

QUARTERLY QUALITY INDICATORS for
Elderly Mental Health

	Narrative
Complaints & Compliments No. of formal complaints received: <input type="text" value="3"/> No. of informal complaints received: <input type="text" value="-"/> No of compliments received this quarter: <input type="text" value="16"/>	Trends - <ul style="list-style-type: none"> • need to improve communication when patients transferred from acute wards to continuing assessment wards. • Need to review communication with relatives when patients are near to death. Lessons - <ul style="list-style-type: none"> • need to reduce reliance on temporary staff and prioritise recruitment processes.
Critical Incidents (CIR) No. of serious/critical incidents occurring this quarter: <input type="text" value="0"/>	
Risk Events	Falls continue to be highest frequent event. Falls group continues with current initiatives - regular exercise for continuing care patients - introduction of calcium and Vit D being considered - education of staff teams Drug errors are investigated and training arranged as required.
Audits	Falls survey completed by Jonathan Bundy.
Risk Assessments	Programme being commenced. All areas to be reviewed by their nominated risk assessor. Risk assessments to commence in July.