

13 April 2023

Residents in a care home, policies, care support, and incidents of falls

This response relates to Older Peoples Services

I would like to receive the following data and information.

1) Can a resident in a care home get a shower how many times they want? For example once a day, if not, why not?

Response: All care homes are required to work to Care Home Regulations and Minimum Care Standards and provide person centred care to residents as detailed as part of their assessed need. The service users care plan should reflect the agreed care interventions that includes how often the person wishes to have a shower and a statutory care review is undertaken annually or as required to ensure safe and appropriate care is provided for the resident.

2) I would like a copy of policy for

- Annual reviews for nursing and residential care

Response: Attached

- Investigation of incidents (not adverse Incident policy)

Response: Belfast HSC Trust 'Procedure for Investigating an Incident (excluding SAIs)' is attached. Please note that this is a procedure associated with the 'Adverse Incident Reporting and Management Policy' rather than a stand-alone Policy.

- For fees and care costs in residential and nursing homes

Response: Attached: HSC (CHU) 1/2023

[Charging for Residential Accommodation Guide \(CRAG\) 2011 - GOV.UK
\(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/672222/crag-2011.pdf)

3) Are there any nursing support assistants working in any care homes in the Belfast Trust area?

Response: Care Homes in the BHSCCT area have Health Care Assistants and Senior Health Care Assistants that provide direct care and support to Service users.

13 April 2023

Are they regulated by NMC or NISCC?

Response: All Health Care Assistants including Senior Care staff are required to be registered with the NISCC.

4) What document does the Belfast Trust give to care home resident and their relatives when a fall has been reported as an adverse Incident?

Response: If the incident is deemed to be a Serious Adverse Incident, then the Service User Engagement leaflet (attached) should be given to the service user and family upon discussion, advising them of the process.

How does the Belfast Trust inform a resident and family that an adverse Incident review is taking place?

Response: The resident's key worker will contact the resident or family.

5) How many falls were reported to the Belfast Trust in 2018-22 from nursing homes and residential homes?

Response: 6693 falls from Jan 2018 to Dec 2022

How many of the falls above were reported as Adverse Incidents?

Response: 6693 falls from Jan 2018 to Dec 2022

How many adverse Incidents in residential and nursing homes from 2018-2022?

Response: 16931 incidents from Jan 2018 to Dec 2022

6) If a resident in a care home with dementia has a fall and breaks their hip or leg, is this a serious injury as defined in the Serious Adverse Incident policy and Adverse Incident policy.

Response: While the Trust will review all falls reported by Care Homes to establish if there is any immediate learning or changes to practice required to prevent reoccurrence, not all instances of a fracture occurring as a result of a fall will meet the criteria for an SAI. This is not to demean the impact of the event on a resident or their family, rather it is based on an assessment of the immediate fact finding to establish if an omission or lapse of care occurred which led to the fall/fracture. This process has been considered regionally and is explained further below – please see extract from HSCB Procedure for the Reporting and Follow up of Serious Adverse Incidents (Nov 2016):

13 April 2023

7.4 Reporting of Falls

Reporting organisations will no longer be required to routinely report falls as SAIs which have resulted in harm in all Trust facilities, (as defined in the impact levels 3 – 5 of the regional risk matrix - see appendix 16). Instead a new process has been developed with phased implementation, which requires HSC Trusts to do a timely post fall review debrief to ensure local application of learning. See links below to Shared Learning Form and Minimum Data Set for Post Falls Review:

http://intranet.hscb.hscni.net/documents/Governance/Information%20for%20DROs/033%20Falls_Shared%20Learning%20Template_%20V2_June%202016.rtf

http://intranet.hscb.hscni.net/documents/Governance/Information%20for%20DROs/032%20Regional%20Falls%20Minimum%20Dataset%202016_V2_June%202016.pdf

Local learning will be shared with the Regional Falls Group where trends and themes will be identified to ensure regional learning.

Reporting organisations will therefore manage falls resulting in moderate to severe harm as adverse incidents, unless there are particular issues or the subsequent internal review identifies contributory issues/concerns in treatment and/or care or service issues, or any identified learning that needs to be reviewed through the serious adverse incident process.

7) Provide a copy of the form that the Approver of an adverse incident uses to detail their findings after reviewing an adverse incident (as per 3.13 of Belfast Trust Adverse Incident policy)

Response: Please see attached Investigation section of the electronic incident approval form.

8) How many adverse Incident "Approvers" are currently trained in the role (as set out in 3.13 of Belfast Trust Adverse Incident Policy)?

Response: There are approximately 2000 trained adverse incident approvers throughout the Belfast HSC Trust.

* Please note that where redactions have been made, this information is exempt from release under S40(2) Personal Information and S38 Health and Safety.

With regards to Staff names and signatures, this information is exempt under Section 40(2) of the Freedom of Information Act 2000 which relates to personal information relating to a third party. Information of a personal nature is exempt from release where its disclosure would constitute a breach of the principles of the GDPR 2018.

This information is also exempt under Section S38 of the Freedom of Information Act 2000 which relates to Health and Safety. This is to protect staff from being targeted (for example on social media) and not to leave them exposed to harassment.