

# Benchmarking

## *Continence, The Bladder and Bowel Care*

### Summary:

- ◆ The Department of Health wants to measure everything in the NHS
- ◆ Benchmarking is one of the initiatives (comparison groups are set up to enable health care professionals to be actively involved in comparing their own performance and that of their colleagues against best practice statements)
- ◆ To promote best practice, individual Nursing Homes must be able to compare their systems and procedures to a set of recognised standards or benchmarks
- ◆ Continence services is a major focus in the Essence of Care initiative
- ◆ This adapted version for Nursing and Residential Home takes into account the nature of the industry – Homes working in isolation with little contact with other home (which are often competitors)

### Aim:

- ◆ To establish a resident/patient focused approach with accountable practitioners/professionals delivering care reflecting the benchmarks of best practice

### Features:

- ◆ A modified version of Essence of Care tailored to the Nursing and Residential Homes environment
- ◆ Gives clear pointers as to how to raise awareness and standards
- ◆ Makes presumption that Nursing Homes provide a “continence service” to their residents
- ◆ Ideal way to measure improvements in continence care standards

### Gompels HealthCare:

- ◆ Provides the resources you need to address many of the best practice requirements
- ◆ Examples of resources are shown above
- ◆ Gompels HealthCare specialises in supplying Nursing and Residential Homes, providing many value added services to make life easier for Continence Advisors, Matrons, Home Managers, Nurses, and Carers

# Benchmarking

## *Nursing and Residential Care Homes*

**User involvement in service delivery**

**Residents/ Patients access to continence supplies**

**Residents/Patients Carers access to professional advice re continence, and bladder and bowel care**

**A physical and social environment conducive to continence and a healthy bladder and bowel**

**Essence of Continence Care**

**Assessment of individual residents /patients**

**Education of care deliverers**

**Planning, implementation and evaluation of care based on the bladder and bowel assessment**

**Information for residents/ patients/carers**

**Promotion of continence and a healthy bladder and bowel**

**Education for assessors and care planners**