

## Report to HEALTH AND WELLBEING BOARD

# SCAPE Accreditation

**Portfolio Holder:** Councillor Zahid Chauhan, Cabinet Member for Health and Social Care

**Officer Contact:**

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### **Purpose of the Report**

To demonstrate the journey the Emergency department has undergone in achieving 3 consecutive green NAAS assessments and also achieving SCAPE status.

### **Executive Summary**

In today's climate of transformation, nurses and midwives have a fantastic opportunity to use their individual and collective influence to drive change. There are excellent accreditation models across the country. Where these have greatest impact, they are embedded in a culture of strong frontline leadership, positive engagement and staff support. Evidence demonstrates that high quality nursing care is central to delivering the highest standards in the NHS.

### **Requirement from the Health and Wellbeing Board**

The Board is asked to note the update in relation to the Royal Oldham Hospital's Emergency Department achieving SCAPE accreditation.

## **SCAPE Accreditation**

### **1. Background**

The Nursing Assessment and Accreditation System (NAAS) was introduced at Salford Royal in 2008 as a mechanism to assure patients, visitors and staff that patients are receiving Safe, Clean and Personal care (SCaPe) every time.

This ensures leaders focus on the key risks to the delivery of excellent care. NAAS is designed to measure the quality of nursing care delivered by individuals and teams.

It provides nursing teams with a set of standards and indicators, including patient experience, patient safety, end of life care, communication, infection control and team work, to strive towards with the end goal of achieving SCaPe status.

The NAAS assessments focus on 13 Nursing Core Standards which are scored against the elements of Environment, Care and Leadership. Each element in each core standard has a number of standards the department has to achieve against the CQC Fundamental standards.

Wards are inspected on an unannounced basis and are assessed against the standards and given a level 0 to 3 (0=Red, 1=Amber, 2=Green, 3=Blue)

A ward must achieve Green status three times, eight months apart before being awarded Blue, which is SCaPe status.

A ward must openly display its SCaPe status to patients, visitors and staff on an information board at the entrance to the ward.

### **2. Current Position**

The Emergency Department is a trauma receiving unit, which treated 109,456 patients in the year 2018/2019. The department nursing team consists of 123 staff with varying roles and levels of experience.

The department aims to deliver Safe Clean and Personal care all of the time and has undergone assessments by the Nursing Assessment and Accreditation System (NAAS).

The department has achieved 3 consecutive level 2 (green) ratings and this year became eligible for Blue, which is SCaPe status.

After submission of an application portfolio in June 2019 and a presentation delivered to a SCaPe panel on the 3<sup>rd</sup> July 2019 the Trust Board approved the decision to award the Department SCaPe status on the 29<sup>th</sup> July 2019.

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### 3. Data and Intelligence

The portfolio submitted for application consisted of 15 sections and detailed the standards, information and achievements of the department in:

- Section 1 - Structure and Hierarchy of the Department
- Section 2 - Patient Feedback
- Section 3 - Datix Incidents Numbers and Themes
- Section 4 - Incidence of pressure ulcers
- Section 5 - Infection control
- Section 6. Human Resources, Sickness & Absence Rates, Retention & Recruitment, NHSP Usage
- Section 7. Number of Complaints, Formal & PALS
- Section 8. Staff testimonies
- Section 9. Safely Reducing Costs
- Section 10. Cardiac Arrest Rates
- Section 11. Mandatory Training
- Section 12. Patient Length of Stay
- Section 13. QI Involvement
- Section 14. Food Wastage (Nutrition)
- Section 15. Safeguarding

On the day of the SCaPe presentation the Panel were split into two groups and given a tour of the department by the Senior ED Nurses in the morning. The panel were taken through all areas of the department and the areas discussed and any questions answered.

The presentation to the SCaPe Panel was introduced and led by the Emergency Department's Lead Nurse Julie Winterbottom; several other nurses took part in the presentation to speak about future areas of development, current improvement, staff development and a patient testimony video.

The presentation focused on the strengths of the department, the challenges faced by the department and the future developments within the department to sustain and maintain the high standards of care we have been delivering. The panel then privately discussed and recommended SCaPe status should be approved.

The department now holds SCaPe status which shows that the department can demonstrate reliability and sustainability of the standards set by NAAS. This a huge achievement for the ED team being the first department in the Oldham Care Organisation to gain this.

In this department leadership is driven by the lead nurse and implemented into teamwork by the band 7 nurses, in recognition of this the band 7 nurses move into a red uniform upon gaining ScaPe status.

Gaining SCaPe status has created a great sense of pride and ownership amongst the department's nurses and the colleagues they work alongside in their teams.

Great leadership = Great teamwork = Great care.