Nursing & Midwifery Strategy
2015-2018
One Year On...
Achievements to date and next steps

Six themes at the heart of everything we do

- Theme 1: Caring with humanity, dignity, kindness and compassion
- Theme 2: Providing safe, effective, harm-free care
- Theme 3: Listening to patients & improving the way we work, securing a reputation for excellence
- Theme 4: Developing confident, ambitious, inspirational leaders
- Theme 5: Working with partners for the benefit of patients
- Theme 6: Questioning, analytical, empowered nursing & midwifery workforce
**Key Achievements**

General Wards and Mental Health units have implemented “This is me” documentation, to support the Multi Disciplinary Team in meeting the individual needs of those patients with mental impairment.

The Butterfly Scheme philosophy has been reaffirmed across all general wards, with refresher/ongoing training and support through the Dementia Nurse. The development of Dementia Champions role has been promoted, to support the Butterfly scheme and drive forward the Dementia agenda.

Llanidloes and Welshpool Hospital have agreement to create palliative care suites on both sites which will provide a facility to enhance dignity for patients who require end of life care. The concept to develop palliative care suites, is also being explored in the South.

The Llandrindod Birth centre redesign and build is in progress, with a projected opening date for the beginning of November 2016. Midwives have been actively involved in the redesign process.

The All Wales Framework for Health Care Support Workers (HCSW) is being implemented within Powys. In July 2016 the first cohort commenced, with 25 HCSW being enrolled and attending the 3 day accredited Clinical Induction Course. A rolling programme has been developed, which is being extended to include substantive HCSW, staff employed in Mental Health and Allied Health Professional support workers.

Maternity services are leading the way with the embedding of the #hello my name is, with an expectation for this to be rolled out across the Nursing and Midwifery Directorate.

**Next Steps**

To introduce ‘Johns Campaign’ across all Ward areas.

Improving access to Primary Services for People with Learning Disabilities.

Improving access to Mental Health Services for People with a Learning Disabilities.
Theme 2
Providing safe, effective, harm-free care

Key Achievements

Active engagement of the Heads of Nursing, Team Managers and Ward Sisters/Team Leaders with the Redress process to ensure that ‘lessons learnt’ are truly embedded in clinical practice where required.

Quality, Risk and Experience meetings are held in all Directorates to discuss and review key metrics e.g. IP&C, complaints, falls, pressure ulcers etc, with improved evidence of learning from incidents and celebrating success.

The Women and Childrens Directorate have made significant progress in the completion of mandatory and statutory training and their approach is being shared with the rest of the Nursing and Midwifery Directorate.

A formal approach to reviewing each case of acquired Clostridium Difficile has been introduced, utilising a Dashboard approach to determine compliance to best practice guidelines.

Specialling guidelines have been introduced within the general wards, to ensure appropriate risk assessment and escalation of patients requiring additional support/supervision.

Making Every Contact Count (MECC), training is being rolled out throughout the Nursing and Midwifery Directorates

Development of Flu Champions across operational teams as part of the Flu Plan for Powys THB.

Significant progress has been made within the Community with the Prevention of Falls, aligning to the 1000 lives prudent health care collaborative and ensuring Multi Disciplinary Team Involvement.

Revised Nursing establishments have been agreed and budgets align to the new revised levels, which are based on evidence and comply to CNO Principles.
Next Steps

Further work to improve falls prevention, joining the National Programme

To develop a quality dashboard, to monitor key performance indicators

Further reduction of use of Antipsychotic medication in LD

Review and develop a robust audit programme within the Nursing and Midwifery Directorate

To implement the Antimicrobial Plan for Powys.

To introduce a bespoke development programme for the HONM re: roles and responsibilities for Safeguarding.
Key Achievements

The Nursing and Midwifery Directorate are ensuring a shared learning approach to patient experience stories, by presenting these at HONM group meetings and discussing at local service meetings.

Fixed term appointment of a perinatal lead has led to additional perinatal developments and close working relationships between midwifery, children’s and mental health service.

An ‘Early contact’ approach with people raising concerns about services, whereby the HoNM or Investigating Officer contacts and/or visits the service user who is raising a concern with the aim of resolving the concern as quickly as possible.

Approval and publication of the Patient Experience Strategy

Commencement of a Carers Clinic within the South to improve communication with families.

Development of a Health Visitor Facebook page, to increase communication and publish appropriate information to inpatient clients/ carers.

Completion of HCMS All Wales Patient Experience Questionnaire across 43 clinical areas, with the results reported to Board and Welsh Government.

Maternity Service have successfully rolled out and regularly collect patient experience using their Comment On Our service (COOS) card approach.

Within Mental Health and LD clients are involved in the staff recruitment process and interviews.

Theme 3
Listening to patients and improving the way we work, securing a reputation for excellence

Code: Prioritise People, Promote Professionalism
Health & Care Standards: Individual Care, Effective Care

Actively listening to patients and their carers and seeking views in order that we can improve services and make changes for the better, based on user and partner feedback.
“The lovely staff. Attentive and always put me at ease...”

“Total Support from all midwives at Welshpool. Had to have quite a few "extra" appointments during pregnancy and post natal and was never made to feel like I was being a pain. Also had a lot of support after baby was born and I really don' think I could have coped without the support and care from Rachel.”

“Helen was fantastic and it was lovely to see her and not lots of different midwives, the care I received was great at all times. “

“I was given appropriate information & felt able to make informed choices.” Hospital Service

“Everything was clearly explained to me in terms I can understand.” OPD

“Nurse was happy and told me everything that was happening and what I would have to heal properly.” MIU

“Was very happy with all information & waiting times given. Was very happy with the procedure & time. Nothing to do to improve the service” Endoscopy

Words used by patient and carers to describe their experience of the District Nursing Service. The bigger the word, the more times is was mentioned.
Next Steps

Across the Nursing and Midwifery Directorate a number of patient experience surveys will be progressed:

- Pilot the ‘happy birthday card’ idea within Health visiting which looks to gain feedback from parents on their child’s 1st birthday in relation to the service
- Explore women’s experiences of transfer of care in maternity services
- Develop real time feedback for immunisation sessions in schools

The Nursing and Midwifery Directorate will be actively involved in the progression of the Patient Experience Strategy Implementation Plan.

The development of a Palliative care focus groups
Key Achievements

A number of staff within the Nursing and Midwifery directorate have enrolled onto the course or completed the multi agency Level 3 Discover and/or Level 5 Development Leadership Programmes.

Promotion of ICTM to the Interim Head of Nursing (HON) until March 2017.

Number of staff have successfully completed the new NMC revalidation process.

The Director of Nursing and Assistant Director of Nursing have visited all general wards, a number of District Nursing teams, Mental Health Wards and have set up Professional Nursing Forums across Powys.

The 15 Steps Challenge has been introduced across Powys.

There is good compliance to the PADR process across the Nursing and Midwifery Directorate.

Two Registered Nurses have received the Queens Nurse Award during 2016.

The PTHB Dementia Lead has been on secondment to the Delivery Unit, to review Mental Health Service Provision for OAMH across Wales.

Next Steps

To introduce a Clinical Leadership Development Programme
To produce competencies for Ward Sisters and Team Leaders
To review the Midwifery Supervision Model and explore Expansion to all Directorates
To introduce a revised model for Advanced Practice.
Key Achievements

In Ystradgynlais community hospital the new integrated model of care is being launched in September 2016.

Health Visitors have been working with 3rd sector organisations and Public Health to set up weaning parties, buggy walking and ‘splash a sbri’

School nurses worked with the Youth Service to provide a welfare service at the Royal Welsh Show.

Welsh Government Annual Flying Start report has highlighted improvements in performance compared to last year.

Bronlllys Day Hospital staff, in collaboration with a variety of 3rd sector organisations, held an information day.

Together with the Council, Powys Teaching Health Board is embarking on the journey to be the first joint health and social care organisations to implement the Welsh Community Care Information Solution (WCCIS), a fully integrated system for sharing patient information to maximise effective care. Jason Crowl, Head of Nursing, has been seconded to drive this project forward.

Joint 136 training in the last 6 months with the police, PTHB, LA and voluntary sector. Training days were led by clients and staff with patient stories at the heart of the training. 136 pilot has reduced use of section 136 and related admissions by 50%;

Successful introduction and adoption of Dementia Friendly Communities across Powys.
Increase in the use of volunteers with Peta and Jack (pug dog) undertaking visits on the Bronllys Site.

Volunteers on Maldwyn ward, undertook craft activities with patients.

Llanidloes Hospital are working with the local scout troop, who maintain the gardens and adopt different themes e.g Queens Birthday Celebrations.

Working with mid-Wales Collaborative and Hywel Dda University Health Board to develop the post of a joint funded Cross Border Care Transfer Co-ordinator based in Bronglais Hospital to help the timely repatriation of Powys patients.

Perinatal Mental Health Service developed and ready for launch September 2016.

Development and approval of a Joint Commissioning Strategy for Learning Disabilities.

**Next Steps**

Support the “Stand up” for Mental Health events (led by PAVO) across Powys to hear the views of people who use mental health services;

Introduce the Joint Funding Matrix developed for LD Services and evaluate impact.

Develop a Volunteering Strategy.
**Key Achievements**

Silver IQT undertaken by two hospital senior sisters’ one element relating to falls management, the second relating to timely effective handover, a further senior DN team leader in Montgomery is undertaking silver IQT reviewing introducing nursing assessments in the clinical area for clinics to engage to promote self management for patients.

Within maternity service appointment to the Day assessment ultrasound post.

**The Nursing and Midwifery Directorate are hosting “the Voice” on the 26th September 2016**

The nursing and midwifery directorate are supporting a number of staff to undertake postgraduate qualifications to include master levels, advanced practitioner and PHD’s and Health Care Support Worker in modular accreditations.

First Advanced Nurse Prescriber post in mental health advertised in Powys (Older Persons Mental Health – Breconshire and Radnorshire).

The Nursing and Midwifery Directorate submitted over 10 submissions to the RCN Nurse of year awards.

**Ann Bamsey and Susan Grounds, both flying start Health Visitors won the Community Nurse Award in 2015.**

There has been an increase in the number of nursing students in the South CAMHS Team.

Phedra Dodds has been appointed to the first Consultant Nurse Endoscopist post in Powys Teaching Health Board.

The Learning and Disabilities Directorate has supported Epilepsy Research with Cambridge University.

**Theme 6**

**A questioning, analytical, empowered nursing and midwifery workforce**

**Code: Promote Professionalism, Practice Effectively**

**Health & Care Standard: Staff and Resources**

Nurses and midwives will ensure that patient care is based on available evidence and is person-centred, developing capacity and capability to participate and lead research,
Breastfeeding Award - The Health Visiting and Maternity teams have been awarded Baby Friendly Initiative (BFI) stage 3 accreditation by UNICEF (United Nations Children’s Fund).

Articles have been published by Sharon Fernandez HV Team Leader, Cate Langley, Head of Midwifery and Dr Marie Lewis, Practice Development Midwife

A number of awards were received by the Nursing and Midwifery Directorate at this year’s Excellence awards 2016:
- Kate Davie, CAMHS Manager, Bronllys winner of the Leading the Way Category
- Hayley Tarrant, Catherine Edevane, Geraldine Goodwin and Mair Stephens winners of the Learning category
- Samantha Gibbs, Palliative Care Specialist Nurse, winner of the Supportive College category
- Lynsey Price, Nurse Knighton, winner of the making a difference category

Next Steps

Increase the number of formal publications in professional journals.

Increase the number of formal research projects being undertaken.

Increase the number of Awards applied for.