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Staff Friends and Family Test
It has been a couple of months since I last wrote From the Top and I would like to start by reflecting on the two events which took place in March to launch the Palliative and End of Life Care strategy and plan.

During the events the Last Days of Life Care Plan was launched and many staff left the sessions feeling confident about how to use this paperwork when looking after patients who were considered to be in the last hours to days of their lives. I’d like to remind all staff of the importance of continuing to use this documentation, which is a national requirement and in line with good practice. I would encourage anyone who has questions, queries or encounters any problems in relation to the documentation to speak with your Palliative Care Nurse Consultant or Area Manager.

Bringing staff together is a great opportunity to learn and share best practice and I am pleased to announce that a new Senior Nurse Forum will begin on 1st November. Invites will be sent out to senior nurses across the organisation very soon. The intention is for the forum to be a standalone setting specifically for senior nurses to share good practice and discuss both local and national issues. I am really pleased to welcome our regulation advisor from the NMC to the first forum who will be discussing changes in legislation and presenting and discussing different scenarios.

Another positive piece of news to share with you is an exciting development as we will soon be welcoming The Royal Marsden Manual of Clinical Nursing Procedures to the organisation. This manual will be available via a web based programme so that clinical staff can access information on their smartphones whilst out and about with patients. More information will be distributed via The Word over the next couple of months and two workshops have been organised to demonstrate the programme at Edric House on 18 September and Blurton Hub on 19 September 2017.

I am aware that my colleagues who have written this piece in previous weeks have referenced the hard work and commitment of staff at Leek Moorlands Community Hospital. I would also like to put my thanks and gratitude on record to those dedicated and committed members of staff who are continuing to provide high quality care for patients despite the very difficult circumstances. I am very proud of all the staff and their continued commitment to putting patients at the very forefront.

Finally, I would like to pay a special tribute to Head of Adult Safeguarding Shirley Heath who will be leaving the Trust after 39 years working within the NHS at the end of September. Shirley’s commitment to the NHS and the wellbeing of the local community is a testament to her passion and dedication to the nursing profession. I wish Shirley all the very best and on behalf of the Nursing and Quality Directorate would like to say thank you for the continued hard work and support.

I am aware that many staff will be working over the bank holiday break to support our local communities to remain healthy and independent. Thank you!

Rose Goodwin
Director of Nursing and Quality
Intermediate Care Team Nominated for University Awards

Congratulations to the Intermediate Care Team based at Bradwell Hospital in Newcastle-under-Lyme, who have been nominated for Placement Team of the Year in Keele University’s School of Nursing and Midwifery Awards. A member of the team has also been nominated for Mentor of the Year.

The nominations were made by a student, in recognition of the hard work and support the team has provided to student nurses. The team’s nominator highlighted the excellent work and commitment demonstrated to nurse education and the team’s approach to Mentorship.

Christine Armstrong, Placement Quality Lead Lecturer at Keele wrote to congratulate the team; “The importance of the role of the mentor and quality of mentorship offered in practice can never be over emphasised; learning in the practice environment ensures that nurses are fit for practice and purpose. Students view having a mentor and role of the practice team as crucial to their learning and describe a good practice placement team as approachable, friendly, enthusiastic, patient and understanding and having a good sense of humour. A good mentor is a good role model, as they are professional, organised, caring and self-confident. The student has highlighted these characteristics in their nomination to you.”

An award ceremony is being held on the 8th November 2017 commencing at 2pm in the Clinical Education Centre, University Hospital North Midlands NHS Trust.

FALLS

Sign up to SAFETY DAY

Tuesday 26 September 2017

I am really looking forward to bringing colleagues from across the communities together at the second sign up to safety event to increase awareness of the work around falls prevention and management. I hope we can build on last year’s commitment for a shared responsibility to making falls prevention everyone’s business.

You might ask why? What is the impact of falls?

As a member of the Chartered Society Physiotherapists (CSP) I am staggered to read in frontline, the total cost of fragility fractures to the UK has been estimated at £4.4bn which includes £1.1bn for social care. Hip fractures account for around £2bn of this sum. Unaddressed falls hazards in the home are estimated to cost the NHS in England £435m. The NHS financial regulator report stated that 250,000 hospital falls reported in England last year cost trusts about £2,600 per patient. 77 per cent of people who fell in hospitals across England were aged over 65.

The CSP supports the recommendations for NHS organisations which includes:

- multidisciplinary strategic falls group;
- ensuring all staff are aware of fall risk factors;
- good quality reporting data;
- ensuring a multidisciplinary approach to falls that makes prevention a shared responsibility.

Through the day we will learn more about the evidence, the impact for patients/service users and carers, how a responsive multidisciplinary approach makes the most difference, the importance of shared decision making with patients/service users/carers, how we learn from incidents and recognise when and how we can do things differently. And much more…..

If you are interested in attending the day, please e-mail Zoe.Sales@ssotp.nhs.uk to reserve a place.

Hilary

Hilary Bradbury, Professional Head of Allied Health Professions
Congratulations to all challenge participants who’s final destination was Diego Garcia in the British Indian Ocean Territory, circa 6.5k miles away from Auckland, but still a great achievement.

Well done to the Infection Control and Tissue Viability Nursing team who walked the most collective miles, clocking up a massive 4,288,521 steps!

The Staff Friends and Family Test was launched by NHS England in April 2014. All NHS organisations were required to ask all of their staff members the following two questions on a quarterly basis:

- How likely are you to recommend this organisation to friends and family if they needed care or treatment?
- How likely are you to recommend this organisation to friends and family as a place to work?

The short and simple survey is designed to measure levels of staff advocacy within NHS organisations, provide a more frequent opportunity for staff to have their say and to help drive and inform service improvement.

The second survey of the 2017/2018 schedule will be launched on Wednesday 6th September and will be sent to all staff with current, active email addresses.

Please complete the survey and share your views.

Mindful Moment

Thank you to Gavin Smith who has submitted this week’s Mindful Moment.

“Intelligence knows that a tomato is a fruit, common sense knows you wouldn’t use it in a fruit salad.”

If you have an inspirational quote which you would like to share with colleagues please send it to Jayne.Garrett@ssotp.nhs.uk

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Total Reward Statements have arrived...

My NHS Total Reward Statement is available online now

You can now access your Total Reward Statement online at: www.totalrewardstatements.nhs.uk and via ESR Employee Self Service for organisations that use the facility.

We have included a link to an online survey with your statement should you wish to provide any feedback. www.nhsbsa.nhs.uk/total-reward-statements
Thank You

Congratulations to all of the teams that have received compliments this week;

Community Diabetes Team, Stoke
Dietetics, Stafford
Health Visiting, Burntwood
Hospital Discharge, East Staffordshire
HV CPE/Specialist County, Stoke
Integrated Local Care Team - District Nursing, Kidsgrove and Audley

The Integrated Local Care Team – Adult Social Care based in Lichfield received chocolates and a thank you card from a service user’s family. The card read; “Thanks for all your time, trouble and effort in sorting mum’s case out. You went above and beyond in your efforts, with many many thanks. From family and of course mum.”

The Living Independently Staffordshire team based in Newcastle received a letter of thanks this week; “I want to give my heartfelt thanks to you all for the way you have cared for our mum over the past few weeks. Mum never thought of you as carers she considered you all to be her special friends and thought the world of you. You always had time to talk, making mum laugh and feel part of the team. Now mum is moving to another type of home, she will have some very fond memories of you all and will really miss you."

The Living Independently Staffordshire team based in South Staffordshire received a thank you letter from a patient’s family; “The care staff that came to help ED in the morning and on a lunch visit were very nice and helpful to ED. They helped ED to try and remember to wash and dress himself without taking his independence away.

On a lunch time visit they would prompt him to do things and see he was doing lunch ok, and make him feel that he was getting better and doing well. ED enjoyed seeing the girls and having a chat with them and seeing that he was doing a bit better each day, that made his day. All of the girls were very helpful to ED and myself thank them for all their help and support in our five weeks care."

The Sexual Health team in North Staffordshire received a compliment via email from Stoke City Community Trust on behalf of themselves and the young people that attended a sexual health workshop that the team delivered; “The young people and also staff thoroughly enjoyed the session. They stated that it was ‘interactive and that staff were enthusiastic and friendly’. Staff and young people also learnt quite a bit that they didn’t know until they had participated in the session, so thank you for coming in and increasing their knowledge and awareness.”

A member of the Speech and Language Therapy team based in Cannock and Seisdon received a compliment from the parent of a patient; ”The video worked fantastic. O loved watching it (about 20 times). Thank you so much for doing that for us, very kind of you. We really appreciate the amount of effort you are putting in with O. Thank you.”

Staff can now log their own compliments on the Safeguard database. Please click here for a guide on entering compliments from patients/service users.

When forwarding compliments please ensure specific details of the message are included so that all messages can be passed on, and credit can be given, to the correct teams.