

Diabetes Care in Residential Care Homes in Telford & Wrekin Clinical Commissioning Group (CCG) Area

Audit Team:

**Angela Cook
Rebecca Lennon
Elizabeth Bishop
Dee Radford
Louise Owen**

**Diabetes Specialist Nursing Manager
Diabetes Specialist Nurse
Diabetes Specialist Dietician
Lead Nurse for Quality
Quality Team Administrator**

**Audit Lead
Supervisor
Supervisor
Audit Support
Audit Support**

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Appendices

Appendix One: Questionnaire

1. Background

- 1.1 Around 25% of care home residents in the United Kingdom have diabetes. Guidelines exist for good clinical practice for care home residents (Diabetes UK 2010), yet national audit data (IDOP 2013) suggests significant variations in care with access and training for care home staff variable indicating the workforce caring for vulnerable people have insufficient knowledge and skills to do so.

2. Aim

2.1 The aim of the survey was:

- To identify the current levels of diabetes care provision with residential care homes
- To Identify any specific training and education deficits to support diabetes care in care homes
- To assist Telford & Wrekin CCG commissioners to address diabetes specific quality standards and resources required for residential care home residents & staff

3. Objectives

3.1 The objectives of the survey were:

- To identify if care homes have diabetes specific policies in place for diabetes, hypoglycaemia management & screening for diabetes
- To identify if residents with diabetes have a diabetes care plan in place with annual review
- To identify if care homes have diabetes procedures in place to ensure residents with diabetes have an annual review with their GP, & have received their annual foot & eye screening assessment if eligible
- To identify whether care home staff have accessed any diabetes training in the last 12 months
- To identify whether care home staff have accessed diabetes any training more than 12 months ago
- To identify whether staff undertaking capillary blood glucose monitoring have completed a competency assessment
- To identify whether staff undertaking insulin administration have completed a competency assessment
- To assess diabetes knowledge levels before completing a diabetes structured education programme of non-registered practitioners
- To assess diabetes knowledge levels 3 months following completion of a diabetes structured education programme for non- registered practitioners

4. Standards

Standard	Source	Any Exceptions
70% of resident with diabetes will have a diabetes care plan	Diabetes UK Good Clinical Practice Guidelines for Care Home residents with Diabetes (2010)	None
90% of care homes will have diabetes specific policies in place for diabetes , hypoglycaemia management & screening for diabetes	Diabetes UK Good Clinical Practice Guidelines for Care Home residents with Diabetes (2010)	None
90% of care homes will have diabetes procedures in place to	Diabetes UK Good Clinical Practice Guidelines for Care Home residents	None

ensure residents with diabetes have an annual review with their GP, for their diabetes and annual foot & eye screening assessments if eligible	with Diabetes (2010)	
50% of care home staff with have accessed some form of diabetes training in the last 3 years	Diabetes UK Good Clinical Practice Guidelines for Care Home residents with Diabetes (2010)	None

5. Sample

- 5.1 Six care homes will be targeted from the Telford & Wrekin CCG locality identified as frequent users of ambulance & hospital services for diabetes related problems.

6. Data Sources and Methodology

- 6.1 Data source for this survey was a paper questionnaire completed by the Care Homes.
- 6.2 Information from the completed questionnaires was recorded and analysed using Microsoft Access.

7. Results

- 7.1 Eight Care homes completed the audit between 10th January and 27th January 2014, four of these care homes were residential (standard), one Nursing (EMI) and three Residential (EMI). Two residential (standard) care homes stated they were additionally Residential (EMI) and one residential (standard) Dual Registered (EMI).

- 7.1.1 Table one represents the number of non-registered practitioners and nursing staff working at the Care Homes.

Table one: Number of non-registered practitioners and nursing staff working at Care Homes (N=8)

Care Home	Health Care Assistants (HCA's)	Staff support	Staff relief	Care workers	Night care	Qualified nursing staff
Bennett House	0	0	0	35	0	0
Birkdale	0	0	0	24	0	0
Cartlidge House	0	0	0	45	0	0
Farcroft	0	0	0	35	0	0
Lake View	0	0	0	29	0	0
Lightmoor	0	12	4	48	17	13
The Rubens	0	0	0	10	0	0
Sambrook House	0	0	0	21	0	0

- 7.1.2 Table two represents the age range of the residents in the care homes

Table two: Age range of residents (N=299)

Care Home	No. of residents	<65 years	65-74 years	74-84 years	85-90 years	>90 years
Bennett	45	1	5	11	17	11
Birkdale	23	1	0	12	10	0
Cartlidge	57	0	10	20	17	10
Farcroft	41	0	0	0	0	0
Lake View	51	1	2	11	21	16
Lightmoor	75	2	12	27	20	10

Rubens	26	0	0	4	14	8
Sambrook	26	0	0	6	7	13
Total	344	5	29	91	106	68

7.1.3 Table two demonstrates that Lightmoor omitted the age of four patients and Farcroft did not record any ages of their residents. Table two demonstrates that over 88% of residents were in the age range 74 to over 90 years of age and of these over 22% were over 90 years of age.

7.2 Residents Information

7.2.1 The first question referred to the number of residents having Diabetes. A total of 35 residents have diabetes across five of the eight care homes ranging from four to nine residents.

Table three: Resident's information (N=8)

Questions two-five	Yes	No	N/A	No response
Do your residents have a routine assessment of current dietary intake and eating habits on admission to your care home?	7	1	0	0
Do you ensure that dietary advice is available on request to residents (and their carers/family) with diabetes?	8	0	0	0
Do any of your residents with diabetes self-medicate?	1	7	0	0
Do you have a system to check that those who have diabetes who self-medicate take their medication?	3	0	3	2

7.2.2 Questions six to eight: Question six asked "How many of your residents who have diabetes require insulin?" Four homes had eight residents between them who required insulin. For the residents on insulin three external care professionals and one qualified nursing member of staff were responsible for administering the insulin. 100% of staff at all the care homes were aware of residents who are at increased risk of hyperglycaemia.

7.3 Policies

It was noted that Lake View did not respond to any of the questions in this section and six of the care homes did not answer if they had a designated member of staff with the responsibility for diabetes management.

Table four: Care Home Policies (N=7)

Questions one-six	Yes	No	No response
Are you aware of the "Good Clinical Practice Guidelines for Care Home residents with Diabetes" available from the Diabetes UK website?	5	2	1
Do you have a documented policy on the diabetes management for your care home?	3	4	1
Does each resident with diabetes have a documented individualised care plan?	7	0	1
Do you have a policy for screening diabetes in your care home?	1	5	1
Do you have a written policy for managing hyperglycaemia (low blood glucose)?	4	3	1
Do you have a nominated member of staff who has a designated responsibility for diabetes management?	1	1	6

7.3.1 Table four demonstrates that over 71% of care homes were aware of the “Good Clinical Practice Guidelines for Care Home residents with Diabetes”. 100% of residents with diabetes have a documented care plan, 57% of care homes have a written policy for managing hyperglycaemia, whilst only one care home, 14%, had a policy for screening diabetes and only one care home a nominated member of staff who has designated responsibility for diabetes management.

7.4 Procedures (N=8)

One care home did not respond to questions one to seven.

7.4.1 Question one: Do you ensure each resident with diabetes has an annual review arranged with their GP?

- 100% of care homes who responded ensured their residents had an annual review with their GP.

7.4.2 Question two: How often do your residents with diabetes at risk of diabetic foot disease have a foot review by a podiatrist?

- 37.5% (3) of residents at risk of diabetic foot disease have an annual foot review by a podiatrist.
- 25% (2) had a monthly review by a podiatrist
- 37.5% (3) of staff completing the questionnaire either did not know the reply or omitted a response.

7.4.3 Question three: How many of your current residents with diabetes have a foot ulcer?

- Only one resident in one care home, with diabetes, had a foot ulcer.

7.4.4 Question four: What number of your residents with diabetes received an accredited diabetic retinopathy retinal screening in the last 15 months?

- Six patients were recorded as having screening in the last 15 months. Three care homes stated they “Don’t know” if their diabetic patients had screening due to:
 - All have eye tests by outside clinic including retinal screening. As had new residents in last 15 months
 - Some families take to appointments & not always informed.
 - The other care home did not give a reason for not knowing.

7.4.5 Question five: How many of your residents with diabetes receive an annual flu vaccination?

- 100% of residents at care homes receive an annual flu vaccination unless refused by the resident.

7.4.6 Question six: Are there any dietary restrictions or amendments made for residents who have diabetes?

- Five (62.5%) of care homes made amendments or dietary restriction for residents with diabetes.
- Two (25%) of care homes made no amendment or dietary restriction.
- One (12.5%) care home did not reply to the question.

7.4.7 Question seven: How many of your residents with diabetes who have their insulin given by a non-registered practitioner have signed a consent form for delegation to take place?

- None of the care homes had insulin given to a resident by a non-registered practitioner.

7.4.8 Question eight: Are residents care plans reviewed quarterly by a registered health care professional/practitioner where delegation of insulin administration has taken place?

- One care homes diabetic residents had their care plan reviewed quarterly.
- One care homes diabetic residents had their care plan reviewed monthly.
- Three care homes diabetic residents did not have their care plan reviewed quarterly.
- The remaining care homes did not know or omitted to answer.

7.4.9 Question nine: Is insulin for each resident stored in a container clearly marked with the patients name and name of insulin, in line with the CQC Professional advice – the administration of medicines in care homes?

- Four care homes stored insulin correctly.
- One care home did not.
- The question was not applicable to the other care homes.

7.5 Staff Knowledge

- 100% of staff have access in care homes have access to local training and education courses in diabetes offered by the CCH, NHS providers. This training is free to all staff
- Three care homes had a total of 23 staff who have received formal training and education in diabetes during the last 12 months
- Two care homes had a total of 33 staff who have received formal training and education in diabetes more than 12 months ago
- Two care homes had no care staff who had received any training recognising and dealing with hypoglycaemia
- Six care homes had a total of 100 care staff who have received training in recognising and dealing with hypoglycaemia
- Four care homes had no care staff who had received training in the dietary needs of residents with diabetes
- Four care homes had a total of 89 staff who have received training in the dietary needs of residents with diabetes
- 100% of staff knew who to contact if a resident with diabetes required further care. They would contact the residents
 - G.P
 - District nurse initially and diabetic nurse specialist
 - District nurses. Ask for referral to dietician/diabetes nurse
 - GP or diabetic specialist nurse
 - Diabetes nurse
 - GP, Diabetic nurse at hospital or District Nurses
 - Lizzy & Rebecca, Shrewsbury
- 45 HCA's across six care homes are responsible for Capillary Blood Glucose Monitoring
- None of the HCA's were responsible for observing the administration of insulin by residents

- None of the HCA's were responsible for the administration of insulin
- Thirty two HCA's across five care homes had capillary blood glucose monitoring competencies formally assessed. Twenty five of the 32 had competency documentation completed
- Five care home staff in one residential home had subcutaneous insulin administration competencies formally assessed with supporting competency documentation completed
- Two care homes operate a recall system so that HCA's competencies are re-assessed annually. One care home does not operate a recall system and the other care homes did not respond to this question

8. Conclusions

- 8.1 Eight Care Homes completed the audit during the month of January 2014. The age of residents ranged from less than 65 years to over 90 years. Over 88% of the residents were in the age range 74 to over 90 years of age whilst 22% were over the age of 90 years. Five of the eight care homes had a total of 35 residents with diabetes. Four of the eight care homes had residents who required insulin.
- 8.2 Over 71% of care homes were aware of the "Good Clinical Practice Guidelines for Care Home residents with Diabetes" and 100% of residents with diabetes have a documented care plan.
- 8.3 100% of care homes ensured their residents had an annual diabetes review with their G.P. Over 37% of the care homes ensured that their residents at risk of diabetic foot disease had an annual foot review by a podiatrist, whilst 25% of residents had a monthly review by a podiatrist. 100% of residents at care homes receive an annual flu vaccination unless refused by the resident. Six patients with diabetes were recorded as receiving an accredited diabetic retinopathy retinal screening in the last 15 months; however one care home remarked that some families take the resident to appointments and do not always inform the care home. Five (62.5%) of care homes made amendments or dietary restriction for residents with diabetes however two (25%) of care homes made no amendments or dietary restriction. None of the care homes had insulin given to a resident by a non-registered practitioner. One care home (12.5%) had their care plan reviewed quarterly where delegation of insulin administration had taken place. One care home (12.5%) reviewed the care plan on a monthly basis whilst three care homes (37.5%) did not review their care plans on a quarterly basis. Four care homes (50%) stored insulin correctly, whilst one care home (12.5%) did not. The question was not applicable to the other care homes.
- 8.4 100% of care home staff have access to free local training and education. Care home staff have received:
- formal training and education in diabetes
 - training in recognising and dealing with hypoglycaemia
 - training in the dietary needs of residents

100% of care home staff knew who to contact if a resident with diabetes required further care. 45 HCA's across 6 care homes are responsible for capillary blood glucose monitoring, none of the HCA's were responsible for observing the administration of insulin by residents. 32 HCA's across five care homes had capillary blood glucose monitoring formally assessed.

9. Recommendations and Action Plan

Key finding	Recommendation	Action Required	Person Responsible	Completion Date
A lack of a Diabetes Screening Policy in care homes	To raise awareness of this deficit with TW CCG commissioners and SCHT Lead Nurse for care homes	To notify & send a copy of the report to : Karen George Lead Nurse Care Home Support, SCHT TW CCG Patient Safety Lead Lezly Feeney TW CCG Long Term conditions leads Dr Warburton and Mrs Julia Meakin To raise awareness with Director of Nursing SCHT	Angela Cook	End August 2014
A lack of Policies relating to diabetes management and hypoglycaemia management in care homes	To raise awareness of this deficit with TW CCG commissioners and SCHT Lead Nurse for care homes	To notify & send a copy of the report to : Karen George Lead Nurse Care Home Support, SCHT TW CCG Patient Safety Lead Lezly Feeney TW CCG Long Term conditions leads Dr Warburton and Mrs Julia Meakin To raise awareness with Director of Nursing SCHT	Angela Cook	End August 2014
No all resident receiving NICE quality standard of Foot screening	To raise awareness of this deficit with TW CCG commissioners and SCHT Lead Nurse for care homes To notify SCHT Foot Screening Service lead	To notify & send a copy of the report to : Karen George Lead Nurse Care Home Support, SCHT TW CCG Patient Safety Lead Lezly Feeney TW CCG Long Term conditions leads Dr Warburton and Mrs Julia Meakin Katy Turton SCHT Podiatry Lead To raise awareness with Director of Nursing	Angela Cook	End August 2014

Shropshire Community Health 
NHS Trust

Shropshire Community Health NHS Trust
Community Diabetes Specialist Nursing Service
William Farr House
Mytton Oak Road
Shrewsbury
Shropshire
SY3 8XL

Tel: 01743 277693

Fax: 01743 277695

E-mail: shropshiredsn@nhs.net

Web: www.shropscommunityhealth.nhs.uk

Audit Questions for Care Homes

Name of Care Home _____

Name of Care Home Manager/Owner _____

Signature _____ Date _____

N.B.

Throughout this document the use of the term **Non Registered Practitioner** is defined as a health care assistant (HCA) or a health care support worker

Thank you for taking the time to complete this audit form

The following audit questions have been adapted from the 'Audit Questions for the England Wide Care Home Diabetes Audit 2012' – Institute of Diabetes for Older People

Care Home details and demographics of your residents with diabetes

1. Type of Care Home

- Residential (standard) Residential (EMI) Learning Difficulties
 Nursing (standard) Nursing (EMI)
 Dual Registered (standard) Dual Registered (EMI)

2. How many non-registered practitioners and nursing staff work at your Care Home?
please state total number

HcAs _____ Care workers _____ Qualified Nursing staff _____

3. How many residents do you have in your care home? _____

4. Age of residents ***please state total number***

< 65 years _____ 65-74 years _____ 75-84 years _____
85-90 years _____ >90 years _____

Resident's Information

1. How many of your residents have Diabetes? _____

2. Do your residents have a routine assessment of current dietary intake and eating habits on admission to your care home?

- Yes No

3. Do you ensure that dietary advice is available on request to residents (and their carers/family) with diabetes?

- Yes No

4. Do any of your residents with diabetes self medicate?

- Yes No

5. Do you have a system to check that those with diabetes who self-medicate take their medication?

- Yes No

6. How many of your residents who have diabetes require insulin? _____

7. For the residents on insulin, who is responsible for administering the insulin?
please state total number of residents each group is responsible for

Residents	Qualified Nursing Staff	_____
Non registered practitioner	External care professional	_____
_____		_____

Other arrangement (please state what this arrangement is)

8 Are you aware of residents who are at increased risk of hypoglycaemia?

- Yes No

Policies

1. Are you aware of the 'Good Clinical Practice Guidelines for Care Home residents with Diabetes' available from the Diabetes UK website?

- Yes No

2. Do you have a documented policy on the diabetes management for your care home?

- Yes No

3. Does each resident with diabetes have a documented individualised care plan?

- Yes No

4. Do you have a policy for screening diabetes in your care home?

- Yes No

5. Do you have a written policy for managing hypoglycaemia (low blood glucose)?

- Yes No

6. Do you have a nominated member of staff who has a designated responsibility for diabetes management?

- Yes No

Procedures

1. Do you ensure each resident with diabetes has an annual review arranged with their GP?

- Yes No

If No, please state reason

2. How often do your residents with diabetes at risk of diabetic foot disease have a foot review by a podiatrist?

- Monthly Annually Don't know

3. How many of your current residents with diabetes have a foot ulcer? _____

4. What number of your residents with diabetes received an accredited diabetic retinopathy retinal screening in the last 15 months? **please state total number**

- Don't know

If Don't Know, please state reason

5. How many of your residents with diabetes receive an annual flu vaccination? **please state total number**

Don't know

6. Are there any dietary restrictions or amendments made for residents who have diabetes?

Yes

No

If yes, please state the dietary restrictions or amendments in place

7. How many of your residents with diabetes who have their insulin given by a non-registered practitioner have signed a consent form for delegation to take place?

please state total number

Don't know

8. Are residents care plans reviewed quarterly by a registered health care professional/practitioner where delegation of insulin administration has taken place?

Yes

No

Don't know

9. Is insulin for each resident stored in a container clearly marked with the patients name and name of insulin, in line with the CQC Professional advice – the administration of medicines in care homes?

No If no, please state why

Yes

Staff Knowledge

1. Do your staff currently have access to any local training and education courses in diabetes, offered by CCG, NHS providers or local hospital?

Yes

No

If yes, is this free?

Yes

No

2. How many of your care staff have received formal training and education in diabetes during: ***please state total number***

the last 12 months?

more than 12 months ago?

non registered practitioner _____

non registered practitioner _____

nursing staff _____

nursing staff _____

3. How many of your care staff have training in recognising and dealing with hypoglycaemia?

please state total number : _____

4. How many of your care staff have had training in the dietary needs of residents with

diabetes?

please state total number : _____

5. Would you know who to contact if a resident with diabetes required further care?

Yes

No

If yes, please state who you would contact

6. How many of your HCAs are responsible for: **please state total number**
Capillary Blood Glucose Monitoring?

Observing the administration of insulin by residents?

Administration of Insulin?

7. How many of your HCAs have had their **capillary blood glucose monitoring** competencies

formally assessed? _____

For HCAs who have had a formal assessment, please specify the date the competency assessment was completed for each staff member and if supporting documentation has been completed

Staff Name	Date of competency assessment	Competency document completed
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

8. How many of your HCAs have had their **subcutaneous insulin administration** competencies

formally assessed? _____

For HCAs who have had a formal assessment, please specify the date the competency assessment was completed for each staff member and if supporting documentation has been completed

Staff Name	Date of competency assessment	Competency document completed
		<input type="checkbox"/>
		<input type="checkbox"/>

		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

. Do you or the member of staff who mentored your HCAs operate a recall system so that HCAs competencies are re-assessed annually? ***please state total number***

Yes

No

Don't know

Thank you for your help