

Effective use of Enhanced Observations in Forth Valley

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Aims:
Reduce the requirement of enhanced observations by 50% before May 2025

Identifying scale of challenge

A sample review during a two week whole system response to acute site pressures provided intelligence that

- multiple patients were receiving enhanced observations causing significant workforce pressures
- there was a lack of adherence to NHS Forth Valley Policy on enhanced observations
- patients were not appropriately risk assessed for enhanced observations or regularly reviewed
- lack of evidence that the least restrictive options had been explored prior to initiating enhanced observations

Further investigation into the use of enhanced observation demonstrated that

- patients were not engaged in meaningful activity, cognitive rehabilitation or stimulation
- there was limited benefit from enhanced observations in some cases

Why change?

The focus of the improvement work was to ensure enhanced observations are used appropriately, is the least restrictive option, promotes recovery and benefits the patients in line with national drivers, local guidance and legislation.^{1,2,3}

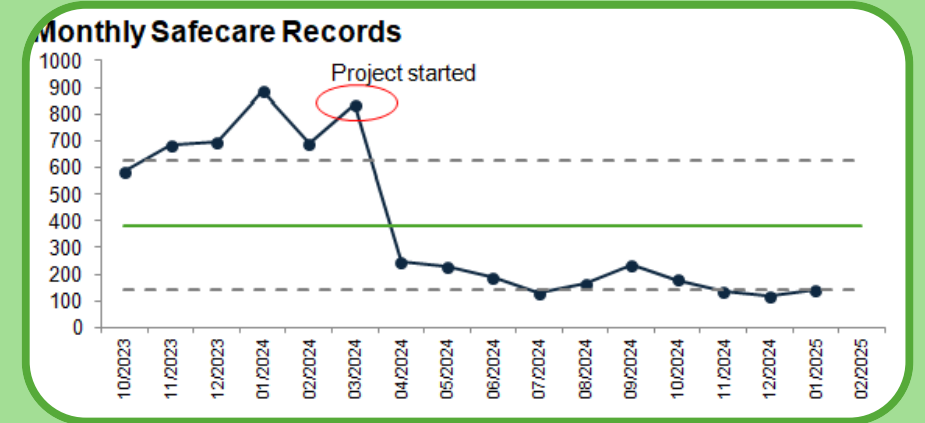
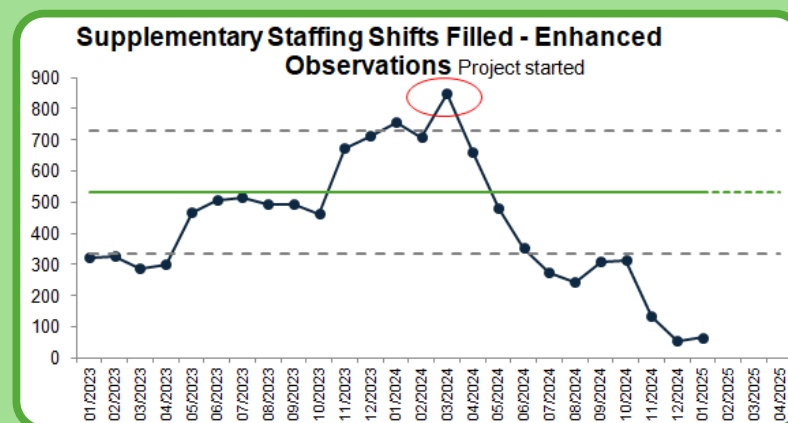
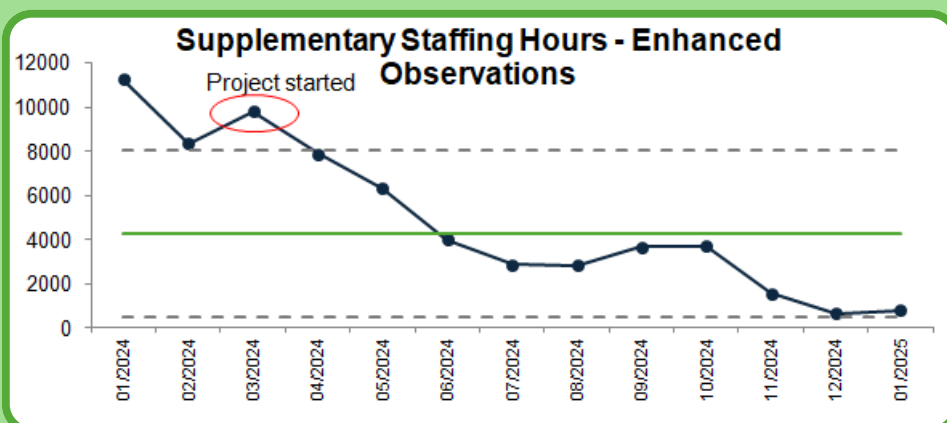
The success of the project reducing enhanced observations should result in improved patient outcomes, evidence of person centred approaches including use of activities and a cost saving associated with workforce.

Methodology

- Weekly reviews of patients placed on enhanced observation with bedside teaching
- Education programme for nurse leaders (CNM&SCN), nursing workforce and carers
- Ensuring activities are available and accessible on the wards
- Scope initiatives being used in other health boards which have proven to reduce demand of enhanced observation
- Gain feedback from patients, staff and carers on improvement ideas



Results

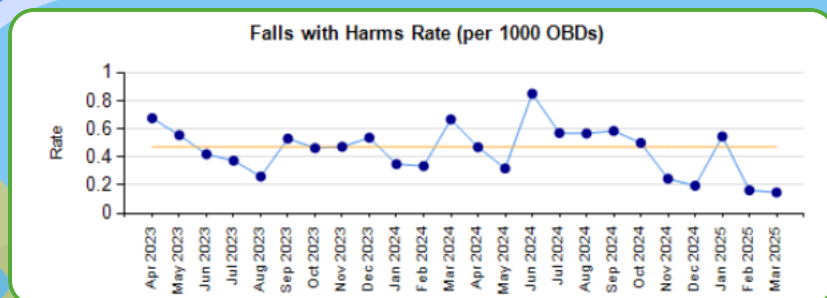


The project exceeded expectations with results showing;

- 94% reduction in supplementary hours and staffing requests through the staff bank
- 86% reduction of patients identified as requiring enhanced observations
- Qualitative measures showed an improvement with compliance with local policy, person centred care planning and staff experience
- No adverse events or complaints in relation to reduction in enhanced observation
- Improvement to workforce pressures with an associated cost reduction



Balancing Measures



Reduction in Falls with Harm rate



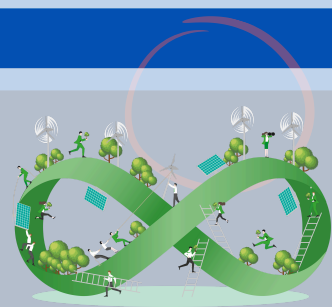
Significant reduction of supplementary staffing



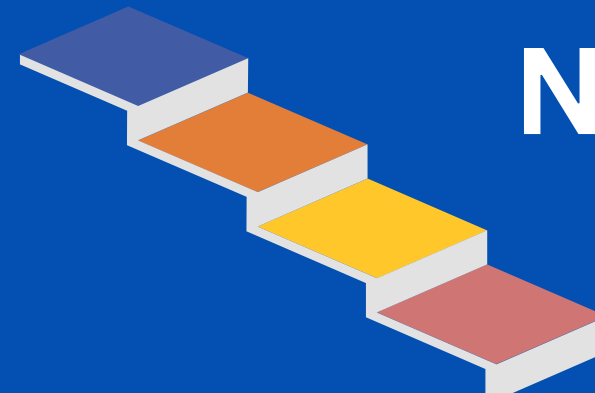
Staff experience of project was generally positive



Return on Investment evaluation



Embed into Quality Management System as business as usual



Next Steps

References

1.NHS Forth Valley, 2022. Nursing Observations and Interventions. NHS Forth Valley. Available at: scottish.sharepoint.com/sites/FV-Guidelines/Guidelines/Forms/AllItems.aspx?id=%2Fsites%2FGuidelines%2FGuidelines%2FEnhanced%2FNursing%2FObservations%2Fpdf&parent=%2Fsites%2FGuidelines%2FGuidelines (Accessed 18 March 2025)
 2.NHS Scotland, 2024. Ageing & Frailty Standards in Scotland. NHS Scotland. Available at: <https://www.nhsinform.scot> (Accessed 18 March 2025)
 3.Scottish Government, 2000. Adults with Incapacity (Scotland) Act 2000. Available at: <https://www.legislation.gov.uk/asp/2000/4/contents> (Accessed 18 March 2025)