

# Inform

June 2017

Shropshire Community Health NHS Trust's Staff Newsletter

**While many of us enjoy the hot weather during the summer it is important we remember the things we need to do to protect our patients, family and friends.**

Whenever we get a bout of very hot weather, it can cause problems for the way we deliver some of our services, and can, naturally, cause health concerns or exacerbate conditions for some of our patients. As healthcare professionals it is important that we are familiar with the Heatwave Plan. This provides guidance on how to prepare for and respond to sustained hot weather, in particular what we must do to support those in high risk groups due to their medical condition or vulnerability.

When the Met Office or Department of Health issue alerts about potentially serious weather conditions this information will be cascaded out to staff. If appropriate, teams will need to consider the impact the likely weather will have on the delivery of that service or on their patients. An 'alert' is now functioning on the homepage of our public-facing website and on the homepage of the Staff Zone too, where further information and advice, and links to the national Heatwave Plan and Action Cards, can be found.

It is also important that



we look after ourselves, family and friends during spells of hot weather, particularly children and the elderly.

Again, you can find more hints and tips about looking after yourself during the summer on our website.

## Heatwave Alert Levels

There are five levels of 'alert' in the national Heatwave Plan.



**Level 0:** Long term planning - all year

**Level 1:** Heatwave and summer preparedness programme

**Level 2:** Heatwave is forecast – Alert and readiness

**Level 3:** Heatwave Action

**Level 4:** Major incident - emergency response



Keep up-to-date with what's happening around the Trust by following **@ShropCommHealth**



# Driving quality through our services

*Alison Trumper (Associate Director of Quality) looks at the new Quality Assessment Accreditation System, which will be launched later this year.*



## The Quality Assessment and Accreditation System (QAAS)

- *The QAAS process will provide greater transparency for the Board in determining the quality of services against the CQC domains.*
- *QAAS is a transparent framework to support a focussed approach to build on improving quality of patient care, staff support responsibility, accountability and wellbeing.*
- *Accreditation status will give staff a sense of achievement and pride.*
- *The process will become electronic providing greater transparency on the progress of each team in working toward Platinum Accreditation status.*

### Introduction

In a healthcare setting, 'Quality' is difficult to describe and articulate and can mean different things to different people.

Providing assurance (confidence) that a quality service is being delivered can be even more difficult for both our staff and our inspectors. Our inspectors are not only CQC but also our patients, their families/carers, our commissioners, local organisations such as Healthwatch, and just as importantly, ourselves.

**2** Our approach to this is to implement an internal Quality Assessment Accreditation System. This will

provide a focussed approach to build on the quality of care delivered to our patients, to support our staff in both recognising and describing the quality of their service with confidence and pride and to support our staff in understanding how they as an individual contribute to the success of the organisation in meeting the fundamental standards determined by the CQC .

Implementing an accreditation process is not new and many organisations have embarked upon this approach to support developing and recognising good quality services.

We have approached the process slightly differently in mapping elements that support and help to describe "Good" against each Key Line of Enquiry for each CQC domain.

The QAAS system is dynamic and allows us to review and amend the elements with the teams to ensure the elements reflect current and best practice.

## What is the Quality Assessment and Accreditation System (QAAS)?

QAAS programme is an internal assurance system that aligns to CQC fundamental standards. In essence, the QAAS process supports our teams in "always being ready for inspection".

The processes is transparent, explicit and supports our staff to understand and know what quality "looks like".

For each CQC Key Line of Enquiry (KLoE) a suite of elements have been developed that help each team member to be able ,with confidence, describe and/ or demonstrate "Good" against each KLoE.

This is achieved by the Service/Ward Manager galvanising each member of the team to participate in the team's efforts to developing their evidence for each element.

The elements mapped against the KLoEs should be of no surprise to the clinical and managerial teams as they are in essence reflective of our teams

responsibilities as outlined in job descriptions.

However, some elements have been introduced which are new, aimed to support the team in moving forward with their preparations for their Formal Internal Assessment for Accreditation status.

## Extras

The QAAS process is not a punitive process. The system is supportive and collaborative at all levels. Teams who achieve amber will be provided with focussed support to move forward to improve to at least silver status.

Initially the QAAS process is paper-based tool, however, moving forward we are developing an electronic version with accompanying dashboards.

The formal assessment for accreditation status will result

in the team receiving their outcome status – Silver, Gold or Platinum. The outcome status is determined by the number of "yes's" achieved during the assessment process.

The assessment process will be co-ordinated and take place across a week duration to support involvement of as many team members as possible. The actual dates will remain unannounced.

The resulting status will be awarded by the Trust Board and the status will be proudly displayed in the form of a quality status plaque for the public to see.

The QAAS will be an annual process and you will have more details about how and when your service will be involved from you line manager.

## Contact

More information about QAAS will be coming your way soon, but if you have any questions or would like to know more then contact Mark Crisp at [m.crisp@nhs.net](mailto:m.crisp@nhs.net)



**Thank You**

# Our Future



**There will be a more opportunities this month for staff to feed their views in to the work being carried out to find the most suitable organisation form to manage our services in future.**

There will be a number of workshops taking place where a cross section of staff have been invited to look at the criteria being used to determine the best candidate to manage our services.



There will also be a survey going out to all staff to get views on the criteria that will be used. This should be coming your way this week so watch out for that.

## June's Myth-buster

*Each month we will answer one of your questions or bust a myth. Questions can be sent to [communications@shropcom.nhs.uk](mailto:communications@shropcom.nhs.uk)*

### Is there anywhere on our website where I can keep up-to-date with this work?

Yes, we launched a webpage in the Staff Zone of our website when we entered into this process so that staff would be able to access information and updates as and when they wanted to.

The webpage provides background material, an FAQ pack and links to our staff newsletters, which have been featuring regular updates about this important work and how you can get involved.

The webpage can be found at: [www.shropscommunityhealth.nhs.uk/our-future](http://www.shropscommunityhealth.nhs.uk/our-future)

## Changing Dementia Care - sharing best practice

**A new booklet has been created by our staff to support those caring for people with dementia and memory loss.**

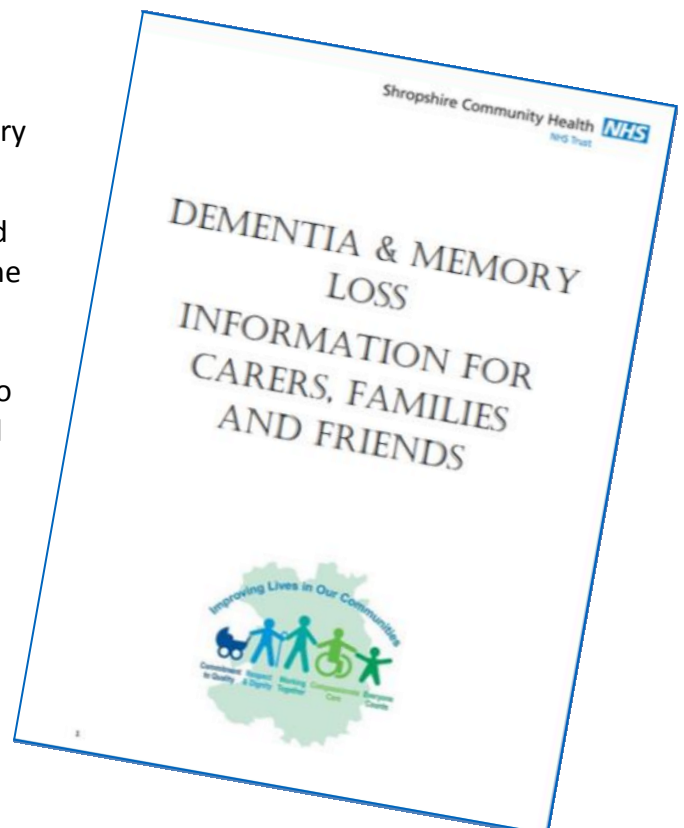
The booklet (pictured) was shared with colleagues from partner organisations at the recent Changing Dementia Care Conference at the Royal Shrewsbury Hospital, where it was well received.

Teresa Davis, Dementia Champion, said there was a lot of interest shown in the booklet, which she

helped to put together for carers, families and friends of people who have dementia or memory loss.

Our staff had a stand and gave a presentation at the event, which created excellent feedback for Shropcom and those who went have been thanked for their hard work in making the day such a success.

If you would like to find out more about the booklet then please contact Teresa at [teresadavis1@nhs.net](mailto:teresadavis1@nhs.net)



## Providing opportunities to get into the workplace

**Gill Richards (Information Governance Manager) looks at some of the successes her team has had through the apprenticeship programme and working with companies like Enable.**

### Apprenticeship Programme

Gemma and Atlanta (pictured) joined the Informatics Department in February this year and have proved a real asset to our team. They are currently working across the Information Division and Smartcard Team developing a range of skills such as data input, printing and issuing smartcards, dealing with telephone queries, managing diaries, setting up mobile phones, running reports from the Data Warehouse and supporting IG training sessions.

More recently Gemma has been out on site visits with the Smartcard Team to the MIUs, post RiO go-live, to see how staff are getting on. Atlanta is working with the RiO Project Team at the moment helping to set up the business process mapping sessions for services in Phase 3.

Both are demonstrating good communication and technical skills and are extremely organised – we will miss them when they move across to the Finance and IT Departments at the end of July to continue their Apprenticeship journey with the Trust. Our Trust is truly benefiting from these two young people, who are keen to have careers in the NHS, and we very much hope that they realise this aspiration.

### Enable

In October 2016, Stephen Morgan from Enable joined the Information Division for eight weeks. Stephen had previously worked for the DVLA and had good data input skills which he was able to put to good use whilst working with Steve Price and his team of Information Analysts. He assisted with the configuration of the new RiO system in compiling the Shropshire and Telford school reference data. We very much enjoyed working with Stephen and he seemed to settle in well with the team – joining us for our Christmas celebration night out!



*"Everyone here has made me feel welcome and part of the team. I feel like my confidence is growing by the day. I've learnt so much the past 3 months and I hope to develop my skills even further by the end of this apprenticeship."*

**Atlanta**

*"I am really enjoying my time here with the NHS, I feel very well looked after and feel welcome. I have learnt some new skills and gained a valuable experience both of which are helping me build confidence in my own abilities."*

**Gemma**

*"Over the last few months, Atlanta and Gemma have helped with the ordering and setup of over 80 mobile phones ('helped' is perhaps an understatement, they've done the majority of the work!). Their assistance has been invaluable at what has been a busy time in Informatics. Working together has been mutually beneficial – I now better understand and document my processes, and they can configure smartphones in their sleep!"*

**Kitty Rowley, Information Analyst**

**More information about apprentices can be found in the "HR & Workforce" section of the website**

# Safeguarding Update



## Victoria Climbié 17 years on

Victoria Climbié was just eight years old when she died in February 2000, after months of abuse at the hands of her Great Aunt. A pathologist recorded 128 separate injuries to her body, saying it was the worst case of deliberate harm he had ever dealt with.



The government ordered an inquiry to examine what went wrong and consider how such a tragedy could be prevented from happening in the future. Its 108 recommendations prompted widespread reforms to child protection and social worker training.

You can listen to Sue MacGregor talking to people involved in Inquiry, which was the catalyst for widespread reforms to child protection, on BBC Radio 4 at:

[www.bbc.co.uk/programmes/b08njzh0](http://www.bbc.co.uk/programmes/b08njzh0)

## Monkey App

We want to bring your attention to a newly identified app that is getting some media attention. The app is called Monkey and in essence it's being described as app that enables you to have Facetime with random strangers.

Once you register for the Monkey App you verify your phone number, age, Snapchat name and gender – it then asks you to allow access to your contacts. Once this is done, 'Monkey' will try to connect you with people from across the world of a similar age. It's rated as being suitable for over 12s. This is something we are still looking into and will share more details when we have it.

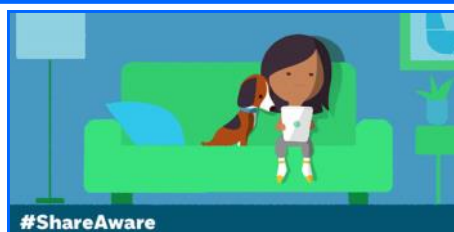
## New email address

The Looked After Children Team has a new email address, which is [shropcom.lookedafterchildren@nhs.net](mailto:shropcom.lookedafterchildren@nhs.net)

This address should now be used for correspondence about looked after children.

## Share Aware

Share Aware, from NSPCC and O2, gives parents all the tools they need to have regular and informed conversations with their child about staying safe online.



Under 20% of parents discuss online safety regularly with their children, but the aim is to get every family talking about their child's life online, just as they would their day at school.

Parents can sign up to the Icebreaker email series and become an expert in their child's online world in six weeks, follow the four simple steps to keeping kids safe online, watch the film 'Safety advice from a 10 year old' or visit Net Aware – the guide to your child's social networks apps and games.

The internet is a great place for kids to be, being Share Aware makes it safer. Find out more at: [www.nspcc.org.uk/preventing-abuse/keeping-children-safe/share-aware/](http://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/share-aware/)

# Nurses Day 2017

**Celebrating some of the superheroes who provide amazing care and support to our service users every day.**

International Nurses Day is celebrated every year all around the world on 12 of May to commemorate the birth anniversary of the Florence Nightingale and to mark the nurses' contributions towards people's health. Nursing staff are the superheroes of health care who are there when needed most, changing lives with their unique set of skills.

To help celebrate all that is great about our nursing staff and say thank you our staff took part in a series of events and activities on the day, which we shared with the world on social media.



## Diabetes Week 2017

**Diabetes Week is an annual highlight in the Diabetes UK calendar. It's a time when they bring supporters together to raise awareness of the condition, and vital funds for their work.**

**know diabetes  
fight diabetes**



**Diabetes Week 11-17 June**

Diabetes Week kicks off on 11 June, and this year the theme is: Know Diabetes. Fight Diabetes.

While a lot of people have a good understanding of diabetes and how to manage it, many others aren't getting the right help and support to look after their diabetes.

This year, Diabetes UK wants to hear what you are doing to support Diabetes Week 2017 by using the hashtag **#knowdiabetes**

More information about what our staff are doing to support this awareness raising event, and diabetes services as a whole, will be coming your way next week, so keep a look out for that. If you do share any details using twitter then please add our Trust account (@ShropCommHealth ) to your tweets.

For more information and resources visit: [www.diabetes.org.uk/Get\\_involved/Diabetes-Week/](http://www.diabetes.org.uk/Get_involved/Diabetes-Week/)

## Anti-Fraud, Bribery and Corruption

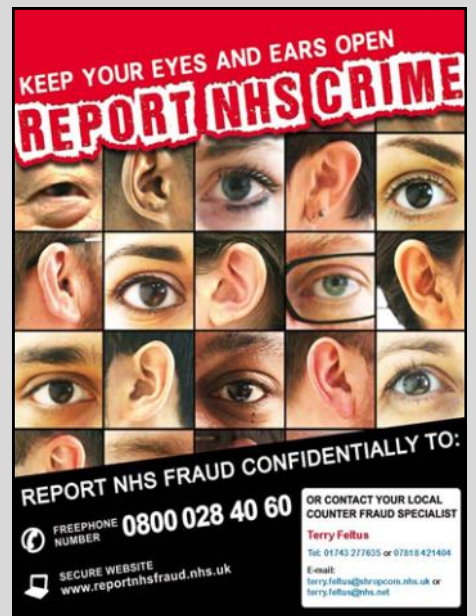
Fraud, bribery and corruption in the NHS reduce the resources available and can affect the services provided to patients and the quality of care.

Shropcom therefore has a Local Counter Fraud Specialist (LCFS) you can contact if you suspect NHS Services are subject to fraud, bribery or corruption. The role of the LCFS is to protect the resources of the NHS; this should be done in part by creating an effective anti-fraud, bribery and corruption culture within the NHS body they are responsible to, and then when necessary investigate and take action against any individuals or companies found to have acted inappropriately against the NHS, either by way of criminal prosecution or civil recovery.

All employees have a personal responsibility to protect the assets of the Trust. It is the responsibility of each member of staff to report any reasonable suspicions to the LCFS. No individual will suffer any detrimental treatment as a result of reporting reasonably held non-malicious suspicions. All concerns reported will be treated sensitively and in the strictest of confidence.

You can find out more information about, or how to report, fraud, bribery or corruption on our website at [www.shropcommunityhealth.nhs.uk/anti-fraud](http://www.shropcommunityhealth.nhs.uk/anti-fraud)

*A special Anti-fraud and Security Update has been delivered with the email alongside this edition of Inform.*



## Changes to library opening hours

Shrewsbury and Telford Health Libraries have made 24-hour access available in both its libraries along with a small change to staffed opening hours.

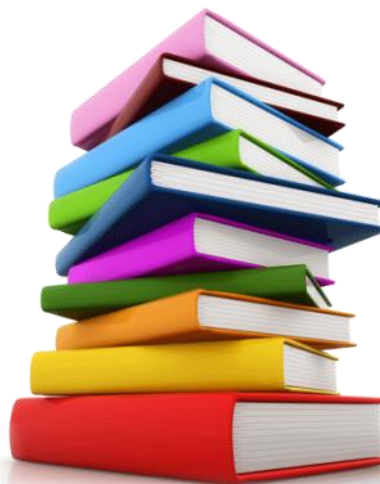
Both libraries are now staffed from 8.30am until 5pm five days a week.

Outside of these hours, eligible members will be able to access the library and IT facilities 24-hours a day, 7-days a week using the swipe card system at Shrewsbury or the keypad system at Telford. There is already a self-service terminal at Shrewsbury so you can borrow and return items out of hours, and a new self-service terminal is being installed at Telford so you can do the same there.

Don't forget that community staff members are entitled to postal loans and you can request articles, books and literature searches online using the library website [www.library.sath.nhs.uk](http://www.library.sath.nhs.uk)

If you would like more information about the library service contact Shrewsbury Health Library on 01743 492512

8 or email [shrewsbury.library@sath.nhs.uk](mailto:shrewsbury.library@sath.nhs.uk)



## Substance Misuse Treatment and Recovery Service

This is the first point of contact for drug and alcohol services in Telford & Wrekin.

For free confidential support contact 0300 456 4291 or email [telfordandwrekin@aquarius.org.uk](mailto:telfordandwrekin@aquarius.org.uk)

The Glebe Centre, Glebe Street, Telford TF1 1JP

You can also find out more on the website at [www.aquarius.org.uk](http://www.aquarius.org.uk)





# Celebrating Spring with a song and a smile

The ever active volunteers at Whitchurch hospital have once again gone out of their way to entertain patients and staff.

A Spring Party was held at the hospital and everyone was invited to join in the fun, which included songs and cakes - a great combination.

The event was hailed a huge success and all those who helped to organise the event have been thanked for their efforts and for bringing some springtime cheer.



## On your bikes!

Two members of staff are looking for support as they prepare to cycle more than 50 miles to raise funds and awareness for an important cause.

Jo France (Head of Nursing and Quality) and Yvonne Gough (Clinical Service Manager) are preparing to cycle 54 miles for The British Heart Foundation.

They will cycle to the south coast on a route from London to Brighton on 18 June 2017.

Jo said: "We do love a challenge. Heart and circulatory disease claims the lives of more than 400 people in the UK every day. We are keen to push our fitness levels to the limit whilst raising much needed funds to help the British Heart Foundation's lifesaving research. Our training plan has started with frequent cycle rides to build up our fitness and stamina.

"We would love your support to raise much needed funds and give us plenty of encouragement to reach the beach on the bike."

You can help Jo and Yvonne raise money by donating directly to their fundraising page at [www.justgiving.com/fundraising/Jo-Yvonne](http://www.justgiving.com/fundraising/Jo-Yvonne)



# Patient Engagement and Experience Update

With Mark Donovan, Patient Experience and Engagement Lead



## A key date for your diary!

Have you booked a place at our **Observe and Act and Patient Experience Conference** yet?

This will be a really exciting event and will take place at Shrewsbury Town Football Club on 5 July, from 10am until 3pm.

The event will give NHS and social care staff, partners, service users and volunteers a chance to find out more about the Observe and Act tool, as well as find out about methods of gathering general patient experience and other updates.

There will be speakers from a number of organisations, including:

- NHS Improvement
- NHS England
- Care Quality Commission

- Our Patient and Carer Panel Observation Design and Training Team
- Shropcom

If you want more information or to book a place then get in touch using the contact details below.

## Hearing Loop

Please note that we now have a new hearing loop that can be borrowed from William Farr House for meetings and larger events. If you want more information then please get in touch.

## Contact Details

Contact Mark Donovan at [mark.donovan@shropcom.nhs.uk](mailto:mark.donovan@shropcom.nhs.uk), Michelle Bramble at [michelle.bramble@shropcom.nhs.uk](mailto:michelle.bramble@shropcom.nhs.uk) or Louise Owen at [louise.owen@shropcom.nhs.uk](mailto:louise.owen@shropcom.nhs.uk) or call **01743 277620**.

## Staff Lottery Winners

Here's a list of the latest set of Staff Lottery winners. All employees of this Trust, as well as The Shrewsbury and Telford Hospitals NHS Trust and Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust are eligible to join.

To join the scheme you can download the lottery application form from the Staff Zone on the Trust website. This needs to be returned to Wendy Hall, Staff Lottery Administrator, William Farr House, Mytton Oak Road, Shrewsbury SY3 8XL. If you have any queries please email Wendy at [wendy.hall@shropcom.nhs.uk](mailto:wendy.hall@shropcom.nhs.uk) or call 01743 277500 (ext 2293).

### April 2017

1342	Mrs Kerry	Jordan	S&TH	Acute Medical Unit (AMU)	£500
738	Miss Cheryl	Roberts	S&TH	Maternity PRH	£250
1237	Mrs. Lisa	Currier	S&TH	Medical Records (PRH)	£100
20	Mrs. Julie	Pearce	SCHT	Whitchurch Minor Injuries	£50
1581	Mrs Joanne	Adkin	S&TH	Ward 11 - Trauma &	£25
812	Miss Nicola	Greaves	SCHT	Coral House, 11 Longbow Close, Shrewsbury	£25
374	Mrs Kathryn	Poli	S&TH	FT Membership Office	£25
734	Mrs Patricia	Lowe	S&TH	Ward 14 -PRH	£25
3768	Mrs. Susan	Holbrook	S&TH	Apley Ward / Clinic	£25
4857	Mr. Terence	Feltus	SCHT	Counter Fraud	£25
1166	Ms Carron	Boulton	RJ&AH	X Ray RJAH	£25
1111	Mrs H	Mullock	RJ&AH	Catering (RJAH)	£25
1317	Mr Tim	Hanan	S&TH	Theatres RSH	£25
668	Roberta	Church	S&TH	Emergency RSH	£25
1610	Miss Emily	Pastfield	S&TH	Cardiorespiratory -PRH	£25
4696	Mr. Thomas	Saum	S&TH	Medical Engineering Services	£25

Inform is produced by the Communications Team. If you have any ideas for features or you would like to promote you and your teams' success then simply email [communications@shropcom.nhs.uk](mailto:communications@shropcom.nhs.uk)