

Inform

Shropshire Community Health NHS Trust's Staff Newsletter

2014

The New Year is well and truly underway and many of us will be working hard to stick to the resolutions we've made.

If that resolution is to lose weight then this edition of *Inform* is for you as on

Page 3 there's an article on the NHS Weight Loss plan. Rather than making any irresponsible promises of dropping a stone in just a few days, the free plan provides sensible and practical evidence-based weight loss advice.

Another New Year resolution is often to quit smoking. The most recent Stoptober campaign, which saw the Trust's Help 2 Quit team provide invaluable support to smokers looking to kick the habit, proved a real success. The support is there if you're thinking of quitting. Again, please see Page 3 for more details.

One New Year resolution you can make is to get flu safe by having your free vaccination. At the moment, corporate staff are lagging behind their clinical colleagues. Everyone's job is important as it can protect you, your friends, family and colleagues from contracting the flu.

On Page 5 you'll find an article providing more details on how to get the jab.



Happy New Year!

I hope you and your family had a lovely Christmas and a wonderful New Year and thank

you so much to all of you who worked over the holidays to provide quality care to our patients. I'm sure they will have appreciated it as much as I have.

With the start of a new year, it's traditional to look ahead to the next 12 months and set goals for what we wish to achieve.

As you will no doubt have seen through my weekly updates, I have made a real effort to meet with as

many teams as possible since joining the Trust to get a clear insight of our role within the community.

During these visits I've seen numerous examples of high quality care and excellent service for our patients and it's this I want to build on and develop in 2014.

In the spirit of the Big Trust Thank You, I want us to shout about each example of excellent patient care and support. Not only does this lead to greater recognition of the inspirational work of teams and individuals, but also leads to a better understanding of the role community services play.

As you know, communication is something I strongly believe in - whether that's the Trust making sure

its voice is heard to influence the Clinical Strategy Review into the role of acute and community hospitals in the county, or ensuring that patients and their carers are more involved in the decisions we will be making about community services in the future.

There's no doubt that 2014 is going to be a very busy year with its own set of challenges, but I have every confidence that by working together we can meet them.

Keep an eye out for future editions of *Inform*, Team Brief and my weekly update to keep up to speed with how you can get involved in moving the Trust forwards in 2014.

Jan Ditheridge
Chief Executive

Appraisal Training for Managers

The Human Resources Team will be providing appraisal training for managers on the following dates. The sessions will last an hour and a quarter and will cover the appraisal paperwork, how to conduct an appraisal and a reminder of how to enter appraisals on to ESR manager self-service.

To book your place, please access ESR employee self-service and search for '825 Appraisal Training for Managers'.

- **January 29 - Ludlow Community Hospital**
10.30am-11.45am or 12pm-1.15pm
- **February 10 – Whitchurch Community Hospital**
10.30am-11.45am or 12pm-1.15pm
- **February 13 – Bridgnorth Community Hospital**
10.30am-11.45am or 12pm-1.15pm
- **March 4 – K2, William Farr House**
11am-12.15pm or 12.30pm-1.45pm
- **March 7 – Bishops Castle Community Hospital**
10.30am-11.45am or 12pm-1.15pm
- **March 27 – Halesfield 6, Telford**
9.30am-10.45am or 11am-12.15pm



Reporting Risks

Improving care

Risk of the Month - Staff Slips, Trips and Falls

Each month in *Inform*, Risk Manager Peter Foord focuses on a particular topic and explains why it's so important to report and manage the risks.

What is the risk?

The two biggest causes of staff injury at work are slips and trips; and lifting, carrying and handling. The number of injuries are roughly the same for both of these types. In 2012/13 there were over 15,000 slip and trip injuries reported in England and Wales, which led to staff being off work for more than seven days. This should come as no surprise as slips and trips are the biggest type of accident in all walks of life. The large majority of these accidents do not lead to injury, but a small percentage can lead to more serious injuries like fractures.

What incidents have occurred?

Within healthcare we are (rightly) focussed on patient falls. Patients are more at risk than staff. However, staff, as you would expect, also have slips and trips, with 29 incidents being reported to the Trust in 2013. Since the Trust's formation in 2011 four members of staff have sustained fractures as a result of slips and trips. These are the most significant accidents reported by staff.

How does the Trust manage the risk?

Not all risks associated with slips and trips can be managed or reduced, particularly where they involve environments where the Trust has no control, such as other employer's premises, public places and patients' homes. In high risk areas like kitchens, flooring should be appropriate and cleaned at the appropriate time (eg, when the area is least busy). For all Trust premises any flooring that is installed has to comply with current NHS guidance. However, in some areas flooring has not been replaced for some time and was installed when guidance was not as comprehensive as it is today.

The weather naturally plays an important part outdoors. Whilst the Trust has arrangements in place for its own sites it cannot possibly treat all areas. As such, wet grass and moss can also feature in staff accidents.

What needs to be reported?

Staff should report any slips and trips when they have been injured. Most slips and trips lead to no injury and would not normally be reported. It is important, however, that they are reported when the environment needs improving (eg, when a surface is in poor repair).

What do we need to do in the future?

All environmental concerns should be reported to your line manager, even if no incidents have occurred in the area.

For further information, please contact Peter Foord at peter.foord@shropcom.nhs.uk or Anita Bishop, Assistant Risk Manager, at anita.bishop@shropcom.nhs.uk.



Made a New Year resolution to lose weight? Then read on...

The NHS has created an evidence-based alternative to the barrage of fad diets that swamp the weight loss market every New Year.

Each January, we are flooded with miracle diets and 'detox' cures that promise incredible results after weeks of overindulgence. Yet few have a basis in science, most don't work in the long term and some are just plain dangerous.

By contrast, the new NHS Weight Loss plan is free, safe and fully evidence-based. It delivers expert diet and exercise advice through 12 easy-to-use weight loss packs that anyone can download and follow at home.

The diet makes no promises it can't sustain, but is based on the latest scientific research about diet and exercise and has been signed off by top NHS clinicians. **The programme includes a 'stick-on-your-fridge' food and activity chart for people to record each day's calorie intake, physical activity and weekly weight loss.**



Each weekly pack is full of practical weight loss advice such as how to lose the pounds without going hungry, hints on 100-calorie snacks and how to deal with cravings and comfort eating. Instead of encouraging rapid and unsustainable weight loss, the NHS weight loss plan shows people how to lose weight the healthy way to avoid putting it back on again.

"There are no promises of dropping a stone in five days, no cutting out entire food groups, no starving yourself – no gimmicks, just sensible and practical weight loss advice based on the best available evidence of what works."

Obesity experts agree that most people are overweight because they eat and drink more calories than they need. The NHS Weight Loss plan encourages people to reduce their calorie intake by helping them stick to a strict daily calorie allowance (1,900kcal a day for men and 1,400kcal for women).

This is about 600kcal less than most people need to maintain their current weight and will help them lose weight at a safe rate of 0.5-1kg (1-2lb) a week, which will reduce the chances of them putting the weight back on. The plan was developed by the NHS in association with the British Dietetic Association (BDA) and is based on the best scientific evidence on safe and sustainable weight loss.

BDA spokesperson Sian Porter said: "The truth is there is no miracle approach to losing weight in a safe and sustainable way. This is exactly why the BDA was so keen to partner with NHS Choices to create a rational and sustainable way to achieve and maintain a healthy weight without having to resort to extreme dieting, which can often do more harm than good and could see you quickly piling the pounds back on. For more information visit NHS Choices by clicking [here](#).

Stoptober a success for Shropshire

The Stoptober challenge which supports smokers looking to kick the habit has proven a success in Shropshire.

Now in its second year, Stoptober is a national campaign supported by the Trust which encourages smokers to quit for 28 days during October in the hope of giving them the confidence to give it up for good.

During the most recent Stoptober challenge, the Trust's Help 2 Quit service saw a marked increase in the number of people choosing to quit - the north of the county saw a 45% increase on September, while the south saw an 83% increase on the previous month.

"Once a smoker has quit for a month it's hoped they will gain in confidence and continue, or at least see it is an achievable goal, because smokers are scared of not having this crutch," said Pat Thomas, Help 2 Quit Smoking Cessation Coordinator. "That said, there's a large number of people who say to me 'why didn't I do this years ago' once they have quit.

"The campaign has proved very successful and has built dramatically in the short time it has been going."

If you're thinking of quitting, you can fill out a self-referral form on the Trust's website by clicking [here](#). Alternatively, contact Help 2 Quit on 01743 453537.



Make a New Year resolution to get the flu jab!

The background on your workstation's desktop will soon be changing to a message encouraging all staff to get flu safe and receive their free vaccination.

This message (*below*) is targeted in particular at corporate staff, who are lagging behind their clinical colleagues when it comes to getting the jab.

The latest figures show that 51.3% of staff involved in direct patient care have now had the jab, while 28.6% of corporate staff have had the vaccine. The total number of Trust staff who have had the jab is 45.2%.

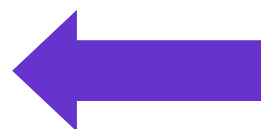
In an effort to even these figures up, the Occupational Health team will be out and about in William Farr House offering the jab to those staff who have yet to receive it – meaning it's never been easier to get flu safe.

Even if you're in a role where you don't see patients directly, you may regularly see other clinical colleagues who do see patients. This means that having your jab is equally as important as it can protect you, your family, friends and colleagues from contracting the virus.

If you haven't yet received your jab, please call the Occupational Health team on **01743 283280** to make an appointment. If you've received your jab at your GP surgery let OH know so you can be included in the Trust's uptake figures. Again, please call 01743 283280.



Protect yourself and the people you care for...



Watch out for this image on your desktop soon!

Bishops Castle patients treated to Christmas Carol s

Family and visitors were invited to join patients and staff at Bishops Castle Hospital to take part in a festive Christmas carols concert.

The dining room and day room were opened up together to form one large space where the carollers gathered to sing.

The choir sang lots of traditional carols and some unusual festive songs along the corridors which had been decked out with hanging stars.

"It was a delight to see off-duty staff who had come in to do the honours with tea or coffee, nibbles and mince pies, while duty staff continued to look after the needs of the patients who were unable for one reason or another to join in, although no doubt they could hear the music from their beds," said one spectator.

"Thanks all the staff who had put such a lot of thought and work into the preparations and planning. Our thanks also go to the choir who, after entertaining us, moved on next door to entertain the residents at Coverage Care who, I'm sure, equally enjoyed the singing."



Stop and think before you go online

Life today is full of instant messages, posts, tweets and hashtags. But, before you jump on to any social media site and tell the world what's on your mind please think about how this will sit with your professional practice and with the NHS as a whole.

Naturally, social media sites are part of people's everyday communications. But we need to think very carefully about what we put online. Remember, what you think is being shared between friends may also be seen by the rest of the world without you even knowing.



The principles that you employ during work time, including patient and staff confidentiality, should follow

you home. You shouldn't be divulging any information relating to a patient or a colleague on social media. You should also make sure that you don't talk about operational aspects of work either.

You don't have to give someone's name to be divulging information – simply by describing what has happened at work you can, by implication, identify a patient or colleague.

There have been many high-profile cases where people have got into trouble for tweeting something on Twitter or posting something on Facebook without thinking through the consequences of their actions. We have also had a few isolated incidents in the Trust too. So, please think carefully about anything you put on social media sites.

The Trust has a Social Media Guidelines document on Staff Zone, which has a short section on use of personal social media accounts. Please take the time to read this document - just search for the keyword 'social' on the policies page on the Staff Zone to access the document or click [here](#).

Diabetes course aiming to repeat previous success



Are you a practice nurse or community nurse and look after people with diabetes?

If so, then a nationally-recognised course aimed at providing more effective care for people with diabetes could be for you.

The Certificate in Diabetes Care (CIDC Warwick Course) is taught locally by Angela Cook, Diabetes Specialist Nursing Manager, and Community Diabetes Specialist Nurse Rebecca Lennon and attracts health care professionals from across Shropshire and Telford & Wrekin.

It is affiliated to The University of Warwick and provides health care professionals with the practical knowledge and skills necessary to provide an effective and efficient service for people with diabetes.

This will be the fourth time the course has been run by Angela and Rebecca. The course itself involves a series of six study days, held between May-November at Shropshire Conference & Education Centre, in which the participants are encouraged to share their experiences and practice with each other.

"What's great about the course is that we get GPs and nurses sharing their experiences and working together," said Angela. "The course is about improving care in your workplace and is a pre-requisite if you wish to specialise in diabetes."

For more information about the course, please visit the 'News' section in Staff Zone by clicking [here](#). Alternatively, please click [here](#). The deadline for applications is Thursday, 28 February.

Staff are being made aware of new diabetes e-learning resources.

Mandatory training is available from the NHS's Healthcare e-Academy at <http://nhsdiabetes.healthcareea.co.uk>

Non-mandatory training is available from Diabetes UK by clicking [here](#).

Both links are also available on the Diabetes page on Staff Zone.

Safeguarding

The following is a key Safeguarding message to be aware of from the Safeguarding Group...

Adult Safeguarding

Adult Safeguarding is as important as Safeguarding Children. With new legislation imminent, now is a good time to refresh yourself with the key elements. The NHS Midlands and East Safeguarding Adults booklet is a great source of information to raise your awareness on the topic.

The NHS Midlands and East Safeguarding Adults booklet and prompt cards can be found by clicking [here](#). Additional information can be found on the Safeguarding page on Staff Zone by clicking [here](#).

There are also links to useful resources, including video clips (eg, NMC Safeguarding adults - an introduction) via YouTube by clicking [here](#).

Andrew Coleman - Safeguarding Adults Lead, Deputy Director Nursing and Quality



If you have a Safeguarding concern and are unsure what to do; doing nothing is not an option. Always seek advice.

Library and Knowledge Services



Campbell, the Library mascot, has been showing users how easy the new self-service machine is to use.

You may be aware that Library and Knowledge Services Manager Sabelo Mapasure has left the Trust to take up a post in Woolwich. The service is now being managed by Shrewsbury and Telford Health Libraries.

In some ways, this will make no change to the way the service is delivered, as we already provide a large proportion of the physical service.

If you have any problems with your Athens access, or still need it setting up, just get in touch. If you require assistance with reviewing the evidence base; researching current practice and literature; or discussing possible training needs, such as accessing resources and developing critical appraisal skills, please contact the following Site Librarians:

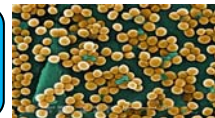
- Jason at Shrewsbury Health Library - call 01743 492507 or email jason.curtis@sath.nhs.uk
- Louise at Telford Health Library – call 952 641222 (ext 4694) or email louise.stevens@sath.nhs.uk

A few changes are being introduced to the service, especially those available remotely via your PC, tablet or smartphone, in the coming months. In the meantime, the service always welcome comments on how or what information services you would like to have access to via david.little@sath.nhs.uk.

If you are in the area at lunchtime, why not pop into one of its Pocket-Sized Training sessions on subjects such as Twitter and LinkedIn. More details can be found at <http://library.sath.nhs.uk/help/pocket-sized-training/>

If you aren't a member you can easily join by filling in the form at <http://library.sath.nhs.uk/services/joining/>. You can also follow the service on Twitter @sathlibraries.

Thank you for your support and remember: if something doesn't look right, it probably isn't. Help protect the Trust and the wider NHS Resources.



Magnified view of MRSA

IPC Master Class

An IPC outbreak Master Class study day for hospital managers, ward managers and hotel services leads was held on 8 November at William Farr House. Attendees were asked to reflect on outbreaks they had been involved in to enable them to discuss an outbreak scenario, actions taken, lessons learned and future outbreak management.



Attendees at the Outbreak Master Class

2nd Annual Study Day for Link Workers

The second annual study day for IPC link workers will be held on **4 February**. Topics will include the history of IPC, catheter associated urinary tract infections (CAUTI), Gram negative bacteria focusing on Extended Spectrum Beta-Lactamase, equipment and environment decontamination and disease prevalence.

IPC Link Group

The first meeting of the new IPC Link Group was held on 11 December, bringing together the IPC In-patient Group and the IPC Integrated

Community Services Group. The new format creates the opportunity for networking between different areas and specialities.

The theme for the IPC Information Boards in community hospitals is to be Norovirus and will be displayed from January to March 2014. A prize will be awarded for the most informative board.

IPC Audit Certificates

IPC audit certificates are now awarded for the quarterly Healthcare Associated Infection (HCAI) Prevention Audits in community hospital wards which score over 90% and where Service Improvement Plans (SIPs) are returned completed within the given time frame. A Silver certificate is awarded for scores of 90-94% and a Gold certificate for 95% and above. Staff from the Male Ward at Bridgnorth Hospital are pictured receiving the silver award for the recent HCAI audit.



Norovirus

The Norovirus signs are now on display in the community hospitals as a reminder to visitors not to visit if they have had symptoms within the last 48 hours. Staff, including volunteers etc, with symptoms of Norovirus must not return to work until they have been symptom free for at least 48 hours.



Good News!! All patients admitted to a community hospital are screened for MRSA on admission and on a monthly basis during their stay. The SHT does not receive a target set by the Department of Health but a compliance threshold of 95% for MRSA screening has been agreed with commissioners. **All** community hospitals achieved **100%** compliance for screening in September, October and November. Well done to all involved!

IV Therapy

Following the IPC vascular access audits we would like to remind all staff that Intra-Venous (IV) ports and hubs must be decontaminated appropriately, with a suitable alcoholic chlorhexidine wipe i.e. Clinell wipe for medical devices 2% chlorhexidine in 70% alcohol. Chloraprep (2% chlorhexidine in 70% alcohol) is used for skin preparation prior to cannula insertion and invasive procedures. 'Sterets' contain only 70% alcohol and are for skin preparation prior to venepuncture. They are not suitable for disinfection of ports and hubs. An alternative skin preparation e.g. povidone-iodine should be available for patients with an allergy to chlorhexidine.

Revised/new Policies available on Staff Zone

- [Glycopeptide-Resistant Enterococci \(GRE\) Policy](#)
- [Decontamination of Flexible Nasendoscopes Policy](#)

Chief Pharmacist Rita O'Brien asks:

Omission of medicines – an overlooked issue?

Medicine doses are often omitted or delayed for a variety of reasons. While these events may not seem serious, for some critical medicines or conditions (such as patients with sepsis or those with pulmonary embolisms) delays or omissions can cause serious harm or death.

For many critical medicines, the timeliness of their administration is crucial. The National Patient Safety Agency (NPSA) has identified the following drug categories as being most important:

- anti-infectives
- Anticoagulants
- Insulin
- resuscitation medicines
- medicines for Parkinson's disease

If omitting a dose of medication, please ensure that you robustly document why this decision has been made and communicate this to the prescriber in charge of the patient's care, as well as to other colleagues who may be administering medicines. If a drug needs to be ordered do not leave it to someone else to deal with.

Many Datix reports that state drugs have been omitted (usually for administrative process issues) include the comment "no harm". However, it is important to remember this is not necessarily the case, especially when it comes to anticoagulants and insulin.

Guidance issued by the UK National Medicines Information service found that omitting a dose of parenteral anticoagulant (eg tinzaparin) or short acting insulin could be potentially catastrophic to a patient's safety.



NUMBER	NAME	TRUST	PRIZE
1430	Lorraine Harris	SaTH	£500
1982	Esther Bode	SaTH	£250
1238	Valerie Wight	SaTH	£100
4806	Paula Reynolds	SaTH	£50
1582	Joanne Adkin	SaTH	£25
2782	Louise Green	SaTH	£25
1846	Karen Myles	SCHT	£25
263	David Heath	SaTH	£25
2804	Sarah Watson	SCHT	£25
1439	Kathryn Griffin	SaTH	£25
1845	Andrew Williams	SaTH	£25
3884	Julie Allford	SaTH	£25
322	Jane Williams	SaTH	£25
3966	Andrew Clarke	RJAH	£25
1321	Lesley Smith	SaTH	£25
2064	Pam Graham	SaTH	£25

Staff Lottery - Your Chance to **WIN!**

Here's a list of the latest set of Staff Lottery winners.

All employees of this Trust, as well as Shrewsbury and Telford Hospitals NHS Trust and Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust are eligible to join.

First prize is £500; second is £250; third is £100; fourth is £50; and there are a further 12 prizes of £25 each. Twice a year there's also a super draw which gives an additional top prize of £1,500.

To join the scheme, please click [here](#) where you will be able to download the lottery application form. Once complete and return it to Lucy Wilkinson, Staff Lottery Administrator, William Farr House, Mytton Oak Road, Shrewsbury SY3 8XL. If you have any queries please email Lucy at lucy.wilkinson@shropcom.nhs.uk or call 01743 277500 (ext 2257).

Inform is produced by the Communications Team. If you have any ideas for features or you would like to promote you and your team's success then simply email mark.fletcher@shropcom.nhs.uk with any ideas that you may have. Thank you!