

Acute Care Bags: Supporting the Patient Experience and improving patient outcomes in hospital emergency areas



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Situation

- Audit Jan 2020 - patients with a Learning Disability and/ or Autistic patients struggled in ED
- Come in unwell, stressed and unprepared.
- Unpredictable nature can cause sensory overload
- Reattendance rates higher than general population



The Idea:

1

Every patient with a learning disability or Autism diagnosis gets offered a care bag with a range of items to help them manage their own sensory or additional needs.

2

The bag is single use and patient held



The Aim

1

Rapid access to reasonable adjustments

2

Increase staff awareness and acceptance

3

Improve patient experience.

4

Improve patient outcomes – Get it right first time



University of Leicester Research Study

94% of patients felt that Care Packs ensured they felt cared for during their hospital stay

84% of nursing staff felt that Care Packs saved them more than 5 minutes per patient, releasing at least 40 minutes per shift

Improving job satisfaction in 9/10 nurses

The Leeds Way Values



Patient Centred

Patient Centred

Patient held



Collaborative

Collaborative

Co-production



Empowered

Empowered

They can help manage their own needs



Accountable

Accountable

Feedback welcomed
Incidents monitored
Presented through governance



Fair

Fair

All patients offered a bag and given the chance to give feedback

What is in the Care Bag?



The Bag

Sensory Items

Each bag contains an eye mask and noise cancelling headphones to help manage sensory needs

Clinical information

Patient information leaflet in accessible format- follow national patient safety targets

Occupation items

A range of items to occupy and distract – tested and agreed via focus groups

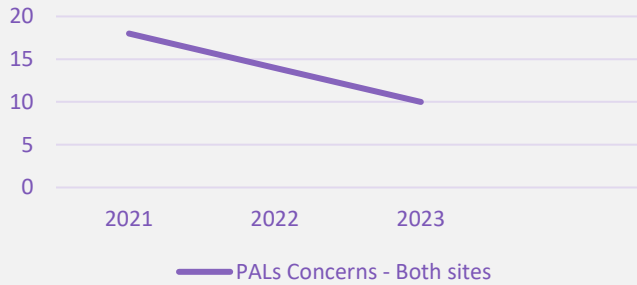
Referral to Acute liaison

Each bag contains a tag that acts as a referral to the acute liaison team

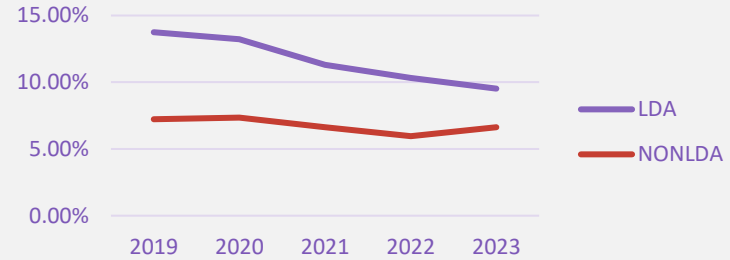
Outcomes in Leeds Teaching Hospitals :

1. Over 2000 bags have been given out
2. > 75% going to patients with LD and/ or Autism diagnosis
3. 98% positive feedback received
4. Successful pilot led to increased funding and widened scope to all acute admitting areas
5. Year on Year reduction in gap between gen pop. And LD/A pop. ED re-attendance
6. Recommended as good practice in a SAR
7. Gained National interest from NHSE and NHS
8. Highly commended at National LD Awards

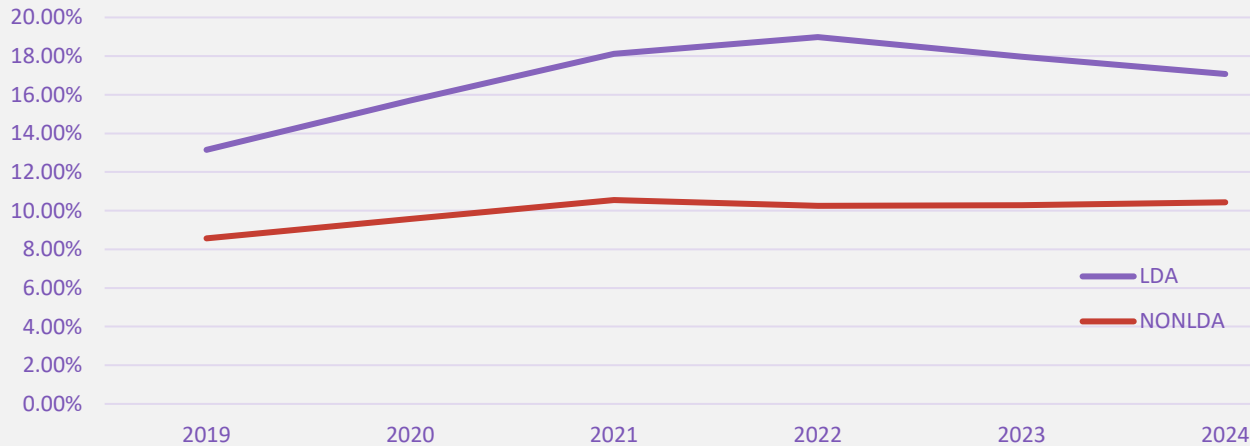
PALs Concerns - Both sites



Emergency Inpatient readmissions within 30 days



7 Day Reattender Rate in ED

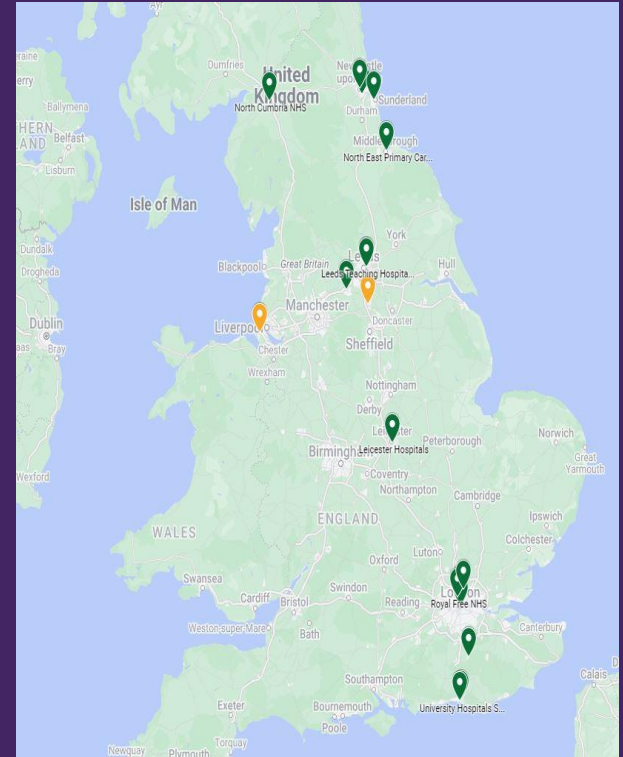


Patient Feedback:

<https://youtu.be/vHstcX2cJ-4>

Rapid Innovation Spread

- Giving World have stated it is their fastest growing innovation to date
- Over 9000 bags supplied to 22 NHS Trusts
- Plus a community dental service
- Plus a trial in 12 primary care settings across the NE
- Several more Trusts preparing to launch initiative this year
- NHS Wales currently in talks to roll out across all Acute Trusts in Wales



The bags beyond ED

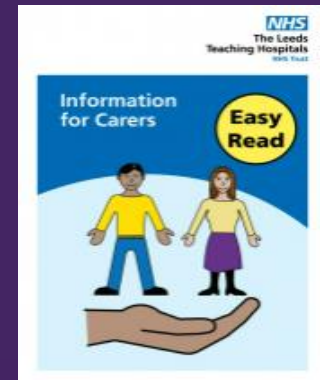
- Leicester Hospitals have added the bags to supply chain for Trust wide ordering – making them sustainable
- Guy's & St Thomas' use in Paediatrics
- Trial in 12 primary care settings across the North East (led by NHS England)
- Used in community dental services in Sussex
- Being considered for use in dementia care and cognitive disability
- NHS England produced and shared a film to highlight the initiative

What's next?

- Further local media regarding the initiative, led by Leeds Hospitals Charity
- Further review of procurement and distribution process
- Waste reduction – cost from £23 to £21 per unit
- Long term funding currently being explored to ensure sustainability

What else can help? Get it right first time:

- Search EPR for the patients Health Passport
- Please review ReSPECT/ ACP and update forms on EPR
- Please check ICE or GP tab for any outstanding investigations
- Please promote Easy Read and accessible information with patient's and carers [Patient Information Leaflets \(leedsth.nhs.uk\)](https://www.leedsth.nhs.uk)
- Offer Carer's Passport: [Carer Passport \(leedsth.nhs.uk\)](https://www.leedsth.nhs.uk)



Please do not hesitate to get in contact if you have any questions

Thank you



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