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Consultation	Embedding Gold Standard SOPs Project
Contributors	I/S [Redacted]

Related Trust documents (to be read in conjunction with)
<ul style="list-style-type: none"> • XXX

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Version	Author	Summary of amendments	Issue date:
1.0	Tendai Ruwona - Associate Director for Urgent Care and Inpatient Services (Mid & South)	New document Development of eSOP to aid staff based on XXX - XXX	Date

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Priority	High

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1 Introduction

This SOP describes the process for admitting a patient onto a ward that uses PARIS as their EPR system. The steps are divided into those that need to be done upon admission, within 2 hours, within 4 hours, within 6 hours, at 48 hours and at 72 hours.

All the forms that are completed manually need to be sent to the scanning team/ward clerk to be uploaded to Paris. Please find the scanning procedure available on the Intranet and follow your local procedure to handle scanning. If you are unsure about the procedure, please contact your manager.

Acronyms used;

- DOB – date of birth
- RN - registered nurse
- HIE - Health Information Exchange system
- OOH - out of hours
- AMHP - allied mental health practitioner
- CPA - care program approach
- MHA - Mental Health Act
- NOK - next of kin
- NEWS2 - National Early Warning Score

2 SOP

Pre-Admission

1. **Ensure the patient has an NHS number and a Paris ID with the correct details (Qualified member of staff)**
 - On Paris, click on 'Applications'
 - Click on 'Inpatient'
 - Click on the correct ward in list on left-hand side
 - Click on the patient in the list and patient information will show up on the top of the screen
 - View Paris number
2. **Check HIE for any information – if patient is transferred from South to North (RN)**
 - Locate HIE portal on Intranet
 - On the right side of the screen, click on 'tools'
 - In the drop down, click on 'clinical systems'
 - Select 'HIE portal' from the pink square options
 - Enter the patients NHS number in the search bar
 - If you do not have the NHS number, click on 'Advanced'
 - i. Type the patients first name and last name or DOB
 - ii. Click on 'Apply'

3. Request history from referrer and locate case notes on Paris (RN)

- On Paris, click on 'Referral'
 - If patient is not known to the system, assessing person in community team is most likely still completing this section
 - If patient is known to the system, info from referrer will be there so check;
 - If the patient is being transferred from another Paris ward, locate the patient history and case notes on Paris
 - If the patient is being transferred from South to North, find a physical copy of the patient history and case notes with the patient
- Doublecheck the following;
 - If the details are correct
 - If the initial assessment has been done and recorded
 - If the risk assessment has been done
- If Case Notes (incl. Medicine Chart, Section Papers, Physical Health Obsvs and Handover Form) were not transported with the patient, contact bed management
 - via email at I/S [redacted]@nhs.net
 - via phone using the following extensions (within the Trust)
 - North: I/S [redacted]
 - South: I/S [redacted]
 - If needed, use SwitchBoard

4. Ensure the correct Inpatient Referral is selected to admit patient (RN/Clinical Team/ward clerk)

- On Paris, view all the open referrals the patient has (e.g., to community services, dietician, liaison, etc.)
- Tick the correct 'Inpatient Referral'

5. Identify care coordinator and liaise with all other professionals involved (RN/HCA/ward clerk)

- Click on patient's name on top of screen
- Click on 'Associated People' in left hand side list
- Scroll down to 'Involved' staff
- Find care coordinator listed in box under 'More Actions'
 - If not listed, patient has either not been allocated yet or has not been referred yet so request care coordinator
 - Have admin forward the name and information of the patient to the local community team on referral screen on Paris
 - Follow the Paris Guide for more guidance
 - Ask them to allocate the patient a care-coordinator
 - If desired, send email to community team to follow up
 - Inform care coordinator of admission and invite them to ward review

6. Check that CPA Initial Assessment and MH Care Clustering are completed (RN)
 - Click on 'Assessments'
 - Click on 'Create New Assessment' and find MH Clustering Assessment (Adults)
 - Complete the form
 - Click on 'CPA Review' and check if it has been completed
 - Hold discussion with XXX to ensure CPA review gets completed and recorded

On admission

7. For patient admitted under informal admission – read Informal Rights (RN)
 - On Paris, click on 'Assessments'
 - Click on 'Section 131'
 - Read the patient their rights and complete form
 - Give patient Rights Leaflet

8. For patient admitted under the MHA - scrutinise Mental Health Act papers on ward, complete H3 and read Section Rights (RN)
 - Receive MH Checklist Scrutiny Form
 - Complete the checklist
 - Give the checklist to the admin who will scan and send it to the MH Act Office (MHA Office will upload the papers)
 - If anything is wrong in paperwork, talk to AMHP
 - If anything is wrong in the Drs paperwork, MHA Office will notify ward to rectify (refer to local procedure)
 - Complete H3 Form (Acceptance Form) to accept the patient
 - On Paris, click on 'Assessments'
 - Click on 'Section 132 Rights'
 - Read the patient their rights and complete form
 - Give patient Rights Leaflet

9. Attach MHA paperwork to bed state for collection and email/ communicate with MHA team (if patient detained under MHA) (RN)
 - Provide paper copy to the ward admin/scanning team so they can post it to the MHA Office on the next working day after admission
 - If OOH, follow local procedure to place paperwork in e.g., MHA Office Paperwork Folder, the Office Safe, etc.
 - Scan the Section papers and email MHA Office at I/S @nhs.net
 - In the body of the email, write down the patient name, NHS number and ward

10. Ensure risk assessment/ screening is completed and risk plan is devised and recorded on Paris (RN)
 - On Paris, click on 'Assessments'
 - Click on 'Risk Assessment' in left hand side menu

- Check the latest risk assessment is completed (risk assessment should be completed within 4 hours of admission)
- Check the risk management plan is completed and amend where needed

11. Record patient's consent to information sharing (RN)

- On Paris, click on 'Consent' tab
- Click on 'Consent to Sharing Information'
- Record patient consent as an alert on top banner of Paris using the following;
 - Type of consent
 - Consent date
 - Consent stored (physical copy)
 - Where consent is given
 - Whether they gave consent to process information
 - Whether they gave consent to share with external/ social services
 - If patient refuses consent to share information, note down in appropriate section
 - Add in who the patient doesn't want you to share information with
 - If patient refuses to answer or is unable to answer (e.g., due to their capacity), document that you've attempted to record consent and ask nursing team to ask again at a later time
- Sign
- Click on 'Save'

12. Determine the observation level based on presenting risk factors and record on Paris (medics/RN)

- Based on initial assessment/ screening and risk assessment on Paris, determine the appropriate level (see Appendix A – Observation and Engagement Levels for further guidance)
 - Level 1 – general observation
 - Level 2 – Intermittent observation (4-6 random times in 60 minutes) – refer to local procedure
 - Level 3 – constant observation within eyesight
 - Level 4 – constant observation within arm's length
- Complete the Engagement & Supportive Observation Record Form (paper form)
- Have admin/scanning team upload form onto Paris
 - For wards with electronic Oxe-Obs, please refer to Oxe-Obs SOP

13. Search and record patient belongings/inventory (RN or HCA)

- Search patient belongings (e.g., clothes, bag, cash, valuables, etc.)
- On Paris, click on 'Assessments'
- Click on 'Create a New Assessment'
- Search for 'Personal Items Inventory' in search box

- Click on 'Insert a Row' and add in information for each item
 - Be as specific as possible with the description (e.g., mention colours, labels, etc.)
- Sign
- Click on 'Save'

14. Complete COVID-19 Risk Assessment (RN)

- Swab patient
 - See Appendix B 'Inpatient diagnostic sampling for COVID-19' for guidance on which type of test to conduct with patient
- On Paris, click on 'Assessments'
- Find 'Coronavirus Risk Statement Admission'
- Fill out details
- Sign
- Click on 'Save'

15. Complete Medicine Reconciliation Form (pharmacy technician)

- Complete Medication Reconciliation Form (paper)
- Review medication that has been prescribed on chart
 - If changes to meds and/or anything to flag, notify doctor
- Put at back of medication chart (paper)
- Share the form with the doctor on the ward who will check chart

16. Complete Inpatient Admission Assessment including Physical Health tab (Doctor)

- On Paris, click on 'Assessments'
- Find 'Inpatient Admission Assessment'
 - Refer to shared care record
- Complete Inpatient Admission Assessment and record findings
 - Include Mental State Examination
 - Conduct Physical health check , including
 - Physical health history (for other issues)
 - ECG assessment
 - Routine bloods
 - Drug allergies – check information from Admission Handover, Reconciliation Form, Med Chart, etc.)
 - Baseline Single Parameter Track & Trigger Physical Observations
- Sign
- Click on 'Save'

Within 2 hours

17. Allocate keyworker (RN)

- Allocate a keyworker to the patient based on availability/capacity (no more than 5 patients per worker)
- On Paris, click on the 'Inpatient' tile
- Click on 'Referral'
- Click on the appropriate open inpatient referral for the ward team
- Scroll to the bottom and click on 'Insert a New Action'
- Click on 'Allocate'
- Type in staff name to allocate keyworker
- Sign
- Click on 'Save'

18. Ensure patient is oriented to ward and given and welcome pack (qualified member of staff)

- Give the patient a Welcome Pack (including info about mealtimes, visiting times, contact details, My Care My Recovery form, home first leaflet, rights leaflet, sexual safety leaflet, Why We Hold You leaflet, Oxehealth fact sheet etc.)
- Show the patient around the ward (their room, the canteen, common areas, etc.)
- Have patient fill My Care My Recovery out (or you/family to help them fill it out) so that they can input on how they want to receive care
 - Incorporate in Care Plan needs

19. Discuss Oxevision use with patient and/or relatives (Clinical team)

- Print the Oxevision Form from the shared drive
- Discuss Oxevision with the patient
 - a. If patient doesn't have capacity, discuss in MDT
 - i. Consider discussing Oxevision form with next of kin/relatives etc.
- Document needs and/or outcome in care plan on Paris

20. Identify and inform next of kin of admission (RN)

- Identify next of kin (by asking patient or looking at admission handover information)
- Call next of kin and update them on patient admission

Within 4 hours

21. Complete 72hr care plan (RN)

- On Paris, click on 'Assessment'
- Click on '72hr Care Plan'
- Complete assessment
- Record findings on Paris
- Sign

- Click on 'Save'
- Print out the care plan and give it to the patient to read
- Have the patient sign or verbally agree to the care plan

22. Update bed state and update white board (if applicable) (ward clerk or if OOH, nursing team)

- Refer to local procedure
 - Update daily bed state with patient name, obs level, Section update, etc.
 - Send updated bed state daily to management team
 - Send admission notification to GP
 - Ensure nursing team updates white board & admission book
 - Update white board, if there is one

23. Complete MRSA Screening Tool if needed (RN)

- On Paris, click on the 'Inpatient' tile
- Click on 'Assessment'
- Click on 'Create New Assessment'
- Find 'MRSA Screening Tool' in list
- Complete MRSA swab
- Send swab to lab for testing (see local procedure for guidance and appropriate service)
- Record findings and interventions
- Sign
- Click on 'Save'

24. Complete NEWS2 chart (qualified member/HCA)

- Take baseline vitals
 - Check for postural blood pressure (BP) (lying and standing)
- Document baseline vitals on NEWS2 chart
- On Paris, click on 'Assessments'
- Click on 'Physical Health' tab in Paris
- Complete General Observation (Height/Weight/BP)
- Record any other findings on Paris
- Sign
- Click on 'Save'

25. Complete VTE Assessment (Dr)

- On Paris, click on 'Assessments'
- Click on 'VTE Assessment Tool' in left-hand side menu
- Complete VTE assessment
- Record findings on Paris

- Sign
- Click on 'Save'

26. Complete Essence of Care Assessment (RN)

- On Paris, click on 'Assessments'
- Click on 'Create New Assessment'
- Find 'Essence of Care assessment' in left hand side menu
- Take patient through all the domains (health promotion, safety, privacy and dignity, self-care, etc.) and record findings on Paris
- Sign
- Click on 'Save'

Within 6 hours

27. Complete Drug Screen and Urinalysis and Record Results on Paris (RN/HCA)

- Conduct drug screen (not always)
- Conduct urine analysis (not always but if suspected UTI infection)
- Conduct pregnancy tests on people who menstruate
- Document findings on case notes
- Discuss with medic or within MDT if required (include these assessment to formulate care plan but don't necessarily record on Paris)

28. Complete medicine chart and prescribe medicine (Dr)

- Receive Medicines Reconciliation Form from pharmacy technician
- Complete and/or view Medicine Chart on board
- Prescribe medication

29. Scrutinise Medication Chart (RN)

- Check for accuracy on medication chart if prescriptions are legal or legible
 - If anything does not seem accurate, have the Dr review the medication chart
 - Make sure it's prescribed
 - Make sure it's signed for & dated accurately

30. Complete Waterlow Assessment (RN)

- Complete the Waterlow Assessment (check for skin damage – high risk of e.g., dehydration)
- On Paris, click on 'assessments'
- Find 'Waterlow assessment' on Paris
- Complete form
- Sign
- Click on 'Save'

- Discuss in MDT

31. Complete Falls Risk Assessment and record on Paris (RN)

- On Paris, click on 'Assessments'
- Click on 'GTA Falls Risk Assessment' in left hand side list
- Complete new assessment
- Sign
- Click on 'Save'

32. Complete manual handling needs in Paris (RN)

- On Paris, click on 'Assessments'
- Click on 'Manual Handling Assessment'
 - If needed, complete Manual Handling Risk Assessment
- Complete assessment
- Sign
- Click on 'Save'

33. Request consent for patient photograph to be taken (RN)

- Discuss consent with patient
- Give the Consent for Patient ID Photograph (paper) form to the patient to have them consent to their photograph being taken
 - If they refuse, they can write so on the form
- Have admin/scanning team upload form onto Paris under 'Consent'

34. Complete MUST Assessment tool on Paris, refer to dietician if required (Qualified member of team)

- Complete assessment using tool
- Under assessments, find 'MUST Assessment'
- Make arrangements with canteen to accommodate patient and refer to dietician, based on the MUST result;
 - 0 – green: no concern
 - 1 – amber: monitor weight and patient to be on food and fluid chart to monitor eating
 - 2 – red (high risk): refer to dietician
 - 3 – red (very high risk): refer to dietician
- Discuss in MDT

35. Complete Food and Fluid monitoring Form (RN)

- Complete assessment, if appropriate
- Fill out the Food and Fluid Monitoring chart (paper form)

- If no concern after 1 week post-admission, take patient off chart
- Have admin upload form to Paris

36. Complete Body Mapping Form (RN)

- Complete paper form (Body map)
- Have admin upload form to Paris

At 72 hours

37. Refer for care coordinator if not already allocated (RN)

- Discuss patient case and discharge with discharge coordinator
- On Paris, go onto the inpatient referral patient is on right now
- Click on 'Refer on'
- Submit referral

38. Complete the PBR Clustering Form (RN)

- On Paris, click on 'Care'
- Click on 'Assessments'
- Click on 'Create new Assessment'
 - If you are a member of more than one team, select the appropriate one to be recording this Cluster under
- Click on the 'lookup' next to the 'Assessment Group' in the Assessment Type Search screen
- Select 'Outcome Measures'
- Click on 'Search'
- From the list of results, click on either 'MH Clustering (Adults)' or 'MH Clustering (Older Adults)' as appropriate
- Click on 'Select'
- Complete the selected MH Clustering assessment
- Save form

39. Complete Care Plan (RN)

- Ensure all physical and mental health assessments are included in Care Plan
- Ensure the 72-hour Care Plan is followed by the Inpatient Care Plan
- Create a new assessment (inpatient care plan) to evaluate/update by selecting evaluate care plan.
 - If appropriate, import the previous needs & actions from the previous Inpatient Care Plan
- Access other care plans available such as the Physical health, Infection Control, Smoking, Substance Misuse, MHA, etc. where needed