



Beatrice Place

Central and North West NHS Foundation Trust

Our story

Which change ideas did you test and what did you learn from them?

- *Improving communication through team handover* – this idea consists of a new handover approach which has helped address gaps in communication and ensure information about patients is shared more consistently across the team. Due to staff shortages, on some days we have to be flexible and adapt the approach.
- *Communication book* – the team identified there wasn't a mechanism to communicate issues relating to staff. The communication book was introduced to support this. Staff didn't engage with the book as predicted and we are still exploring ways to better share (and address) issues relating to staff.
- *Promoting safety at work through the use of personal alarms* – we have tested and adapted new approaches to enhance the safety of staff and patients through the use of personal alarms. One of the key challenges identified was getting staff to sign the alarms in and out. The senior leadership has now supported the team to order one alarm for each member of staff.
- *Staff recognition* – this idea is still being planned and we are engaging the wider team to develop an approach to celebrate and recognise staff. Staff recognition is a key area the team would like to focus on, but the approaches tried in the past did not work, so we are trying to engage the team in developing a new approach. The senior leadership is supporting to take this forward.

What changes have you seen in the team?

- Communication across the team has improved and staff are taking more responsibility to hand information over to colleagues.

- We have seen an improvement in staff and patient safety, and quality of care, due to our new nursing handover and new approach to the use of personal alarms. Staff now have more ownership for their own safety.
- One member of the team, who recently returned from sick leave, noticed an improvement in communication and felt more aware of what had happened on the ward during her absence, and was updated on new developments about the patients. She felt the benefits of the improvement work.
- We have started to see a change in team culture, in particular, how we engage with each other and our ways of working.

What are your reflections on taking part in the project?

- We have seen the benefits of taking part in the project. It's been a great opportunity to learn how to do things differently, find ways to engage the wider team, and help improve communication within the team.

What challenges have you faced in this work?

- Finding time to attend project team meetings due to team capacity. It has been challenging to get all members of the project team together to discuss quality improvement, which impacted on consistency and continuity of the work.
- We have tried to overcome this by discussing quality improvement during nursing handovers, one-to-one conversations and informal discussions with colleagues to provide an update on the QI work and remind staff about how to engage in QI.
- We have also used our regular team meetings to discuss ideas.

Looking at the future:

- Quality improvement will be a standing agenda item in regular team meetings, which will ensure that quality improvement is discussed at every meeting, regardless of who is in attendance.
- We are also involving the senior leadership in our quality improvement work more, to get their support to maintain the gains achieved so far and help us continue to take new quality improvement initiatives forward.