

# Enhanced Care **Handbook**

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Southern Health  
and Social Care Trust

*Quality Care - for you, with you*



Working together



Excellence



Openness & Honesty



Compassion



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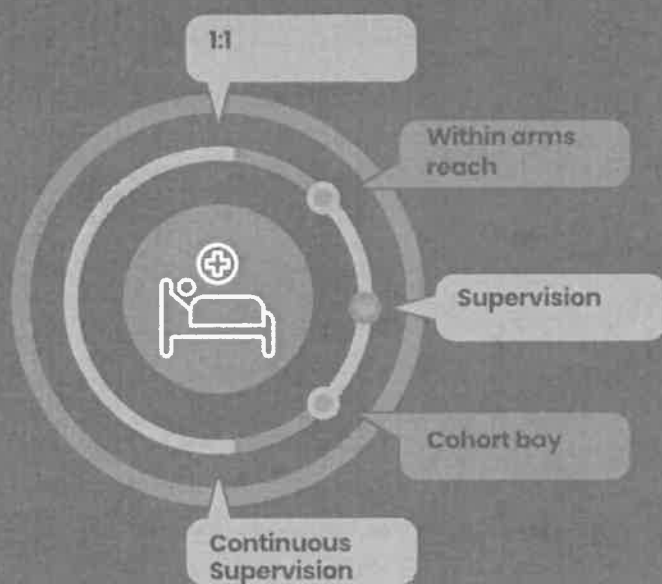
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# What is Enhanced Care?

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- Enhanced Care is a closer level of supervision than usual rounding.
- It is used when staff have risk assessed the potential harm to a patient, or the risk to others.
- The language around Enhanced Care is often used interchangeably. This has caused issues for patients experiencing delayed transfers of care.



**RITA – Reminiscence & Rehabilitation Therapy Activities**



# What is Person Centred Care?

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Person Centred Care is compassionate care that is responsive to the needs of the individual, provides comfort, respect, dignity and considers patient choice and preferences.

This care includes support for psychological wellbeing, nutrition, personal hygiene, continence, mobilisation and activity scheduling.

## **Who delivers it?**

All members of staff are responsible for delivering person centred care.



*Arts & crafts with  
Dementia Companion  
on 2SM*



# Person Centred **Skills**

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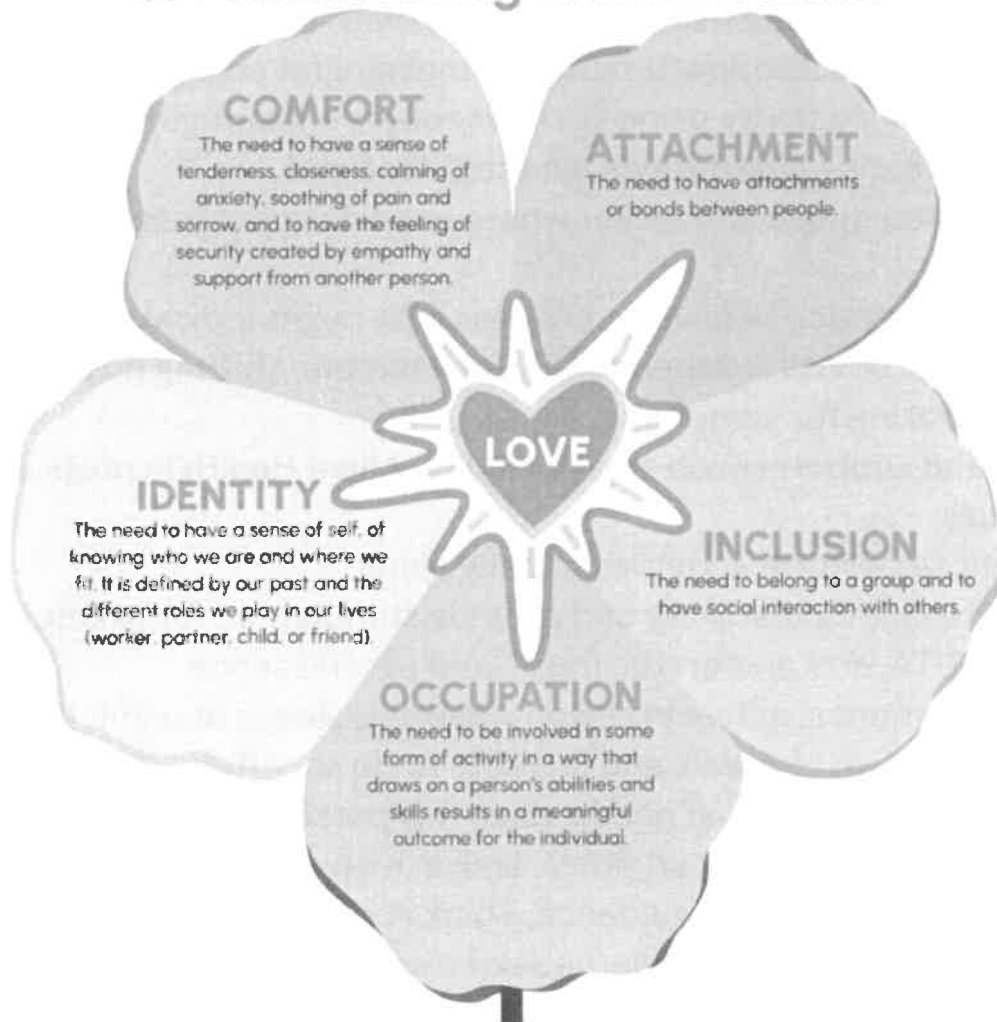
- **Good communication is key.** It is important to make the patient feel welcome, understood and safe. Listen attentively, validate their feelings and provide an explanation and reassurance.
- Support the person to understand what you are communicating through the use of communication aids, interpreters, family support, facial expression, tone of voice and gestures.
- Promote and maintain dignity and respect for the patient at all times.
- Care should be kind, gentle and compassionate.
- Liaise with other members of the team, family and carers. Encourage family members to stay beyond visiting time if this helps the person to feel safe.
- Use of ward based resources and activities provide meaningful engagement for the person.

# Supporting patients

## **Psychological Needs**

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### Psychological Needs of Persons Living with Dementia



# Providing Enhanced Care

## Health Care Assistant (HCA) – Roles and Responsibilities to the Patient

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- Get to know the person and their individual needs - complete a “This is me” or read it if already completed.
- Ensure you have the person’s attention before starting any intervention to avoid the possibility of startling the person.
- Talk with the patient and reassure them about what is happening. Explain each intervention in simple language.
- Assist with personal hygiene needs; for patients with advanced dementia use personal care tasks as opportunities for meaningful engagement, for example, as a sensory activity using scents/sounds, encouraging relaxation.
- Ensure they are wearing hearing aids, glasses, dentures.
- Maintain a clear bed-space and locker where important possessions are easily accessed.
- Help with toileting, notice behaviour changes that might indicate a need for the toilet and promote independence, for example, shifting position, standing up or looking for something.
- Help mobilise and support rehab as directed by Allied Health Professional (AHP) colleagues.
- Support patient to perform activities of daily living.
- Use resources to maintain activity and provide stimulation, for example, Activity boxes, RITA, arts and crafts, music and reminiscence.
- Help make sure patient is active in the daytime and sleeps at night. If the patient wants to get up and walk and it is safe to do so, offer support.
- Help meet cultural and spiritual needs, does this person usually attend religious service or pray at certain times. Link in with SHSCT Chaplain’s service if you require advice or guidance. Think about what is important for this persons well-being and seek methods of providing this.
- If you have any difficulties or are unclear of your role ask for help.
- At the start of Enhanced Care shift read the patients “This is me” section from The Purple Hearts document or equivalent. Use the information in this document to create engagement with the person.
- Escalate any concerns regarding Enhanced Care via the Nurse in Charge.

# Providing Enhanced Care

## HCA – Roles and Responsibilities to Family and Carers

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- Talk to the carer and reassure them about what is happening.
- Value the role a carer can play in supporting Enhanced Care.
- Refer to John's Campaign - carers should be encouraged to avail of enhanced visiting times if this helps the patient feel safe.
- Ensure that safety is maintained during visiting times, where appropriate, stand down Enhanced Care (under the guidance of the Registered Nurse and document), but ensure that the family/carer advise staff before they leave so it can be resumed.
- Provide the ECO patient information leaflet.
- Note their concerns and handover to Nurse in Charge.
- Help them fill in 'This is me' (patient autobiographical document available on sharepoint and contained within the Purple Heart document)

Obtain information from the carer regarding:

1. Normal routines and try to include these. For example: bedtime, wake time, naps.
2. How the patient likes to bathe and dress.
3. Food preferences.
4. Usual continence and bowel routine.
5. Medications (especially painkillers).
6. Mobility needs and help with these.
7. Likes, dislikes and interests.
8. Behaviours that challenge and how these are normally managed.

# Providing Enhanced Care

## **HCA - Roles and Responsibilities to other staff**

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- Ensure you receive a detailed handover from the Nurse in Charge.
- Ensure you understand the reason why Enhanced Care Observations have been implemented.
- Read the patient's notes particularly the most recent days and their admission.
- Participate in discussions with other staff regarding the patients needs.
- Accompany patients to specialty appointments as required.
- Clarify any breaks and who will provide cover.

# Providing Enhanced Care

## Ward Manager Roles and Responsibilities

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- Discuss each patient receiving Enhanced Care at each Safety Brief.
- Be mindful of language used to describe patients, ensuring a balanced approach to highlight both concerns and positive behaviours.
- Ensure, where possible, that experienced, core staff carry out Enhanced Care, and agency staff are placed on general duties.
- Ensure that each patient receiving Enhanced Care has an ECO completed and that this is read by all staff involved in the patients' care.
- Review ECO documentation to ensure each section has been completed correctly.
- Escalate all requirements for additional staffing to support Enhanced Care to Lead Nurse for approval by submitting scrutiny form.
- Ensure that Person-Centred documentation, for example, Purple Hearts, "This is me" and/or "My Story" (contained within the ECO documentation) are completed. If "This is me" is completed there is no need to duplicate with a "My Story".
- Model and promote the use of engagement in meaningful activities and effective use of de-escalation techniques.
- Ensure anyone receiving Enhanced Care is discussed with Mental Capacity Act (MCA) Team for consideration of Short Term Detention Order (STDO) or Deprivation of Liberty Safeguards (DoLS).
- De-briefing can help staff process incidents, reflect on what went well, what didn't and how practice can be improved in the future, this should be considered post incident.
- Ensure staff have received training relevant to the cohort of patients requiring Enhanced Care. For example: Delirium awareness, Dementia Awareness.
- Ensure that all other avenues have been explored before the use of Pro Re Nata (PRN) medication, when these are exhausted refer to the Regional Rapid Tranquilisation Policy.
- Escalate any concerns regarding Enhanced Care via your Lead Nurse.

# Providing Enhanced Care

## Lead Nurse Roles and Responsibilities

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- Review patients receiving Enhanced Care with Ward Manager, including compliance with ECO documentation.
- Ensure that Ward Managers and staff are regularly reviewing patients receiving Enhanced Care and that this is stood down in a timely manner.
- Ensure that patients receiving Enhanced Care have a STDO or DoLS in place as appropriate in consultation with STDO and MCA teams.
- Review and discuss scrutiny forms when sent by Ward Manager and create additional shifts as required.
- Provide advice and guidance to Ward Manager regarding policy and guidelines relating to Enhanced Care practices.
- Create a culture within the service that values Person-Centered Care and role model this in your own practice.
- Support the Ward Manager to access resources required for engagement activities to support better quality Enhanced Care.
- Support the Ward Manager to enable staff to avail of training relevant to Enhanced Care including Delirium, Dementia & Learning disability Awareness training.
- Escalate any concerns regarding Enhanced Care via your Head of Service.

# Providing Enhanced Care

## Head of Service Roles and Responsibilities

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- Heads of Service should review patients requiring Enhanced Care with Lead Nurses regularly.
- In the absence of the Lead Nurse, review and discuss scrutiny forms when sent by Ward Manager and create additional shifts as required.
- Heads of Service should create a culture within the service that values Person-Centered Care and role model this in your own practice.
- Support wards to access appropriate Engagement resources and activities to support patients.
- Support the Lead Nurse and Ward Manager to enable staff to avail of training relevant to Enhanced Care including Delirium, Dementia & Learning disability Awareness training.
- Escalate any concerns regarding Enhanced Care via your Assistant Director.

# Personal Care and Dementia

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Where possible, promote independence and try to involve the person.



Observe, prompt and gently remind the person.



Monitor the person - if the person is struggling offer help.



**Position** yourself so you can offer support but aren't seen as intimidating to the person.



**Communication:** Connect with the person, move physically down to their level, build trust and encourage. Explain what you are doing and talk through the activity.



Make sure you have **time** for the whole activity - avoid rushing the person to fit in with the ward schedule. Go at the pace the person is comfortable with.

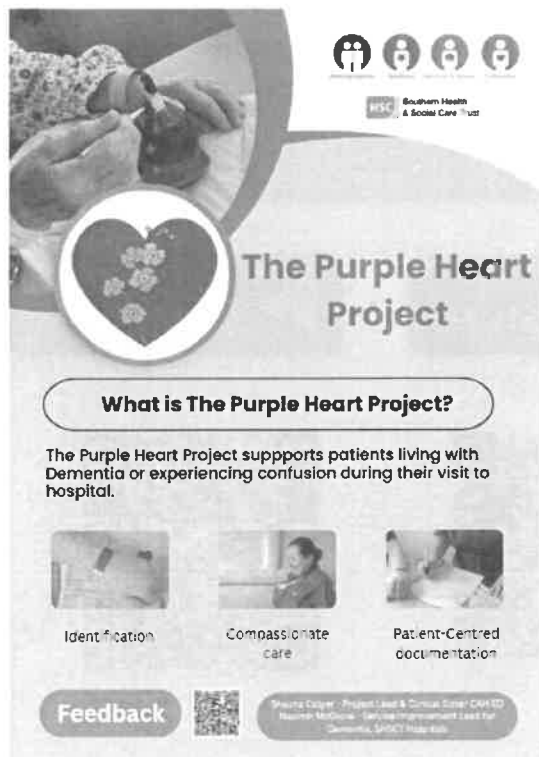


Provide **reassurance** to the person throughout (if wanted), let them know they are doing the right thing.



**Demonstrating** the activity may be useful.

# Enhanced Care Resources



- The Purple Heart Project booklet is available on the ward and via SharePoint Dementia tile.
- The Project supports patients living with Dementia through identification, compassionate care and Patient-Centred documentation.
- “This is me” is found within this document.
- This should be completed for any patient with Dementia, Delirium or experiencing confusion.
- Short information video available on SharePoint: Please watch at the beginning of first Enhanced Care shift.

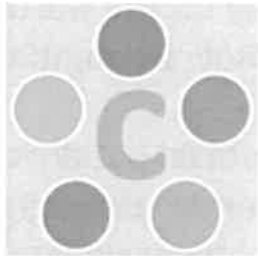


SharePoint link  
(for Trust  
Devices only)

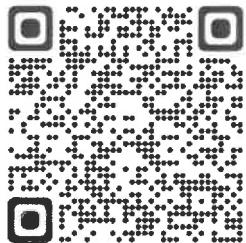
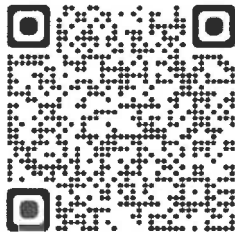
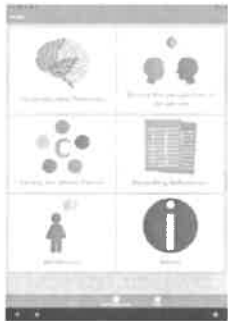


# Enhanced Care **Resources**

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CLEAR Dementia App – Developed by  
Our Colleagues in the NHSCT



# Enhanced Care Resources

## Think DELIRIUM?

Use 'A PINCH ME'

### Assessment & Collateral

*What is the patient's baseline? Who are they?  
Are they different today? Complete 4AT*



### Pain

*Does the patient appear to be in any pain?*



### Infection

*Look for and treat - Think Sepsis, avoid unnecessary urinary  
catheterisation, consider ECG*



### Nutrition

*Does the patient have adequate nutrition?*



### Constipation & Continence

*Is the patient constipated or in urinary retention?*



### Hydration

*Is the patient well hydrated?*



### Medication

*Is medication affecting cognitive state?*



### Environment & Sleep

*Is the environment calm, quiet, comfortable?  
Does it promote good sleep?*



Delirium  
Information



# Enhanced Care Resources

## The Early Stages of Dementia



## Communicating Effectively



## Dementia and Sight Loss



## Planning ahead with Dementia



## Talking about risk and Dementia



## Dementia & Moving to a Care Home



## 10 Common Signs of Dementia



## Dementia and Oral Care



## Eating, drinking and swallowing



## Are you worried about Dementia?



## Comfort Care in the last days of life



## Sexuality, Relationships & Dementia

