

TIME TO LISTEN

Our dignity and nutrition inspection programme 2012

What we did

We inspected...



What we looked at

We inspected...

5 standards

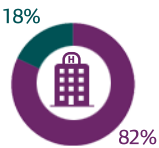


These were...

- Respecting and involving people who use services
- Meeting nutritional needs
- Safeguarding people who use services from abuse
- Staffing
- Records

Involving people

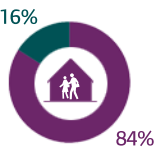
9 hospitals did not meet the standard



82%

41 hospitals met the standard

80 homes did not meet the standard

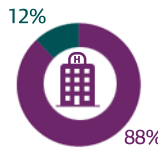


84%

420 homes met the standard

Nutritional needs

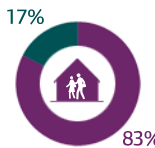
6 hospitals did not meet the standard



88%

44 hospitals met the standard

87 homes did not meet the standard

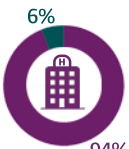


83%

413 homes met the standard

Safeguarding

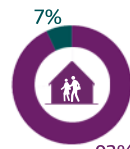
3 hospitals did not meet the standard



94%

47 hospitals met the standard

35 homes did not meet the standard

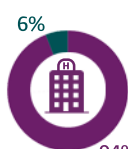


93%

465 homes met the standard

Staffing

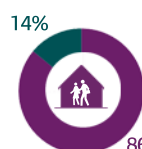
3 hospitals did not meet the standard



94%

47 hospitals met the standard

70 homes did not meet the standard

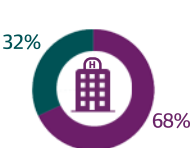


86%

430 homes met the standard

Records

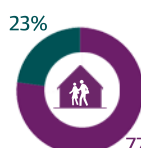
16 hospitals did not meet the standard



68%

34 hospitals met the standard

114 homes did not meet the standard



77%

386 homes met the standard

What next?

The following improvements are needed:

People's nutritional needs should be identified, met and reviewed.

Staff should understand safeguarding and their responsibilities.

Record-keeping must improve to support patient care.

People's needs are recorded on admission and regularly reviewed.

Older people are treated with dignity and shown respect at all times.

Staff caring for dementia patients should have the correct skills and experience.