

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 6 October 2025
Title:	Patient Experience: Derek's Story – Community Nursing Care
Responsible Director:	Tim Eltringham, Director of South Ayrshire Health and Social Care Partnership Vicki Campbell, Director of Acute Services
Report Author:	Laura Harvey, Quality Improvement Lead Patient Experience

1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHS Scotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This story demonstrates the positive impact on a patient and their family when care is designed around the patient and services work in partnership to achieve the best outcomes for a patient.

Derek, the patient, has agreed for his sister Lesley to share his story. They wish to highlight the importance of providing the right care in the right place at the right time with a focus on an individualised person-centred approach.

This story was commissioned by the South Community Nursing Team following a site visit from Jennifer Wilson, Nurse Director. During the visit the team described the locality Multi-Disciplinary Team (MDT) GIRFE (getting it right for everyone) approach and the benefits. Derek was one of the patients who they described as benefitting from this approach.

The MDT supported the GIRFE approach, which included building a team

around the person and family, promoting individual and collective responsibility for recording the outcomes of future care planning conversations helping to ensure that the right decisions were made at the right time.

2.2 Background

Derek is a 58 year old gentleman who lives in Prestwick and shares a home with his sister Lesley and his father. Derek has Down's Syndrome and learning difficulties and enjoys an active lifestyle, with many hobbies and interests.

Derek was admitted to University Hospital Ayr where he was diagnosed with aspiration pneumonia, which resulted in a deterioration in his physical and psychological condition. Derek's family were keen for Derek to be cared for at home to make him as comfortable as possible. The family highlighted difficulties encountered in the acute setting, whereby they felt unsupported in their decision to take Derek home and concerned about pressure damage.

2.3 Assessment

To meet Derek's needs, a number of services were required to support Derek at home. The coordination of services was led by an identified member of the Community Nursing Team who monitored Derek and his condition and liaised with support services involved.

The services involved in Derek's care were:

- Community Learning Disability Physiotherapists
- Hospice Care
- Speech and Language
- Community learning Disability Occupational Therapists
- Community learning Disability Flexible Assessment and Support Team (FAST)
- Hansel Village
- Tissue Viability team
- Dietitian

Derek's condition improved at home and his care was adapted in response. Derek is now enjoying an increasing number of his previous pastimes. This story is an example of the impact of receiving the right care, from the right people, in the right place at the right time can have on our patients and their loved ones.

2.3.1 Workforce

Using healthcare stories to share feedback with staff across the organisation demonstrates an open honest and transparent approach to improvement and this encourages other teams and individuals to adopt a similar approach in their improvement journeys.

This story expresses the positive impact that South Ayrshire Community Nursing Team, in delivering a GIRFE approach, made to this patient and his family by delivering person-centred care.

2.3.2 Financial

No financial Impact.

2.3.3 Risk assessment/management

No identified risk.

2.3.4 Equality and diversity, including health inequalities

An impact assessment is not required.

2.3.5 Other impact

- **Best value**

Derek's story demonstrates the importance of collaborative working across all care providers to support the best possible outcome for patients and their families.

- **Safe, Caring & Respectful**

Derek's story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey

2.3.6 Communication, involvement, engagement and consultation

This patient story is presented for awareness and to support learning and improvement across our services.

2.3.7 Route to the meeting

This story has not been presented at any other meetings but has been shared with the service involved.

2.4 Recommendation

Members are asked to listen to Derek's story as an excellent example of care delivered around the patient in a responsive and person centred manner.