



Essence of Care

Assisting all healthcare professionals and support staff to improve patient care and deliver high quality services (or getting the basics right)

How this course can help you: This course is designed to enable all healthcare professionals and support staff (who have patient contact) to improve fundamental and essential aspects of care, as defined by patients, to ensure the delivery of high quality services. In order to achieve this staff need to understand the importance of *Essence of Care*, a patient focus benchmarking tool and its role in getting the basics right. *Essence of Care* was developed by the Department of Health and links closely into the Clinical Governance agenda supporting *Making a Difference* and the *NHS Plan* with the priority of improving the patient experience and developing best practice. Some of the factors within *Essence of Care* are also linked to *Standards for Better Health*.

Course Content:

- Definitions and context
- Clinical Governance issues relevant to *Essence of Care*
- The process – the Department of Health *Essence of Care* guidelines
- Identifying best practice
- Process for benchmarking practice in your area
- Implementing action plans, sharing good practice and embedding good practice

Learning Outcomes:

As a result of doing this course participants will be:

- Familiar with *Essence of Care* and the context in which it was developed
- Able to demonstrate their understanding of its relevance to Clinical Governance and have an awareness of their responsibilities within this area
- Familiar with the process and able to take part in *Essence of Care* activity
- Able to demonstrate ways on identifying best practice
- Able to demonstrate the importance of benchmarking and show an awareness of the different methods/types of evidence that can be collected to benchmark practice
- Able to show an awareness of their responsibilities to ensure and embed best practice into everyday patient care.

Benefits of the course: Getting the basics right in healthcare leads to an improved patient journey, better patient outcomes and can also reduce complaints and concerns. This course will benefit organisations by ensuring all healthcare professionals and support staff understand the *Essence of Care* process and how it can be used to improve and develop best practice. Through sharing practice within organisations general patient care can be improved whilst ensuring consistency across different areas and departments. This programme which not only serves as an invaluable tool for blended learning strategies, by using the e-learning approach is especially suitable for service groups who may have difficulties releasing staff to attend training sessions, or where capacity to deliver sessions is not sufficient.

Mini Biography: The subject matter expert, **Annette Hand** MA, Dip HE, RGN, is a Nurse Consultant and the *Essence of Care* Lead for Northumbria Healthcare NHS Foundation Trust. She is the Clinical Governance lead for Long Term Conditions and is an honorary lecturer with Sunderland University where she has developed a number of validated short courses.