

Patient safety – learning from incidents – Jasmine (268019)

About Jasmine

Jasmine is a 4 year old child born with complex cardiac problems resulting in significant health problems and she remained in hospital from birth for almost 2 years.

On discharge from hospital, Jasmine was referred to community services including Nutrition and Dietetics, Health Visiting and Community Paediatrics. She was also referred to therapy services including Occupational Therapy and Physiotherapy.

21 days after discharge (June) a full review by the Home Enteral Nutrition Service including a weight check was completed and a feeding plan was sent to parents.

Over the next 15 months there were 30 face to face or telephone contacts made by the Dietician to Mum and the nursery to monitor weight and discuss the feeding plan.

In the October it was noted that although Jasmine had lost weight she was now in proportion to her height. The aim at that point was to maintain weight and prevent any further loss.

What happened:

The Health Visitor made a proactive call to family to identify continence needs. On reviewing the records and growth chart, the Health Visitor noted significant faltering growth from approximately 2 years of age. Length and height measurements also confirmed poor growth. After carrying out a caseload review, the Healthy Together Clinical Team Leader reported this as an incident, however there was no discussion with the Nutrition and Dietetics Team at this point which was a missed opportunity to communicate as a Multi-Disciplinary Team.

Good practice:

The Dietician maintained a significant amount of contact with the family and was able to provide feeding plans as well as change the management of Jasmine support dependent on her needs. She also communicated with the nursery.

The fall in her weight centiles was monitored and assessed as appropriate and in line with her height. At the point of further weight loss it was assessed by the Paediatrician and Dietician. There was clear documentation of liaison between both professionals and Mum to support an increase in weight gain.

There was also good liaison between Health Visiting, Nutrition and Dietetics and the Paediatric Medical Service about the requirement for a weight increase which was achieved in the December. Notes from the Dietician were clear on each occasion with a documented plan which showed a rationale for decrease in centiles.

The management of the weight for Jasmine was clearly documented including any concerns and the plan to address them.

Learning:

A Healthy Together helpline has been developed that will support families and professionals to access Health Visiting and School Nursing services via a single point of access. This will gradually be implemented across Leicester, Leicestershire and Rutland during 2023/24. This will also aid with communication and escalation of concerns between professionals.



The Whole Family Approach was re-launched across Healthy Together and Nutrition and Dietetics Teams to promote communication and liaison between the two services.

The Healthy Together Universal Plus 0-19 Pathway states:

“Work in partnership with other professionals/agencies involved with the family to develop an outcome centred child and family plan, clearly articulating responsibilities and timeframe. This can be achieved through attending multi-professional/agency meetings i.e. Team around the Child etc”

Guidance on signposting to key areas on the patient's electronic record including dietetic questionnaires was produced including how to ensure all growth measurements are visible.

Learning from Incidents

During a serious incident investigation it was identified that staff were unsure how to access

- Nutrition and Dietetic questionnaires – these can be accessed via questionnaires on the clinical tree if there is a share between Healthy Together and Dieticians
[Read how to access Nutrition and Dietetic questionnaires](#)
- Growth measurements recorded within SystemOne questionnaires. All staff are reminded of the following guidance included **in the SOP Guidance for SystemOne 0-5 V2 (2020)**

[View the guidance](#)