Lincolnshire Hospitals NHS Trust had an inspection visit from the Care Quality Commission (CQC) who are one of the health care regulators in the United Kingdom.

During this visit they identified a number of key aspects of patient care and management that required improvement.

The introduction of ward accreditation is one of a number of initiatives that we are doing to improve the quality and consistency of patient care to ensure that you get the best possible outcome from your visit to our hospitals.

## What does it mean for you as a patient?

- Ensures you receive the highest standards of care.
  - Provides strong focus to the team.
  - Strengthens ward leadership.
  - Improves quality on the wards.
  - Reduces avoidable harm on the wards.
  - Improves your experience as a patient.
  - Evidences compliance against regulatory standards.
  - Improves clinical efficiency and effectiveness.
  - Shares good practice across the organisation.
  - Introduces healthy competition between wards.
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