

AGENDA ITEM: 4

HEALTH SCRUTINY PANEL

28 MARCH 2012

**THE EXPERIENCE OF VULNERABLE OLDER PEOPLE
IN CARE SETTINGS
A PERSPECTIVE FROM JAMES COOK UNIVERSITY HOSPITAL**

PURPOSE OF THE REPORT

1. To introduce senior representation from the South Tees Hospitals NHS Foundation Trust (STHFT), in attendance to speak about how vulnerable older people are protected and cared for at James Cook University Hospital.

RECOMMENDATIONS

2. That the Health Scrutiny notes the information submitted by the South Tees Hospital NHS Foundation Trust and incorporates it into the overall review.
3. That the Health Scrutiny Panel pursues any lines of enquiry felt pertinent.

CONSIDERATION OF REPORT

4. The Panel is currently undertaking a joint piece of work with the Social Care & Adult Services Scrutiny Panel on the topic of Vulnerable Older People in Care settings, with the Panels concentrating on Social Care and healthcare environments respectively.
5. The Panel will recall that at its last meeting, it considered evidence from NHS Tees from its position as a commissioner of health services. Particularly, the Panel spoke in some detail with NHS Tees Commissioners about the big issues, as it sees it, relating to the maintaining of dignity and the protection of vulnerable older people. A copy of the minutes detailing that debate are appended at Appendix 1, to refresh the Panel's memory in advance of the meeting today.
6. The Panel will recall that at the end of the discussion with NHS Tees, the Panel decided to concentrate its attention on how older people's interests are

protected within James Cook University Hospital. As such, the Panel resolved to invite senior representatives of the STHFT to attend a meeting and discuss a number of key questions it had identified as priorities.

7. To that end, senior representatives of the South Tees Hospitals NHS Foundation Trust will be in attendance at the Panel meeting today to provide their perspective to the Panel and to address the questions set by the Panel. Those questions set by the Panel are identified below.
- 7.1 *Does the Trust know how many beds are occupied by over 65s at any one time? If so, does it have an idea on how many of those would have some sort of mental health need?*
- 7.2 *How many formal complaints has the Trust received (from Jan 2011 to the present day) that relate to the alleged poor treatment of older people, relating to care, compassion, dignity and respect?*
- 7.3 *What percentage of the Trust's total complaints does this figure amount to? How many of those complaints have been upheld/substantiated?*
- 7.4 *Could the Trust provide a few brief, anonymised, case studies of what was complained about and how practice has changed as a result?*
- 7.5 *When an older person is scheduled to attend JCUH for planned inpatient care, how does the Trust go about assessing their mental health and whether there are any factors that may increase their vulnerability? How does the information gathered at this stage then influence how the ward prepares for that patient? Are there examples where this has worked well?*
- 7.6 *When a patient becomes a JCUH inpatient via the unplanned/urgent route, how is the patient's needs and potential vulnerability assessed? Again, how does that influence how the ward accommodates that person?*
- 7.7 *Where, in the view of South Tees FT, does the acute hospital environment need to improve to deal with the (probably greater) demand of vulnerable older people in the future?*
- 7.8 *With recent tariff changes around readmissions and longer inpatient stays, how does South Tees FT envisage utilising the connection with Community Services to improve the experience of vulnerable older people and reduce their hospital stay to the very minimum time that is clinically appropriate?*
8. The Panel is asked to note that the South Tees Hospitals NHS Foundation Trust has outlined its initial thoughts on the above questions, in a paper that will be dispatched under separate cover. It is anticipated that senior representatives of the STHFT will initially speak to the paper, ahead of dealing with questions from the panel.
9. Following consideration of the information provided today, the Panel is asked to consider how it would like to advance its consideration of the matter. It may

be that the Panel would like to hold a roundtable discussion on the themes it has heard, considering the next steps. The Panel is also asked to consider whether it would like to seek the views of the emerging Clinical Commissioning Group on this topic.

BACKGROUND PAPERS

10. Please see

- Appendix 1 – Health Scrutiny Panel minutes from 14 February 2012
- Appendix 2 – Briefing paper from South Tees Hospitals NHS Foundation Trust, which will be dispatched under separate cover.

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