

Gemma had a pressure sore. Gemma was issued with a pressure care mattress to relieve pressure from her skin, as part of the management plan to support her.

Gemma's pressure sore deteriorated to a Category 4 and Gemma sadly passed away the same month. At the time of the deterioration it was identified that Gemma's pressure care mattress was not operating as prescribed. There were incidents reported where the mattress was indicating a fault.

A safeguarding concern should have been raised by the district nurse when the deterioration in Gemma's pressure sore was identified, but was not. A concern was raised by the hospital when Gemma was admitted.

The safeguarding enquiry that was completed by the Local Authority did not meet the required standard.

Lessons

- **Mattress Settings:** it is the responsibility of the prescriber to follow up after installation of a pressure care mattress and to set the controls in line with the persons clinical need.
- **Recording keeping:** it is essential that clear records are kept, for the safe management of equipment provision and that all information relating to the device is co-ordinated and documented.
- **Reporting Faults:** information is always provided detailing how to contact the equipment provider, in the event of any issue with the equipment itself. The leaflet has been improved to encourage people not to throw it away.
- **Review:** of equipment by prescribers, is vital, to ensure that the equipment meets the persons needs.
- **Safeguarding Concern:** should be raised when there is a lapse in care which has led to a deterioration of a pressure sore.
- **Safeguarding Enquiry:** all actions taken in safeguarding enquiries must be clearly documented.

7-minute Learning Summary

Safeguarding Adults Review Gemma

Safeguarding Process

- A district nurse visiting Gemma, identified a lapse in care as a reason for a deterioration in a pressure sore. A safeguarding concern was not raised as per safeguarding procedures, Pressure Ulcer Pathway. A copy can be viewed here: <https://www.berkshiresafeguardingadults.co.uk/>
- The safeguarding enquiry by the Local Authority did not involve discussions with the external carers who were supporting Gemma which meant that the safeguarding enquiry was not completed in full.

Ordering Equipment

- Berkshire Local Authorities and Clinical Commissioning Groups have a contract with NRS Healthcare to provide equipment, under the heading of Berkshire Community Equipment Service (BCES).
- West Berkshire Council manage the contract.
- Equipment is ordered online via IRIS : <https://iris4.nrs-uk.co.uk/Authentication/Login.aspx>
- In order to have access to ordering, equipment prescribers are required to complete mandatory eLearning.
- There are numerous guidance documents on IRIS under the Help section.
- Information on the Berkshire Community Equipment Service can be found here: <https://info.westberks.gov.uk/bces>
- It is important that any unused equipment is reported to NRS so it can be collected and recycled.

Role of the Prescriber

- To order equipment that is suitable for their client.
- To follow their agencies policies and procedures in regards to ordering equipment.
- To carry out a follow up visit after installation to set the controls in line with the clients needs.
- To keep up to date with training on NRS Ordering Website IRIS
- Report any known faults.
- To explain to the clients and their carer about the equipment that has been prescribed.
- To seek assurance from the client and their carer that they are able to use the prescribed equipment.
- To document the equipment that has been supplied on client management system (RIO, Mosaic etc.)
- To review the use of equipment with the client to ensure that it is suitable and being used correctly.
- To explain to client and their carer the importance of any alarms on the equipment, to not switch equipment off and who to contact for help.
- Ensure that automated emails received from NRS are read.
- To carry out a follow up visit after any repairs or replacement equipment.

Reporting Faults

- Issues with equipment should be reported to NRS by telephone or email. This can be done by the prescriber or the client.
- Information on how to report faults is detailed on the equipment delivery note
- The prescriber, on installation of equipment, should explain, to the client and their carers how to report if a device appears faulty.

Role of NRS

- To respond to any reported equipment faults, and repair or replace equipment.
- To provide equipment manufacturers instructions to the client.
- To set controls on pressure care mattresses midway on delivery of equipment.
- Provide clear details on who to contact if there are any faults with the equipment.
- To respond to faults within the hours of 8am to 10pm
- To adhere to response times set within the contract with BCES.

