A Passion for Improvement: Best Practice, Best Outcomes

Dr Ros Tolcher  Chief Executive, Solent NHS Trust

In her keynote speech Dr Ros Tolcher set the focus for the conference by examining what makes a good partnership and the importance of working in partnership.

She described the added value from partnership working for

- patients - through reduced mortality and better outcomes, seamless care, single assessment process, information sharing
- staff - through ability to innovate, skills development, enhanced morale and job satisfaction
- organisations - through positive emotional environment, productivity benefits, enhanced operational effectiveness, patient safety

Passion was defined as “the energy that comes from bringing more of YOU in to what you do” and characteristics of passionate people and teams were highlighted.

THREE KEY MESSAGES

- Collaborate across groups and organisations to achieve goals and add value for mutual gain.
- Create a positive emotional environment for care to flourish by meeting challenges and overcoming conflicts to do what is right for the patient.
- Passion is important. By enthusing others and working together, we can make it better.

Link to her presentation for more detail. See also www.solent.nhs.uk

Experiences of Working in Partnership to Improve Care

Debbie Knight  Deputy Head of Nursing and Midwifery Education, PHT

To celebrate and share innovation and developments in practice, Portsmouth Hospitals NHS Trust hosted a conference in partnership with Solent NHS Trust on May 25th 2011. The conference showcased numerous examples of excellence in practice from nursing, midwifery and allied health professionals working in partnership to improve care.

This special edition of Bite Size Best Practice highlights just some of the presentations from the conference.

Please take time to read them. Details of presenters are provided so you can contact them if you require more information. Sadly we are unable to include all 22 presentations due to the limited space in this publication. If you are inspired to read more we have a webpage showcasing the majority of the presentations which is available at Experiences of Working in Partnership to Improve Care 2011 with kind permission from the authors.

If you feel inspired to undertake a change in practice or share an innovation please get involved in our next conference which will take place in May 2012.

For more information please contact:
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SCRAPBOOKING: Making stroke therapy fun - a patient's multidisciplinary group

Jo Quickenden  Physiotherapist, Solent
Susan Duffy  Senior Speech & Language Therapist, Solent
Helen Griffiths  Speech & Language Therapist, Solent
Marie Lonergan  Occupational Therapist Team Leader, Solent
Cheryl Davis  Staff Nurse, PHT
Lyn New  Healthcare Support Worker, PHT

On G1 ward we are very proud of the work we have been able to produce with our stroke patients which allows them to work on specific therapy goals in a group setting. Scrapbooking is a versatile medium to address the multifactorial difficulties following stroke. It has allowed us to cross the boundaries of our individual professions and observe and treat the patient in a fun, creative and social environment which compliments their additional therapy. Conversation, hand function, visual processing, memory and attention can all be addressed while patients can benefit from the social interaction with other stroke survivors. A scheme like this helps patients to recognise that others are in a similar situation; gaining strength and hope from them and offering support in return.

Scrapbooking has encouraged the whole team to use creative ideas and opens up visibility, sharing of best practice and skills. This can help each discipline in their holistic management of the patient, but ultimately enhances the patients experience and recovery.

THREE KEY MESSAGES
■ Find a way to get to know your patients. Lack of staff should not be an excuse.
■ Think outside the box. There is always a solution out there.
■ Work together.
To find out more contact:
Joanna.Quickenden@solent.nhs.uk

Open Wound Prosthetic Casting & Multidisciplinary Team Support
lead to faster mobilisation at Portsmouth Disablement Services Centre

Alison Cole  Nurse Specialist, PHT
Chantel Ostler  Senior Physiotherapist, Solent

Portsmouth Disablement Services Centre (DSC) felt that published research from Manchester Royal Infirmary on the casting of patients with large open stump wounds, should be applied in their clinical practice. The research suggested that the casting of open wounds allowed patients to mobilise with a prosthesis faster, return to pre-morbid mobility levels in a shorter period of time, and in fact encouraged wound healing.

An Open Wound Casting Policy has been implemented where patients who have an open wound bigger than 1cm square, 3 weeks after their surgery will begin a process of early mobilisation, regular wound monitoring and will be cast for a prosthetic limb. All members of the prosthetic multidisciplinary team (MDT) will liaise regularly to ensure wound care is optimal and that prosthetic rehabilitation is successful. The specialist nurse will also liaise with GPs and district nurses to ensure wound care is continued in community settings. Regular photographs will be taken and outcome measures used to monitor the patients progress.

THREE KEY MESSAGES
■ Research should be used to influence best practice.
■ MDT working across agencies provides best care for the patient.
■ Challenging traditional ways of working is important.
To find out more contact:
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To bed or not to bed?

Evaluation of a multi professional study event linking learning to practice

Barbara Topley  Tissue Viability Clinical Nurse Specialist, PHT
Rosie Lake  Lead Back Care Advisor, PHT
Sam Hemingway  Physiotherapy Neuro Expert Lead, Solent
Julie Windsor  Clinical Nurse Specialist Falls and Bone Health, PHT

This study event was an innovative way to provide a practical learning opportunity to ward based staff to link learning to practice. The teaching team wanted to assist and guide staff to consider the challenges in assessing and undertaking patient movement while combining theory behind falls assessment, patient handling, tissue viability considerations and equipment use. The focus was practical problem solving within the inter-professional team.

There were 2 x 20min patient scenarios covering:
- Falls risk assessment
- Assessment of mobility
- High/low bed use
- Bed Rails assessment
- Lying/standing BP = a nursing task which staff need to address by getting the patient out of bed using safe transfers
- Risk assessment and safe handling techniques of a bariatric patient
- Risk assessment of tissue viability and safe handling techniques using glide sheets

THREE KEY MESSAGES
- The value of making study opportunities practical in essence, based around real patient issues and scenarios.
- Combining multi-professional approaches and what can seem like competing agendas to solve complex patient centred problems enhances training. Summed up by one staff feedback comment: “Brilliant…. I learned more in that session then all the other training I have done”.
- Short sessions, well advertised and running all day enable busy ward staff to dip into training more easily.

To find out more contact:
Barbara.Topley@porthosp.nhs.uk

Pets as Therapy: Rosie the dog in Older Persons Mental Health

Kate Legg  Occupational Therapist Team Leader, Solent

The evidence base for animal assisted therapy is considerable. It covers many different conditions and different levels of involvement of the animal, from visiting pets to highly trained animals doing 1:1 assistance.

In Older Persons Mental Health, Rosie the dog provides more focused therapy as she works in partnership with an OT not just a volunteer. She works on a regular basis with people with dementia, depression and anxiety to improve wellbeing and mood. Contact with Rosie promotes sensory stimulation and enhances interaction and engagement whilst providing comfort and reassurance.

Several conditions must be met when working with dogs as therapy. Dogs must be registered, be kept clean and healthy, and controlled on a lead at all times. The organisation must agree to visits. There are also potential risks to be avoided such as infection, patients not liking or being afraid of dogs or wanting to grab them.

THREE KEY MESSAGES
- There is considerable evidence that using Pets as Therapy benefits patients.
- It is important to be aware of conditions and risks when working with dogs.
- Patients with dementia and depression have benefitted from interaction with Rosie.

To find out more contact:
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Supporting Accessible Information Needs of Adults with Learning Disabilities

Clare Mander  Principal Speech & Language Therapist, Solent
Brian Murtagh  Senior Community Nurse, Solent
Tafazul Hussain  Consultant Psychiatrist, Solent

Over recent years there have been huge developments in the use of accessible information within the Portsmouth community learning disability healthcare team with several ongoing projects. Applying concepts from the Triangle of Accessibility (Mander, 2009), the team uses their knowledge and skills to simplify language and the written word by developing visual information and different ways of communicating. These are then adapted for patients based on the level of complexity of their individual needs to enhance their understanding.

Some resources and applications include:
- talking mats to provide visual aids to support communication about experiences
- an easy read patient experience 360º feedback questionnaire
- a folder of individualised accessible information used in probation counselling consisting of documents, pictures and colour charts to support understanding the offence and exploring feelings and reactions as well as recording meetings and discussions to enable dealing with it

THREE KEY MESSAGES
- Everyone has a legal duty to make and use accessible information.
- Accessible information isn’t just about resources. It’s what you do with them that counts!
- The Portsmouth Accessible Information website www.accessibleinfo.co.uk provides support and advice with a range of useful ready to use resources to download.

To find out more contact:
Clare.Mander@solent.nhs.uk or www.accessibleinfo.co.uk

2 Heads are better than 1: A Dual Professional Approach
Delivering Malnutrition & Dysphagia Training in Nursing Homes

Leah Platt  Dietitian, PHT
Samantha Miles  Speech & Language Therapist, Solent

During a six month period the project delivered joint Dietetics and Speech and Language Therapy training to nursing homes in Portsmouth City. The training aimed to promote a holistic approach to the management of malnutrition and dysphagia.

Unlike previous training, this programme was unique, because it:
- Was dual professional
- Assessed each nursing home’s training needs prior to the development of a training programme, via discussions with managers and staff, and through structured observations
- Tailored the training format to each home’s needs
- Delivered training to small groups, and to individuals, using audio, visual and kinaesthetic styles of learning, including supervised practice at mealtimes
- Offered training not only to staff responsible for providing care, but also to those in a position to influence organisational changes
- Provided specifically developed hard copy resources to allow continued support of learning
- Followed up training with discussions with managers where changes to organisational systems were identified and need for further support highlighted. This included development of care pathways and a holistic eating and drinking care plan
- Measured outcomes to assess the effectiveness of the training. This included participant satisfaction, and knowledge, behavioural and organisational changes.

THREE KEY MESSAGES
- Dual professional working is an effective way to deliver training on malnutrition and dysphagia management.
- Knowledge-based training should be supported by experiential learning to achieve changes in practice.
- Trainers must engage with all staff, including managers, nurses, carers and catering staff when assessing training needs and developing and delivering training in order to positively change organisational structures and systems to improve service users’ experiences.

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