

Baywater Healthcare

Quality Account Report

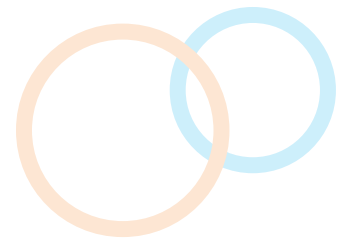
November 2020

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About Baywater Healthcare



Baywater Healthcare is a leading specialist provider of healthcare services to patients with long term conditions. We support more than 40,000 patients and manage over one million patient interactions per year. We deliver outstanding patient care and tailor our services to reflect the needs of the NHS.

We pride ourselves on having outstanding quality assurances, evidenced through our achievement of ISO27001, ISO9001 and CQC registration.

Our Vision is to be the healthcare partner of choice, delivering high quality, cost effective care to patients closer to their home. Our range of in-home healthcare services include oxygen therapy, oxygen assessment and review, non-invasive ventilation, sleep diagnostics and treatment for obstructive sleep apnoea, telehealth and nebulisation. We also provide emergency oxygen for GP and Dental surgeries.

Our core philosophy of 'Enhancing Lives' is underpinned by our core values. Baywater Healthcare employees are encouraged to work to these values, ensuring we deliver a service that places patients at the heart of everything we do.

Chief Executive Officer Statement



Adam Sullivan
Chief Executive Officer

On behalf of Baywater Healthcare, I am delighted to introduce the Quality Account for 2020. This is our first report and covers the clinically commissioned services we provide on behalf of the NHS in England.

Baywater Healthcare's primary objective is outlined by our Core Philosophy, 'Enhancing Lives'. We recognise that people make use of our services at a time when their healthcare needs are changing, which creates uncertainty and anxiety. We aim to support them through this period and to help them to lead a normal life.

Our team strives to provide safe and efficient care to all patients. Our multidisciplinary clinical staff are appropriately trained and have access to excellent quality management systems. Our policies are regularly reviewed to adapt to the changing healthcare landscape, utilising the knowledge of our subject matter experts and by following guidance from local NHS authorities and Public Health England.

This document outlines the progress we have made since mobilising new services in 2019, along with our objectives for the coming year. We have taken over existing clinical services from third party providers in the respiratory healthcare space, in addition to commencing new ones. I am delighted with the level of diligence and care that our team of Healthcare Professionals have provided to patients across the regions.

We welcome constructive feedback and ongoing assessment of all our services. We have been encouraged by the positive feedback from our service user population and have taken onboard comments to enhance their experience.

I would like to thank everyone involved in delivering these important services. They live our values and are committed to delivering the best outcomes for patients and the NHS organisations who commissioned Baywater Healthcare to support care in the community.

Adam Sullivan
Chief Executive Officer

Clinical Services Manager Statement



Emma Nicklin

Clinical Services Manager

I am the Baywater Healthcare Clinical Services Manager. As the national lead clinician, my role includes being the Caldicott Guardian and having responsibility for Clinical Governance, safeguarding, patient safety, risk management, customer satisfaction and overseeing data protection regulation.

As a Registered Nurse, I am passionate about my role and strive to ensure that Baywater Healthcare services provide the highest clinical standards, with patients placed at the heart of everything we do. Baywater Healthcare employees embrace stringent safeguarding practices to ensure patients and their carers receive a holistic approach to care and their safety.

Baywater Healthcare enables its employees to work safely and instils a culture that utilises up to date evidenced based practice. We provide an open and transparent approach to serious incident review and investigations, whilst ensuring Duty of Candour is adhered to in all services. We endeavour to provide a high-quality safe service for patients and carers and have an open and transparent feedback mechanism, from which we learn and improve.

The Clinical Governance framework that Baywater Healthcare follows, ensures that feedback is understood, and that best practice is acknowledged and further enhanced.

I can confirm that to the best of my knowledge the information contained within this report is accurate.

Emma Nicklin
Clinical Services Manager



Management of Our Services

Baywater Healthcare is a leading specialist provider of healthcare services to patients with long term conditions. We deliver outstanding patient care and work closely with commissioners to ensure our services reflect the needs of stakeholders, whilst driving efficiencies for the NHS.

We provide safe services for patients and their carers through adherence to National Clinical Guidance, with a focus on improving health outcomes and enhancing wellbeing. Our clinical services are led by senior clinicians, supported by a diverse wider clinical team.

Our Home Oxygen and Assessment services are overseen by our Clinical Services Manager and have a wide range of policies relating to Clinical Governance, patient safety, data protection and best practice standard operating procedures. These services are nurse led and delivered by an experienced respiratory team. Each Home Oxygen and Assessment service has a dedicated Senior Respiratory Lead Nurse, supported by Respiratory Nurses. This team is complemented with Respiratory Healthcare Assistants and dedicated Administrators. Additional support is available from our wider team of Clinical Advisers who have multidisciplinary qualifications within the management of Respiratory Care.

The diverse range of healthcare services provided by Baywater Healthcare ensures that we have a robust infrastructure of Clinical Governance, quality management and safety focused leadership. Our core business functions of data management, IT infrastructure, contract management, 24/7 healthcare helpline and operational coverage mean that we are able to analyse service data, monitor and report service KPIs, effectively deliver service requirements and work in partnership with the service commissioners to continually develop the service, ensuring optimum clinical outcomes.

Visions and Values

Our core philosophy is 'Enhancing Lives' and this is underpinned by our Corporate values including:



Customer Focus

Patients are at the heart of everything we do. Understanding our patients is vital. They value the support of our team. We make them feel at ease and treat them with respect and dignity. We assist patients and professionals round the clock. We are here whenever they need us. By listening to our patients, we know how to make a positive difference to their lives. As a trusted partner, we tailor our services to meet every challenge.

Always Be Caring

We care passionately about individuals and their own specific needs.

We all face challenging times and these challenges are not just restricted to our patients but can also be faced by our employees. We make ourselves available to listen to and support patients and colleagues whenever the need arises.



Make It Happen

We empower our people to deliver excellence. Patients often come to us at a challenging time in their lives. Our brilliant teams support patients and their families in their own homes building trust and friendship and sharing knowledge. Our patients tell us this support makes the world of difference. We have people with the integrity, skills, empathy and enthusiasm to deliver an exceptional service that exceeds everyone's expectations.

Lead the Way

We embrace ideas from all; innovation gives us the edge. Our passion for innovation has made us a leader in the home healthcare sector. We are committed to encouraging and rewarding improvement. Big ideas can make a significant difference, but the small changes matter too. The best ideas are often the simple ones.



Growth

We grasp opportunities to develop new, life enhancing services. We have exciting plans for Baywater Healthcare. The NHS needs reliable partners with expertise in service redesign. We have those skills. We are always seeking new opportunities to offer new and improved services.

Review 2019 to 2020

For the period of 2019 to 2020, Baywater Healthcare has delivered Home Oxygen Assessment and Review (HOS-AR) services to approximately 550 patients in the North of the country. These patients were assessed and supported within the 12-month period by our trained Home Oxygen Service clinical team.

Patients are at the heart of everything we do. To ensure our services meet the needs of our patients and their carers, surveys are offered after each clinical assessment to gather feedback on the appointment that has been attended. We value the importance of the feedback received and utilise this information to improve our services where required. 100% of patients would recommend our service to friends and family if they needed similar care or treatment. We pride ourselves on the outstanding service we provide, evidenced by the excellent feedback received from patients and carers, as detailed below.

‘I am very happy with the treatment I was given, and the nurse helped me to understand.’

‘At this point I am impressed with the care I have received from Baywater Healthcare. The face to face assessment is so important to learn all the ins and outs of oxygen use.’

‘Reassurance given at all times’

During the COVID-19 pandemic, Baywater Healthcare has maintained service levels and adapted to ensure the safety of employees, patients and carers. We have been commended by commissioners and clinicians for our robust procedures and swift response to the pandemic. We have continued to complete training and integrated our care with teams across the North. Our specialist nurses are fully equipped with the appropriate PPE, risk assessments and operating procedures to enable clinical assessments to take place safely in the patient’s home.



Clinical Governance

Education, training and professional development

All employees are provided with every opportunity to keep up to date with their skills and knowledge

Continuing professional development (CPD) is maintained by all clinical employees

Clinical Audit

Clinical audit enables Baywater Healthcare to identify areas which are working well and those where improvements are required

Ensures quality improvement for our service users

Evidence Based Practice

Enables a systematic review of all evidence

Clinical employees ensure evidence based practice is achieved.

Baywater Healthcare takes into consideration patient values and their circumstances, allowing for decisions to be made about care in an individualised manner

Risk Management

Baywater Healthcare is committed to comply with applicable legislation, regulation and codes of conduct from professional bodies

Risk management is reviewed in all areas of the organisation, including clinical and non-clinical practice, equipment and supplies, staffing and the environment in which care is provided.

Staffing and Staff Management

Baywater Healthcare comply with the Right to Work in the UK checks

We utilise apprenticeships to develop skills

Regular competency assessments and performance management reviews ensure the correct employees are placed in the correct role for their skills

Information

All patient and carer information meets NHS accessible information standards

Information that Baywater Healthcare provides to patients and carers is evidence based and is regularly reviewed to ensure alignment with current government guidance

Quality Improvements

Baywater Healthcare use a quality management system to identify quality improvement requirements

Quality improvement is monitored by testing and analysing a change to ensure improvement. Learning from testing enables further changes to be made as required

Quality Assurance

We comply with ISO and CQC standards through completion of regular internal and external audit

Baywater Healthcare aim to identify, meet and exceed service user expectations. We are committed to continuous improvement of all processes.

Patient experience

Baywater Healthcare utilise a range of measures to monitor patient experience, including direct engagement, satisfaction surveys and monitoring complaints, compliments and serious incidents

Baywater Healthcare select care experiences to quality review based upon patients' perspectives rather than organisational perspectives.

Patient incident and safety reporting

With staff trained in Root Cause Analysis we have a timely and consistent approach to incident review

Baywater Healthcare supports Duty of Candour and recognises the importance of sharing investigation developments as information arises

Aims, Objectives, Priorities and Quality Improvement for 2021-2022



| Clinical Governance Objective | Aims | Quality Improvement |
|-------------------------------|---|---|
| Patient and Carer Experience | Innovate methods of communication for patient and carer satisfaction | To increase response rates |
| | Provide face to face and virtual opportunities for patients and their carers to attend forums. These shape service development and improvements | Enable our HOS-AR patients and carers to have a voice in how they wish for service improvements and developments |
| Clinical Effectiveness | Review and improve patient literature | Ensure patient literature is current, up to date and aligned with individual self-management needs |
| | Carry out clinical audit to ensure clinical effectiveness within our HOS-AR services | Carry out an annual internal clinical audit of HOS-AR services to ensure practice conforms with National Guidelines and Best Practice |

Clinical Governance Objective

Aims

Quality Improvement

Patient Safety

Review and develop patient risk assessments in accordance with risk stratification

Identify areas of risk using risk stratification and review and develop current process and procedures to keep serious incidents to a minimum

Development of a safety video for employees to use when considering home oxygen therapy for patients who smoke or have identified risks

Provide respiratory team employees access to training to ensure safe oxygen ordering for at risk groups

Offer oxygen safety training with wider community teams

Upskill wider community teams, including district nursing teams, to have a safe understanding of oxygen, to ensure risks within patients' homes are identified

Provision of new safety literature to 100% of patients with identified risks

Introduce new literature, providing safety advice for patients with risks identified within the home



Baywater Healthcare

Baywater Healthcare is a leading specialist provider of homecare services to patients with long term conditions. We deliver outstanding patient care and tailor our service to reflect the needs and challenges of our healthcare partners, while driving efficiencies and delivering cost savings.

Our healthcare services include:

- Home Oxygen Services
- Sleep Apnoea Services
- Recovery Oxygen
- Nebuliser Services
- Managed Telehealth Services
- Ventilation Services

For more information please contact:

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