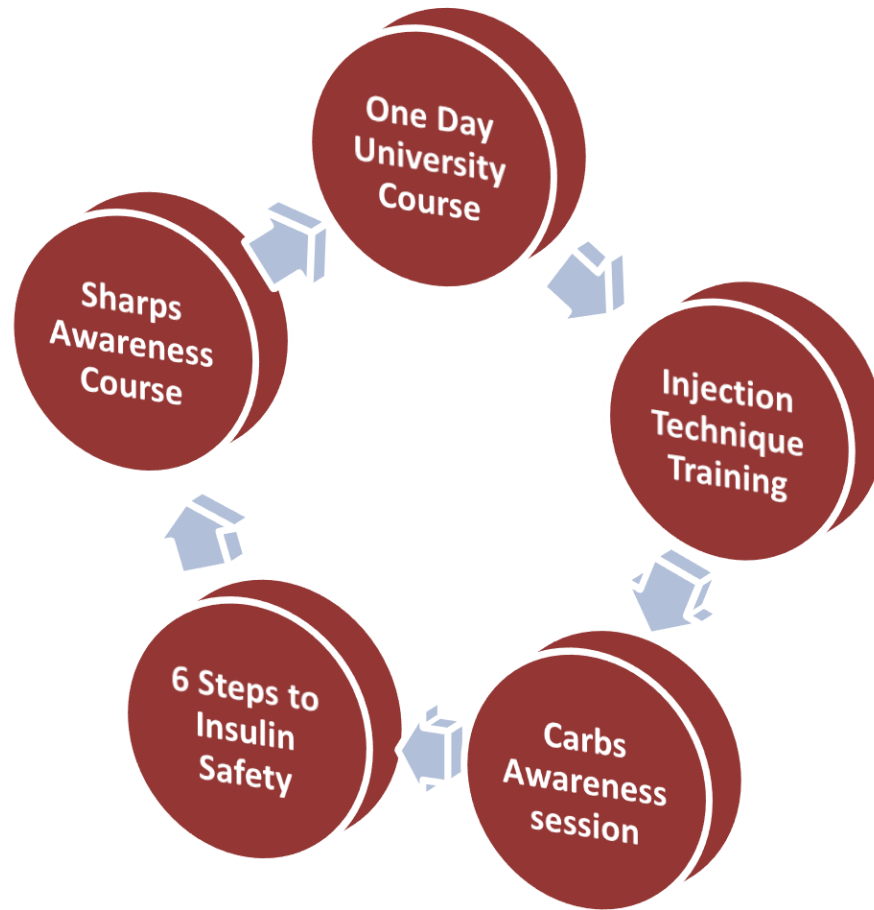


Clinical Effectiveness within ICT's

HCA's Administration of Insulin September 2017

HCA Training Plan



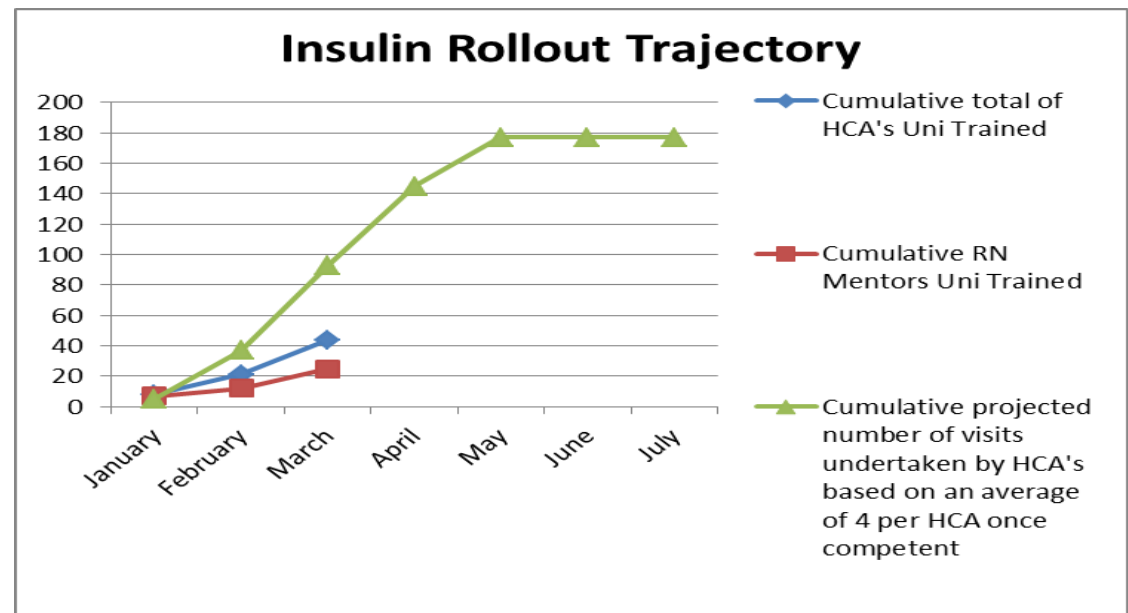
Each HCA is allocated a Registered Nurse mentor who provides support throughout their training programme together with developing their competencies in practice.

***58 HCAs and 28 RN mentors** identified have completed their training programme January – June 2017.*

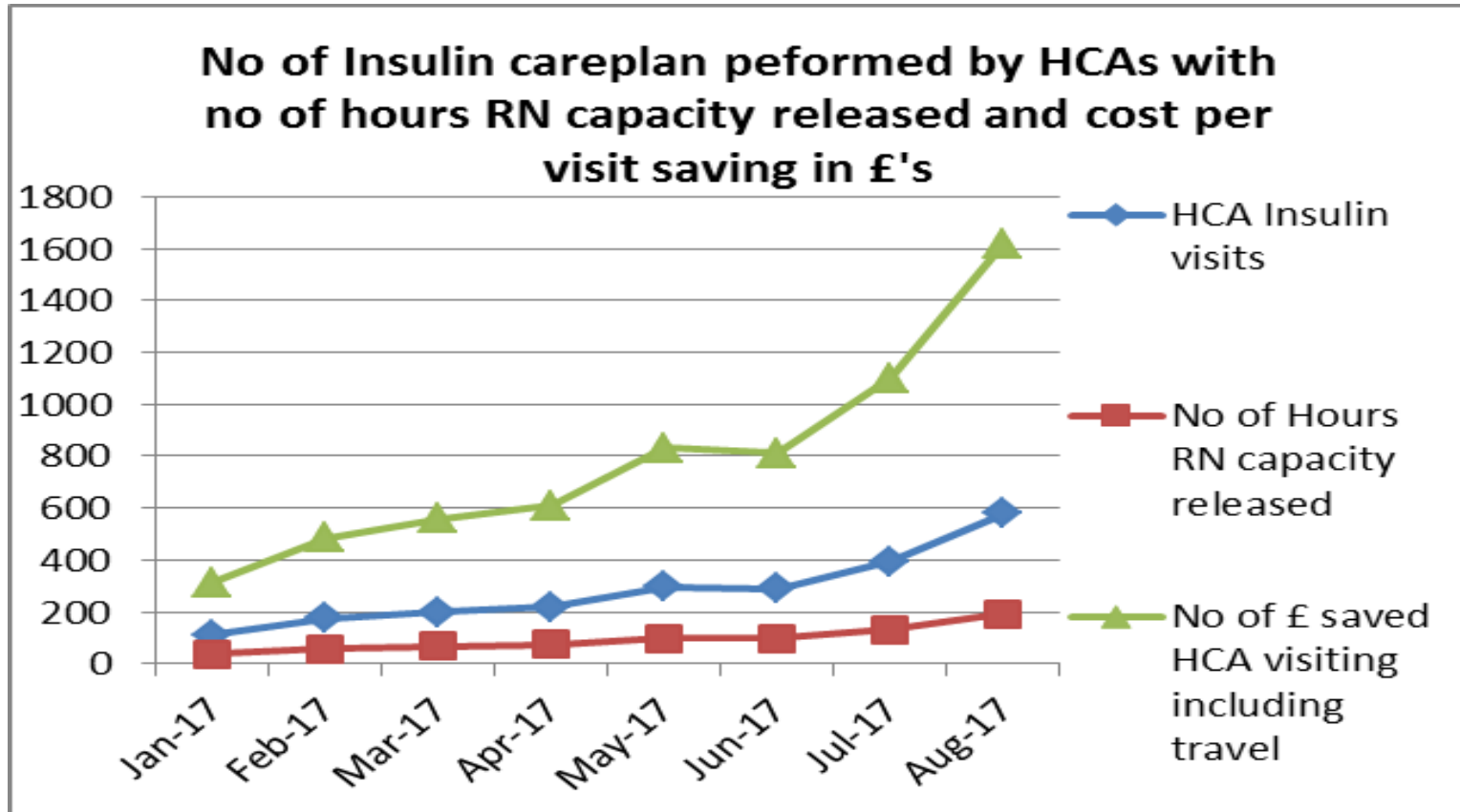
HCT have now developed an internal Diabetes Training day which is run by our Diabetes Specialist Service. Our first training sessions were delivered by the team in mid September.

Identifying Suitable Patients

- ❑ **352** patients requiring insulin injections on HCTs combined caseload as at January 2017
- ❑ **168** patients identified as suitable for HCAs to administer insulin in line with Standard Operating Procedures and liaison with locality aligned Diabetic Specialist Nurse



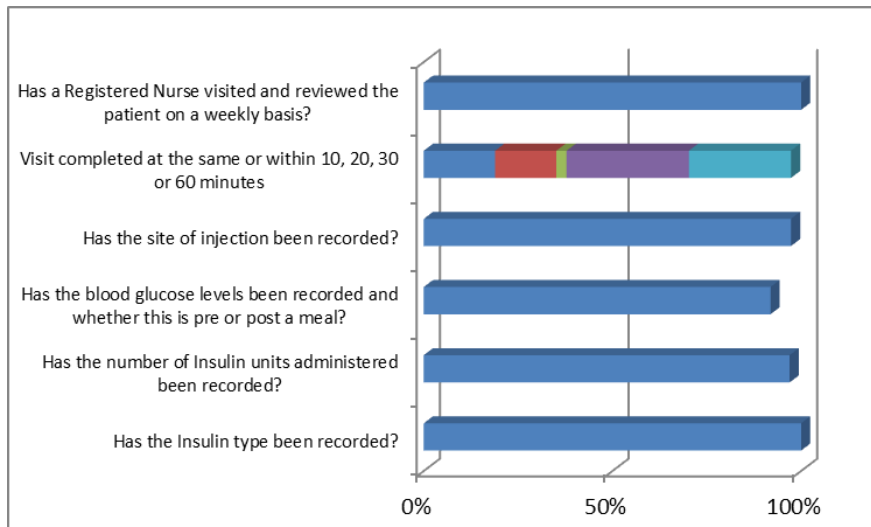
Productivity Outcomes



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
HCA Insulin visits	112	174	200	218	298	291	394	580
No of Hours RN capacity released	37.33	58.00	66.66	73.00	98.00	97.00	131.33	193.33
No of £ saved HCA visiting including	312.48	485.46	558.00	608.22	831.42	811.89	1099.26	1,618.20

Quality Outcomes

□ Clinical quality assurance record keeping spot checks undertaken by Clinical Quality Leads in September 2017

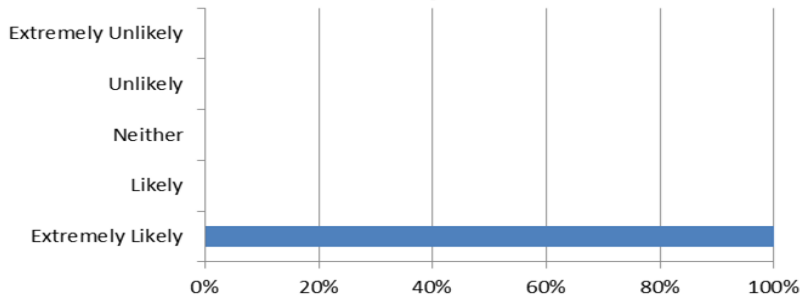


Clinical Quality Assurance

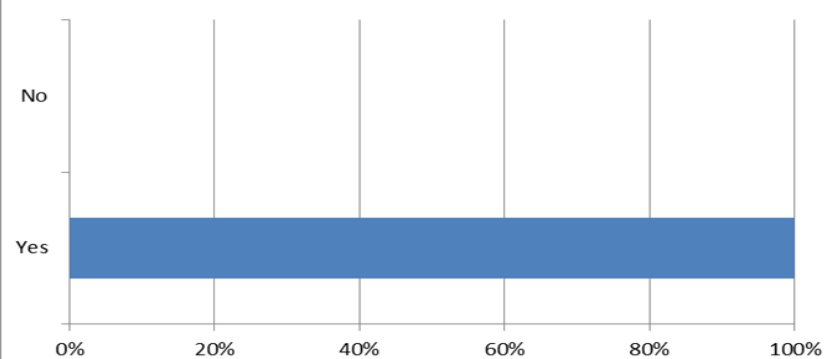
- ✓ **SAFE** – No HCA medicines incidents
- ✓ **EFFECTIVE** – treatment delivered at consistent times
- ✓ **EFFICIENT** – each visit releases 20 minutes of RN capacity to focus on their more complex patients who require their skills

Patient Experience

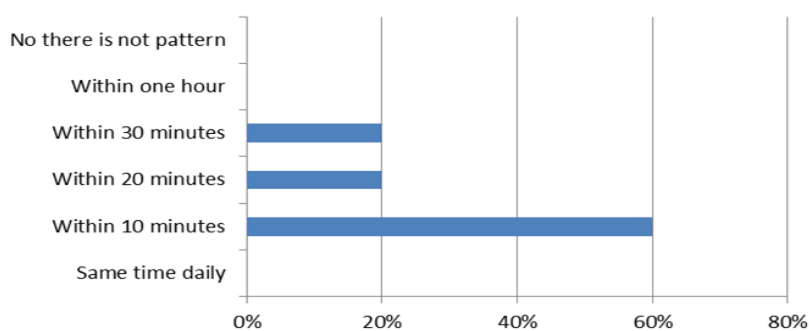
How likely are you to recommend one of our HCAs administering insulin to your friends and family?



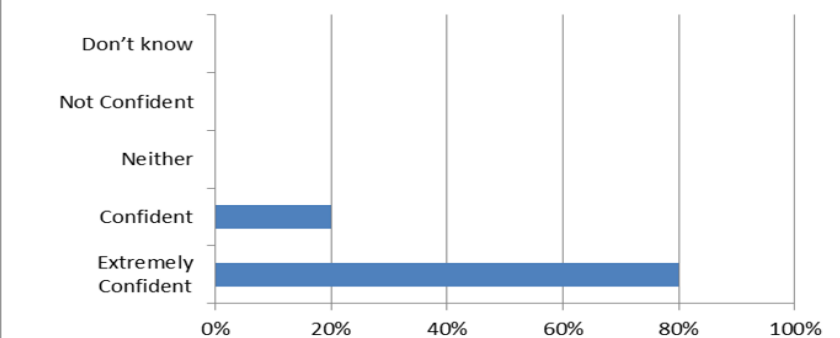
Are you visited by the same HCA regularly?



Have you noticed any change in the timing of your visit for your insulin?



How confident are you in the HCA's knowledge and understanding of you and your condition?



Patient Experience

"The girls always discuss my diabetes with me and even ask me about my diet and my general wellbeing, they seem to be very knowledgeable about my condition"



"Very happy as I feel I have got to know the girls who always have a smile on their faces and always spend the time to discuss any problems I may be having"

"I have been seen by the same 2 HCAs for the past few months and I have got to know them. My visit timings are more regular now. I am always made to feel at ease."

I like having the same nurses visit. She always ringing my bell at the same time every day. She tells me off when I drink fat coke and eat chocolate. I love the banter we have and how the HCA spends time to chat."

"I used to get worried about taking my insulin if people were late to administer it, I now don't have that worry"

"Great service"

"I have had no problems"

HCA's Experience

What worked well

HCA's Experience

What were the challenges

DN Caseload Manager

SOP

Frame work in place, linked to the code

How has this enabled and supported you to delegate this function to training the HCAs