



# PINNT

A SUPPORT GROUP FOR PEOPLE  
RECEIVING ARTIFICIAL NUTRITION

## Quality Standards for Nutritional Support in Adults: Promises made to your patients

To find out more about PINNT please visit [www.pinnt.co.uk](http://www.pinnt.co.uk)

We are a registered charity who support people at home on artificial tube feeding.  
Enteral or Parenteral feeding – find out more on our website!

If you require any information after reading this form please contact PINNT on:  
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## Improving Patient Care in the NHS – Francis Report

Following on from the Francis Report NHS England has pledged to utilise its resources and powers to ensure that everything the NHS does is driven by the best interest of patients, aiming to help build a safer, more compassionate and constantly improving NHS. This will be achieved by giving the patients a stronger voice, improving transparency and putting the clinicians in charge of the key decisions.

The Chief Nursing Officer for NHS England; Jane Cummings stated that a “culture change was needed”

*“We will use the voices of patients to change the NHS, starting from the friends-and-family test. We are planning to drive compassionate values into every corner, starting with implementation of the nursing strategy.”*

### Quality Standards

The quality standard covers adults in hospital and the community who are at risk or suffering from malnutrition, those requiring any artificial nutrition support including oral nutritional supplements (ONS), enteral nutrition or parenteral nutrition.

There are 5 quality standards involved but those directly affecting patients on artificial nutrition are:

#### **Quality Standard 4: Self Management of Artificial Nutrition Support**

Prevent and quickly recognise any adverse changes in wellbeing, including the artificial nutrition delivery system & feed storage.

#### Promise:

Service Providers & Health Care Professionals will ensure that systems are in place for you with managing your own artificial nutrition support and/or your carers are trained to manage their nutrition delivery system and monitor your well-being and informed of how to go about contacting specialists for urgent advice and support when needed. This will include practises on how to prevent, recognise and respond to any problems.

## Quality Standard 5: Reviews

It is recognised that nutrition support requirements are influenced by many factors and can therefore be rapidly changing, so regular reviews are needed to ensure your changing needs are met.

#### Promise:

People receiving nutrition support will have regular reviews by health care professionals and service providers to assess their need for nutritional support, their method of nutritional support and the risks, benefits and goals of their nutritional support reviewed at planned times.

### Checklist

#### Quality Standard 4: Self Management

- Do you provide sufficient information so that your patients understand the reasons why they need artificial nutrition?
- Do you provide sufficient training to your patients to safely managing their treatment?
- Do you explain to your patients how to detect any early warning signs that something is not right?
- Do you explain to your patients how to access help with problems related with their treatment, both inside and outside of normal working hours?
- Do you explain how your patients can address issues relating to the delivery of your treatment by their healthcare company?
- Do you explain to your patient’s how to access technical help should problems with their equipment occur?

#### Quality Standard 5: Reviews

- Do your patients receive regular review appointments with their healthcare team?
- Do you provide enough time for your patients to discuss their treatment and any concerns/ problems that you may have?
- Do you feel that you listen to your patients and where possible try to accommodate their wishes?