

Quality Matters



Issue 51 – February

Introduction from Fiona Haughey Director of Nursing, Therapies and Quality

Last month we were joined by colleagues, service users and carers at the Quality Matters Conference, an inspiring celebration showcasing a small number of the Trusts service improvement and quality improvement projects.

A variety of teams from across the Trust took part, some of whom are less used to presenting to a room full of people so a big well done to everyone. In addition a personal thank you to the carers and service users for sharing their personal journeys and experiences, very emotional and poignant.

We also welcomed Dr. Suzette Woodward; National Director of the Sign up to Safety campaign who talked to us and challenged us regarding the current approach to safety and a growing movement towards safety as a state where as much as possible goes right. Please take a look at Suzette's slides and slides from the other presentations available on [Doris](#).

My hope is that the positive energy in the room can be transferred back into our places of work where working together and supporting each other can go some way to improving our patient and staff experience.

At the end of January the Trust held its first Schwartz Round at St Ann's. If you are not aware of the Schwartz concept take a look at our Schwartz [Doris](#) page. The event was attended by over 30 colleagues from a range of backgrounds and roles, including support staff, Allied Health Professionals, Nurses from Physical and Mental Health Inpatient and Community Teams and Junior Doctors. Those who took part described the experience as encouraging, enjoyable, helpful, thought provoking, an excellent opportunity, remarkable meeting, safe and open.

Further details of how you can get involved are available inside this edition of Quality Matters.

Fionahaughey@nhs.net

Save the Date for next year's Quality Matters Awards and Conference Thursday 31st January 2019

Be inspired by this year's Quality Matters Award winners and enter your teams for the following categories; Service Improvement, Quality Improvement, Clinical Audit or Research project.

Email dhc.clinaudit@nhs.net for more details.



Colleagues from across the Trust joined us at the Annual Quality Matters Awards 2017 and Conference

The programme gave the attendees a small glimpse into the diverse range of Quality Improvement initiatives teams are undertaking. Andy Willis, DHC Chair opened the morning session, where Michelle Hopkins, Deputy Director of Safety, Improvement and Effectiveness provided an overview of the Trusts corporate methodology for change and quality improvement. Ann Smith, Physiotherapist provided an insight into the Dorset Community Pain Service with support from a service user. Helen Persey, Locality Manager detailed a new way of working with the creation of the Weymouth and Portland Hub. The impact of integrating services for patients and their families is demonstrated in the NHS England short video "[Now we have help](#)".

A team from Pebble Lodge gave an update on progress since winning Dragon's Den in 2017. The Music Zone means the young people can enjoy the weekly lessons and have access to a selection of instruments. Dr Ciarán Newell, Consultant Nurse Eating Disorders and Facilitator for Research and Development gave a taster on the importance of and opportunities for research within Dorset HealthCare. Phil Morgan, Lead for Recovery and Social Inclusion, supported by Joy, a carer, and Shelia Pounds, Carers Coordinator, briefed the room on one of this year's Quality Priorities, Triangle of Care and the Carer's Passport (John's Campaign) but it was Joy's experiences as a carer that had the biggest impact clearly demonstrating the importance of the therapeutic alliance between carers, service users and professionals.



In the afternoon Dr Suzette Woodward, the national director of the Sign up to Safety campaign, working for the Department of Health questioned what can we all do differently? Her five point checklist suggests:

1. Change the language and re-design systems and mind-sets across every part of the NHS differently that help the human adapt and adjust their performance safely
2. Shift safety from one person's job to everyone's responsibility
3. Consistently embed a just culture in healthcare and learn from when we get it right to replicate good practice
4. Stop doing stuff and focus on the cross system factors that thread through the individual 'harms' – spending as much time on implementation as we do on innovation and improvement
5. Be kind to each other and help people interact and develop relationships through talking to each other and listening

Congratulations to all the shortlisted teams in the Quality Matters Awards 2017

Dr. Suzette Woodward, National Director for Sign up to Safety campaign presented the awards for:

Quality Matters Awards 2017 Trust Winners:

Im proving access of people with learning disabilities to Dorset Steps to Wellbeing : A new Pan-Dorset Pathway

In a move towards increasing the accessibility of IAPT services to people with learning disability (LD), Dorset Learning Disability Psychology started a project to develop a joint clinical pathway between the Community Learning Disability Teams and our local IAPT service, Steps to Wellbeing.



Left to right Dr Sarah Cook and Dr Laura Giffen, Clinical Psychologists with the Learning Disabilities Service receiving their award from Dr. Suzette Woodward

Quality Matters Awards 2017 Runner U p and Quality Matters C onference Winner

Men U nited – A project to provide opportunities for men with learning disabilities to meet regularly to develop confidence, social networks and independent living skills



Left to right: William, Bev Taylor-Wade, Occupational Therapist, Lisa Dixon, Dorset People First receiving their awards from Dr Suzette Woodward

Quality Matters Awards 2017 Highly Commended

Waterston – Community Counts

A project to build strong relationships and links with community services in the local area in order to provide a holistic approach to patient care on the ward.

- Increase the number of services on the ward that look at physical health concerns, therefore the mental health nurses on the ward are able to spend more of their shift focussing on the mental health treatment of patients
- To provide access to community activities for patients in order for them to continue attendance on discharge and throughout their recovery if they wish



Left to right:
Kate Galbally,
Ward Clerk,
Connor Kinsella,
Staff Nurse,
James Smith,
Staff Nurse,
Louise Robbin,
Podiatrist

Seasonal Flu Campaign 2017–18

This season has seen a marked improvement in the uptake of flu vaccinations by Dorset HealthCare staff.

To date we have vaccinated 3236 staff and will continue to offer a vaccination service to all until the end of March 2018 or until our stock is depleted.

This season we have vaccinated 77% of our medical staff, 63% of our professionally qualified clinical staff, 53% of our nursing staff and 55% of our clinical support staff.

Whilst this improvement of over 23% overall is fantastic we still have a large percentage of staff that have not taken up the offer of a free vaccination.

The flu vaccination is not compulsory but as health workers we have a duty of care to protect our patients from harm as well as protecting our own families.

This winter we have seen outbreaks of flu in three of our inpatient wards and outbreaks have been reported in all three of Dorset's acute hospitals as well as many nursing and residential care homes.

Looking forward to the 2018/19 season we will be encouraging team leaders to become peer vaccinators to increase the availability of vaccinators across all sites.

If you would still like to receive a flu vaccination this year then please contact Occupational Health or speak to reception at Sentinel House and we will endeavour to get to you.

Seasonal Flu Vaccinators Useful contacts:

Occupational Health: 01305 363800 and Sentinel House Reception: 01202 277000

NICE Guidelines Update

Each month we review any new guidance or quality standards issued by the National Institute of Health and Care Excellence (NICE). This section of Quality Matters will be dedicated to keeping you up to date with the key recommendations from the latest relevant publications.

This month particularly relevant for Health Visitors:

Please review your clinical practice within your teams to assess whether you are meeting these standards.



Latest NICE Publications in December 2017 applicable to the Trust:

Quality Standard 124 Suspected Cancer

This quality standard covers the investigation and recognition of suspected cancer and referral to specialist cancer services for adults, young people and children. It describes high-quality care in priority areas for improvement. In December 2017 the source guidance and definitions for statement 3 were amended to reflect the NICE diagnostics guidance on quantitative faecal immunochemical tests to guide referral for colorectal cancer in primary care. The Quality Statements are:

Statement 1 GPs have direct access to diagnostic endoscopy, ultrasound, MRI, X-ray and CT for people with suspected cancer.

Statement 2 People presenting in primary care with symptoms that suggest oesophageal or stomach cancer have an urgent direct access upper gastrointestinal endoscopy.

Statement 3 Adults presenting in primary care with symptoms that suggest colorectal cancer, who do not meet the referral pathway criteria, have a test for blood in their faeces.

Statement 4 People with suspected cancer who are referred to a cancer service are given written information encouraging them to attend.

Clinical Guideline 128 Autism Spectrum Disorder in Under-19s, Recognition, referral and diagnosis (updated December 2017)

This guideline covers recognising and diagnosing autism spectrum disorder in children and young people from birth up to 19 years. It also covers referral. It aims to improve the experience of children, young people and those who care for them.

Updated information December 2017: Evidence on factors associated with an increased risk of autism reviewed and updated box 1 in recommendation 1.3.3.

For further information contact: SHAYWARD@nhs.net

Patient feedback / Compliments

“Thank you for the care your team has given my husband and for the thorough assessment. He will miss this place; it will be hard to find something to match.” Melcombe Day Hospital, Older People’s Mental Health

“Patient’s mother wrote thanking staff for the care that her son has received and saying that he is better now than he has been for 5 years. She also said that as a family they had the best Christmas they have had for years and that her son was engaging, pleasant and charming, just like he used to be before he became unwell.” Linden Ward – Adult Mental Health Inpatient Unit

For the admin team: “Prompt attention, friendly and caring attitude, helpful negotiation of appointments, useful advice - aren’t we lucky. My wife is also a podiatry patient and absolutely shares these comments.” Podiatry

Dementia and you

- * Do you have a personal story of Dementia?
- * Have you cared or are you supporting someone with a diagnosis of Dementia?
- * Would you be willing to share your story with us?

As a part of our learning and development programme, the Learning and Development Service would like to hear from any staff member in Dorset HealthCare Trust who would be willing to share their personal stories of Dementia.

We are hoping to create a short film which explores the personal impact and influences dementia has had on people who are working in our trust, which can then be shared on our training courses. If you would like to find out more information, please contact S.BAREHAM@nhs.net or A.Cosser@nhs.net

Financial and personal help for Nurses

Community Nurses in Need



The Queens Nursing Institute (QNI) is a registered charity that champions the work of Community Nurses. The aim of the QNI is to ensure that patients receive high quality care where and when they need it from the right nurse with the right skills.

Founded in 1887, the main aim of the charity was to provide “training support, maintenance and supply” to nurses for the sick and poor. The QNI is dedicated to improving patient care by supporting Community Nurses in a variety of ways.

The QNI has been offering financial assistance to nurses since 1904, at a time when pension provision and care for those in need was sparse. Originally the assistance was only for Queen’s Nurses or District Nurses, but the criteria has now extended to all nurses who work or who have worked in the community for at least 3 years. There are also no age restrictions to this.

Whilst almost any request is considered, help is usually given in cases such as building repairs or adaptations, specialist equipment such as walk in baths and electric wheelchairs, and even utility bills.

Help is also given to nurses who are in crisis in order to help them remain in their profession. Support is usually given in the form of one off payments or in some cases, regular monthly/ quarterly payments. However it will not cover residential fees, debt, cost of medical treatment or funeral expenses.

Please contact the Queens Nursing Institute directly on 02075491400 or check out the website at www.qni.org.uk for more information Kathy Sheret, kathy.sheret@nhs.net

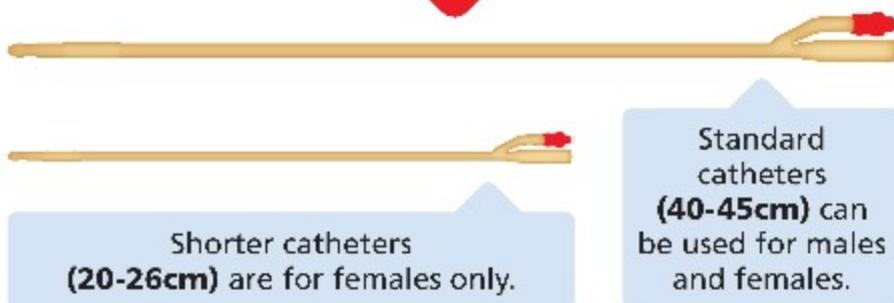
Catheter Safety Notice

Female urinary catheters causing trauma to adult males

Adult urinary catheters are manufactured in two lengths: female length (20-26cm), and standard length (40-45cm). The use of standard length catheters in females poses no safety issues, as the shorter female length is designed for dignity issues when wearing skirts rather than trousers.

If a female length catheter is accidentally used for a male patient, the 'balloon' inflated with sterile water to retain the catheter will be within the urethra, rather than the bladder which can then cause severe trauma.

A search of incidents reported to the National Patient Safety Agency between 01/01/2006 and 17/12/2008 located 114 incidents where female catheters were inserted into male patients.



Female only catheters can cause severe trauma and haemorrhage if used in males.

For further information, go to www.npsa.nhs.uk/rrr

© National Patient Safety Agency 2009
All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or by any information storage or retrieval system, without the prior written permission of the National Patient Safety Agency.

NHS
National Patient Safety Agency
National Reporting and Learning Service

All appeared to cause significant pain, plus some degree of haematuria, penile swelling, or retention. Seven caused significant haemorrhages; two were believed to have led to acute renal failure, and two to impaired renal function.

These reports came from hospital and primary care settings where catheter insertion was conducted by nursing and medical staff. Additionally the Medicine and Healthcare product Regulatory Agency was notified of a fatality partly related to haemorrhage after the use of a female catheter in a male patient (PSA 30/04/2009).

Within Dorset Healthcare there have been two further incidents where a female catheter was inserted into a male patient since this report was published in 2009.

Please display this article where staff can be made aware of the risks. Patient Safety Team
dhc.patient.safety@nhs.net

Schwartz Rounds

With support from The Point of Care Foundation Dorset HealthCare held its first Schwartz Round “The Challenging Patient” in January 2018.



Schwartz Rounds can help staff feel more supported in their jobs, allowing them the time and space to reflect on their roles.

Evidence shows that staff who attend Schwartz Rounds feel less stressed and isolated, with increased insight and appreciation for each other's roles. They also help to reduce hierarchies between staff and to focus attention on relational aspects of care.

Demonstrating that Schwartz Rounds are for everybody regardless of job role or position within the Trust we were joined by over 30 colleagues from a range of services and roles including administration support, Allied Health Professionals, occupational therapists, audiologists, physical and mental health inpatient and community nursing and junior doctors at St Ann's.

Three panellists, colleagues from across the Trust, whose day jobs spanned community physical health, inpatient mental health and corporate services shared briefly from their perspective experiences of a challenging patient with the emphasis on the emotional impact. The remainder of the hour featured trained facilitators leading an open discussion. They do this by asking participants to share their thoughts and reflections on the stories in a confidential space.

Comments from those attending:

“Feeling connected with other people in diverse areas of the Trust is so important. Schwartz Rounds go a long way to achieving this within Dorset HealthCare”

“A remarkable meeting, safe, open and creating resonance and thinking through the group”

“The panel were very thought provoking”

“Excellent opportunity”

“Thank you very much – really got me thinking and reminded me of many cases I worked with – very helpful

“Encouraging to hear others feel similar as I”

Why not join us at a Schwartz Round? See poster for dates, venues and topics. Please display and share the poster with your teams.

Could you be a Panellist?

Sharing your experiences for a maximum of 5 minutes in a confidential space supported by trained facilitators? You will be offered support before the round to prepare your story and support after the round with a debrief with Clinical Lead, facilitator and other panel members. For more information about Dorset HealthCare's Schwartz Rounds click on the Doris If you would like to get involved, please email dhc.schwartz@nhs.net

Schwartz Round

Loyalty – Pulled in Every Direction

Tuesday 27th February 2018, Sentinel House Room 3

1:00pm – 2:00pm

A light lunch available from 12:30pm

Revised Room

The Person I Will Never Forget

Tuesday 20th March 2018, Bridport Hospital Hughes Room

2:30pm – 3:30pm

Refreshments available from 2:00pm

Being Thrown in at the Deep End

Monday 30th April 2018

Venue and Times to be confirmed

**ALL staff are invited to attend the Schwartz Round
(clinical and non-clinical staff)**

Schwartz Rounds are a multidisciplinary forum designed for staff to come together once a month to discuss and reflect on the emotional and social challenges associated with working in healthcare. Rounds provide a confidential space to reflect on and share experiences.

To find out more visit www.pointofcarefoundation.org.uk or contact the Schwartz team at dhc.schwartz@nhs.net

Please book onto your preferred event through eHub following the link

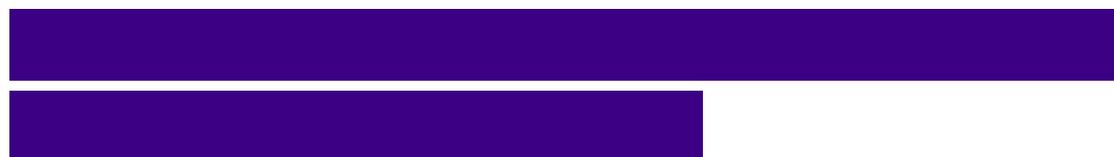
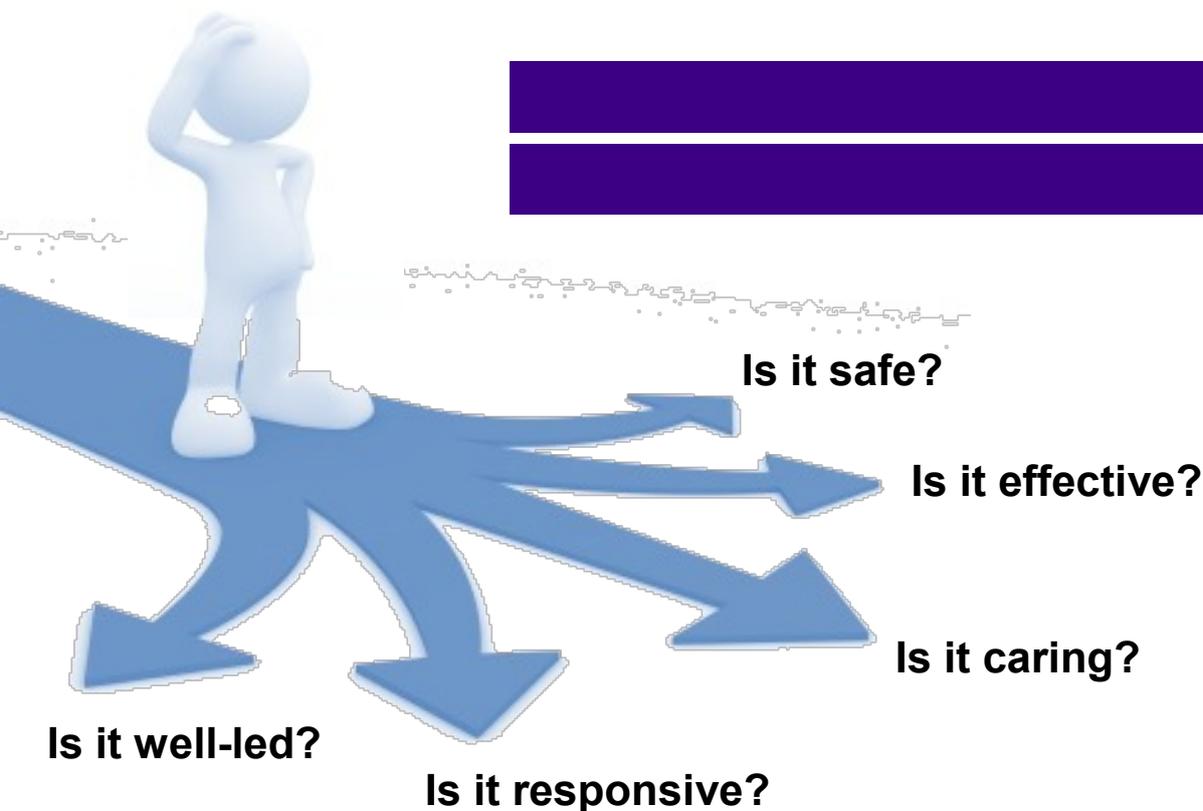
<https://elearning.dhc.nhs.uk/course/view.php?id=388>



Supported by



'Doing it and Proving it' Workshops



Come to our 'Doing it and Proving it' Workshops and identify what you need to focus on in your team. It is a great opportunity to share learning and develop good relationships, which play a vital part in the way we work together.

23.02.18 1pm–4pm Room 3, First Floor Sentinel House, BH17 0RB

26.03.18 10am–1pm Committee Room, Blandford Community Hospital, DT11 7DD

24.05.18 10am–1pm First Floor Meeting Room, 30 Maiden Castle Road, DT1 2ER

18.06.18 1pm–4pm Room 3, First Floor, Sentinel House BH17 0RB

Helps us to focus on evidencing the good work that we do'

Clear and interactive session

Helps to recognise areas for improvement