Growing Culture to Prevent Ulcers………
By Donna Lamont, Abbey Gardens Care Home

Over the past 18 months Abbey Gardens Care Home, as part of the Pressure Ulcer in Care Home Collaborative has embarked on a piece of improvement work with an aim to reduce pressure ulcers by 50% by December 2017. Abbey Gardens have achieved this aim and continue their onward improvement journey.

Change
Over the past 18 months Abbey Gardens have worked on creating the right environment and culture for improvement work to take place. This piece of work has been successful with 80% of Abbey Gardens Staff having engaged in the Pressure Ulcer Collaborative work.

This environment and change in culture was created using various different tools and techniques including the Model for Improvement in conjunction with Safety Culture Cards which allowed staff a safe place to openly and honestly reflect on what’s working well, what’s not working well and what could we do better.

Tests of Change
Enablers in achieving the over all aim have been multi-factorial and include increased team working, passion and enthusiasm, changing culture, communication at all levels, increased education and more visible/efficient processes.

Effective Communication
Team Vision
We work better as a team when……
WE communicate openly & honestly
WE feel safe to speak out
WE have a friendly approach
WE are proactive in highlighting
WE plan ahead
WE share knowledge of Pressure Ulcers
WE receive positive feedback
WE work together as one unit

Achievements
The Team in Abbey Gardens have reduced the number of newly acquired pressure Ulcers in the home, reaching the over all aim of Reducing Pressure Ulcers by 50% by December 2017, in August 2017. This has been sustained.

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Next Steps
With improvement conditions created, and staff both registered and support engaged Abbey Gardens are now moving forward on their improvement journey with the Patient/Resident at the heart of it.

The focus will be on:
1. Person Centred Care
2. Team/Collaborative Working
3. Education & Training
4. Shared Learning

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