

Putting patients at the heart of our services

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To deliver compassionate, dignified and respectful care we are constantly looking to make improvements:

1. Listening to feedback from patients, relatives, volunteers and staff about what improves experience
2. For patients, relatives and carers we are strengthening safety, improving the experience of those with the highest needs, and increasing activities to reduce isolation.
3. We have increased the opportunities for patients to communicate with us, and get additional support
4. For relatives and carers, we are responding to their needs to make the time they spend with patients more comfortable
5. For staff, we have supported them by introducing better documentation, training, systems to reduce administration



The Trust held a number of briefing sessions and interactive LIA style staff conversations around the findings of the Francis Report



Staff were asked what they will do differently post the Francis Report



as an individual and in their teams.

Using the interactive Listening Into Action approach, staff brain stormed their own thoughts before pooling them with colleagues on their table and choosing their top 3 ideas.





The aim of this exercise was to :

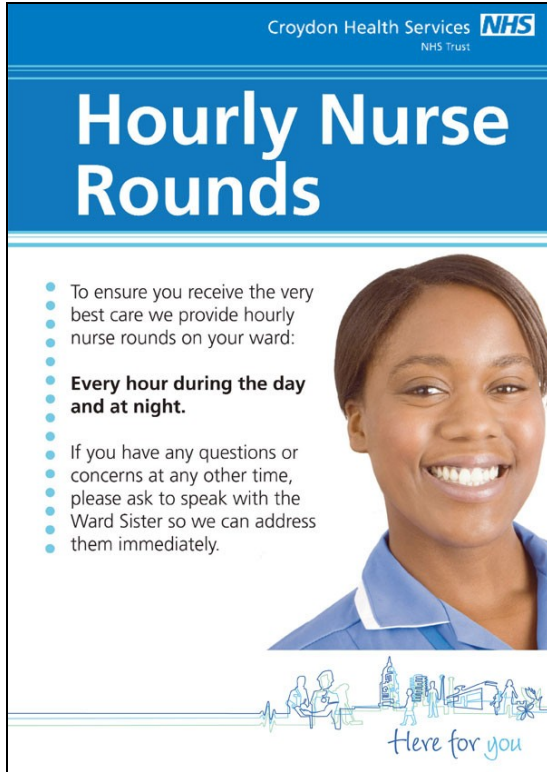
- ✓ Ensure the establishments enables the Ward Manager to undertake a supervisory role
- ✓ To ensure that the establishments on each area were adequate to roster on duty the agreed ratio of 70:30 trained: untrained staff



Our nurses continue to receive training and education. The training is carried out in both ward and classroom settings

We have Practice Development Nurses in

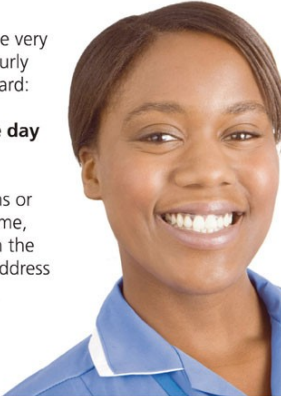
- A&E
- Intensive Care
- General Medicine
- Care of the Elderly
- Community
- Midwifery



Croydon Health Services **NHS**
NHS Trust

Hourly Nurse Rounds

- To ensure you receive the very best care we provide hourly nurse rounds on your ward:
- **Every hour during the day and at night.**
- If you have any questions or concerns at any other time, please ask to speak with the Ward Sister so we can address them immediately.



Here for you

The poster features a blue header with the NHS logo and title. Below the title is a list of bullet points. To the right of the text is a photograph of a smiling nurse. At the bottom, there is a line-art illustration of a hospital ward and the slogan 'Here for you'.

We always ask about pain control.

The checks also help promote independence with personal needs such as mobility and eating and drinking

We audit how well the rounds are carried out and in July this year we developed a formal hospital policy for Hourly Rounds



Matrons play an important role in supervising the quality of care for all patients

They carry out rounds, speak with patients regularly to find out about their experience of care on each ward.

By leaving their business cards with the patients or their families they meet, the matrons encourage anyone to get back in touch if they need any additional support

We also have weekly open 'meet the Matrons' surgeries



We give colour coded socks to identify an individual patient's level of risk of falling

It's so easy to see at a glance who is at risk

(Yvonne, Ward Manager Wandle 2)

I feel much safer wearing these

(Patient, Wandle 2)

All patients at risk of falls should have these socks– why didn't we think of it years ago!

(Becca, Physiotherapist Wandle 2)

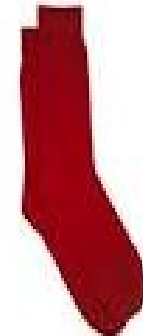
Low

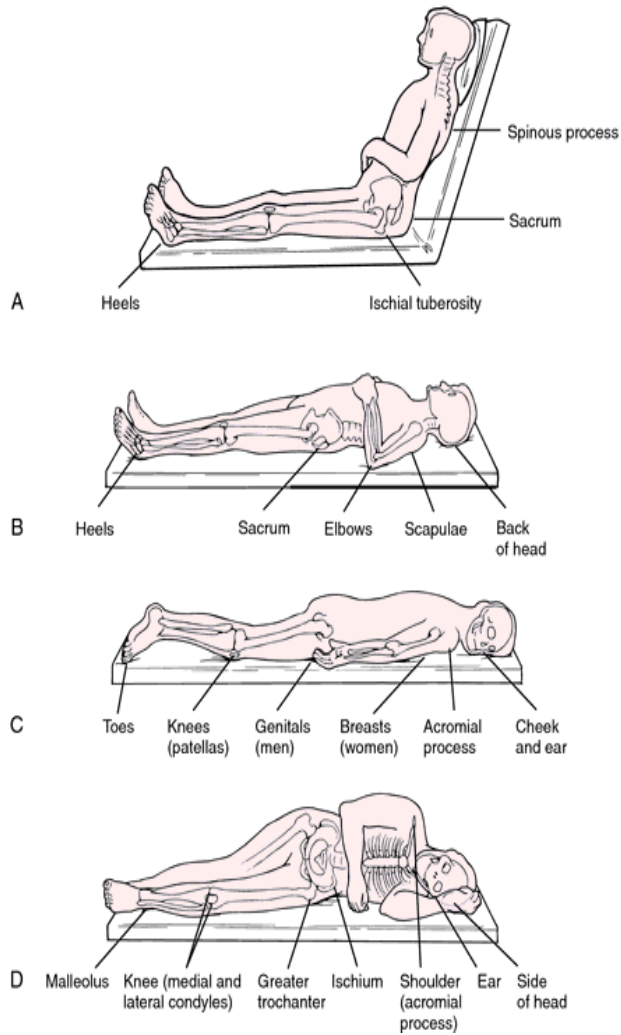


Medium



High



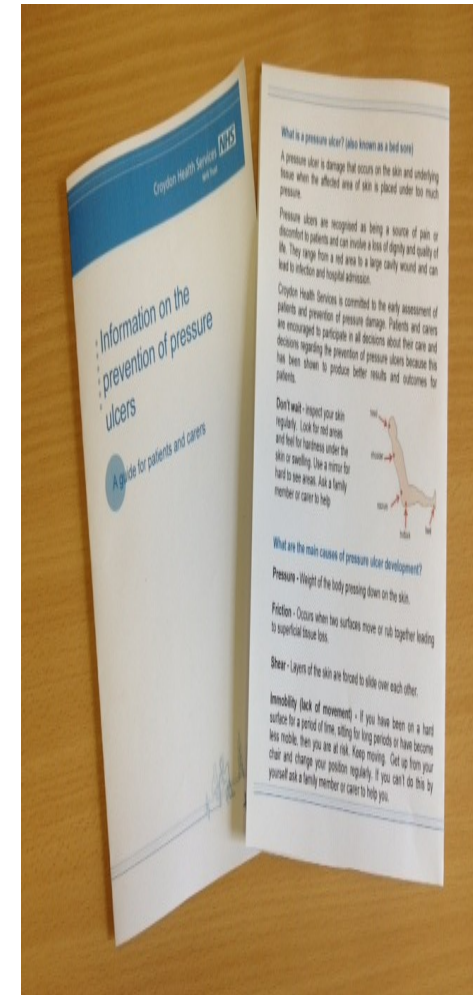


Pressure Ulcer Task force

Pressure Ulcer Pathway –PUP

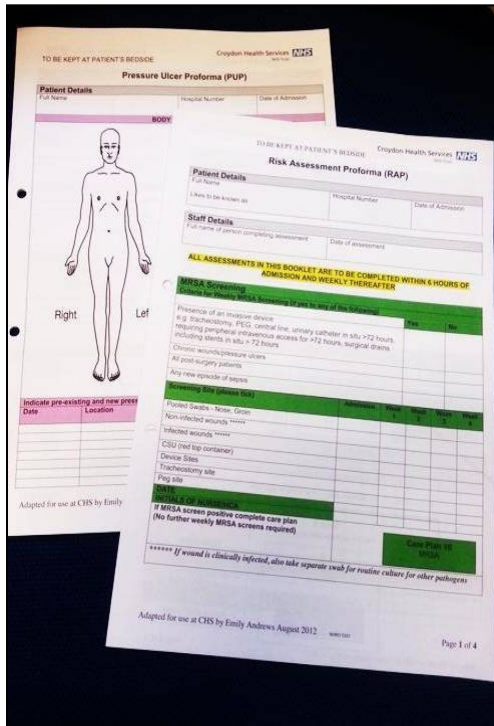
Comprehensive training programme

Patient information leaflet



- High focus on environmental and patient equipment cleaning
- Audits, including hand hygiene and antimicrobial prescribing
- Adherence to MRSA screening protocols
- Highly skilled and visible Infection Control Team (ICT)
 - providing daily support for clinical teams
- Education and training in a variety of formats
- Surveillance of key surgical procedures to monitor infection rates
- Good engagement at all levels within the organisation





- To enhance the nursing risk assessment and care planning
- The new pressure ulcer care pathway was also introduced
- Our audit highlighted some good compliance with documentation. Where there are shortfalls, the ward sisters and charge nurses are focussing on improvement



We've made changes in maternity services



- Refurbishment improving the Postnatal Experience
- Introduced new senior midwifery posts (Matron and Consultant Midwife)
- Staffing levels increasing now 1:28
- Increased levels of Supervisors of midwives now 1:15
- Improved engagement and membership with the Maternity Services Liaison Committee

We've introduced the butterfly scheme



as a simple, discreet way to identify people who need extra support and train staff to provide the right support



As part of the Carer's strategy we have purchased recliner chairs for carers who need to remain with patients overnight for extended periods.



We are reducing isolation, and bringing cheer to patients, visitors and staff

**John Greatrex -
performance poet**



***“We have some beautiful memories
of granny smiling as the choir sang”***