



Modernisation Agency
Clinical Governance Support Team

Eureka

What is on the day board?

Making sure that patients and carers know about their care and treatment in the Stroke Service at the Bedford Hospital NHS

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How it was

- Stroke services in the hospital had not been a major priority. Although a 'stroke unit' had been created in response to guidelines produced by the Royal College of Physicians in 1998 it was in effect simply a physical entity. There was no cohesive stroke team.
- Communication between staff, patients, carers, and relatives about care plans was not systematic.
- Visitors to the Stroke Unit did not know where patients were and what activities were planned for patients at any particular time during their stay. Relatives and carers were not informed about care plans: they had to ask for information.
- A group of colleagues from the stroke unit decided to join the CGST's programme 'Supporting Stroke Services' in March 2001 as they looked for ways to improve their service and raise its profile locally.

How they did it

- The work undertaken by the review team, involved patients and carers in a fact-finding process. It helped to identify the issues that needed to be tackled.
- One of the big issues was patients complaining of lack of structure to their day.
- After some discussion, the review team proposed the creation of a 'Day Board', where the members of the stroke team could post information about activities for each patient during the day.
- New multidisciplinary care plans, accessible to both patients and carers are being developed for use on the ward.

How it's improved

- The day board is accessible to all patients, carers, relatives and staff - who can see at a glance the therapy that is planned for the day. It has proved to be very popular.
- A procedure has been established to ensure that the information is kept up to date.
- Carers and relatives no longer feel in the dark about what is happening, and no longer need to seek out staff to ask for basic information about their therapy.
- Carers and relatives are better informed and involved in therapy and care.
- The new multidisciplinary care plans will be kept at the end of the bed and updated by all members of the team to enhance communication and continuity of care.

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