

# Quality Mark for Elder-Friendly Hospital Wards

## Project aim

This is a quality-improvement programme for individual hospital wards, which promotes and recognises excellence in the care of older people in general hospital wards.

## Timeline for delivery

**From:** September 2019

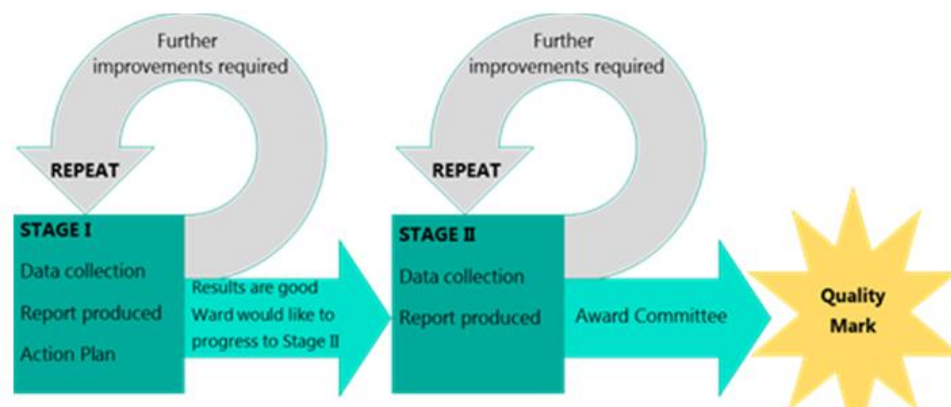
**To:** September 2022

## Anticipated outcomes/benefits?

The Quality Mark has been developed for wards to identify the standard of care being delivered to older patients. Two thirds of hospital admissions are people over the age of 65 and their experience of the ward is a key measure in the programme.

Nationally recognised accreditation (College Centre for Quality Improvement (CCQI) at the Royal College of Psychiatrists) in the quality of care for the elderly.

## Two stage process



## Project team

- Andy Dixon, Trust Level Coordinator
- Lister Ward (current hold the Quality Mark)
- Ray Ward (current hold the Quality Mark)
- Harold (working towards achieving the Quality Mark)
- Locke (working towards achieving the Quality Mark)
- Penn (working towards achieving the Quality Mark)

## The results (measuring success)

The Quality Mark can measure how 'elder-friendly' your ward is, by collecting data from:

- Patients and their carers/family members
- Members of your ward team
- The ward manager
- A lead clinician
- Hospital governors
- The senior managers of the hospital/trust

## Learning and next steps

### Next steps:

- Support Harold, Locke and Penn achieving the Quality Mark
- Lister and Ray Ward to review and update after three years holding the Quality Mark
- Look to see if other wards want to achieve the Quality Mark

### Lessons learnt:

- The Quality Mark is not an easy thing to achieve and it requires a continuous improvement approach to managing and leading a ward from a multi-disciplinary team and Patient Panel.

