

Agenda Item: 9

Report to: Governing Body
Date of meeting: 17/09/2020
Date paper distributed: 07/09/2020
Subject: Patient Journey
Presented by: Jan Haxby
Previously distributed to: [Click or tap here to enter text.](#)

STATUS OF THE REPORT (auto check relevant box)	
Decision required	<input type="checkbox"/>
For Discussion to give Assurance	<input type="checkbox"/> (Only if requested by Committee member prior to meeting)
For Information	<input checked="" type="checkbox"/>
Report Exempt from Public Disclosure	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes

PURPOSE OF REPORT:	To give the Governing Body insight into a patient journey, in one of our care homes at the height of the COVID-19 pandemic
Recommendations:	To note the patient journey
Clinical Engagement	N/A
Patient/Public Engagement	N/A
Committee Process and Assurance:	Committee process and assurance with oversight and assurance include: <ul style="list-style-type: none"> Clinical Governance Committee. Experience Review Group.

Link to CCG's Priorities	<ul style="list-style-type: none"> Sustainable services <input type="checkbox"/> Empowering people <input checked="" type="checkbox"/> 	<ul style="list-style-type: none"> Supporting communities <input type="checkbox"/> Fit for purpose organisation <input type="checkbox"/>
Are there any specific and/or overt risks relating to one or more of the following areas?	<ul style="list-style-type: none"> Legal <input type="checkbox"/> Finance <input type="checkbox"/> Quality <input checked="" type="checkbox"/> Equality analysis (and Due Regard Duty) <input type="checkbox"/> 	<ul style="list-style-type: none"> Data protection <input type="checkbox"/> Performance <input type="checkbox"/> Other <input type="checkbox"/>

Provide a summary of the identified risk

Executive Summary

This patient journey demonstrates one of the many examples of how isolation affected residents in care homes during the COVID-19 pandemic. The lady, who suffers from dementia was not weighed regularly and as a result lost 8 kgs in 8 weeks.

The learning below has been identified from the patient journey and shared.

- Record keeping is essential in all care settings and this patient story has highlighted the need to ensure that records are accurate and contemporaneous, due to the pandemic this was not observed on a regular basis leading to gaps in paperwork
- The need to review fluid / food balance on residents and to accurately record this on an appropriate chart.
- The need to maintain monitoring of resident's weight where it is required as part of a plan of care and to seek support for the dietician as appropriate
- To be aware of the overall effects of keeping residents isolated in their rooms has on their emotional and physical wellbeing
- To ensure that care home residents have their medication reviewed on a regular basis.