There were congratulations all round when the Trust’s school nurses won national recognition as the School Nursing Team of the Year 2014 in the prestigious Nursing Standard awards.

The award, presented at a glitzy ceremony in London to local nurses Kirsten Ellmore and Gayle Fitzpatrick, especially recognized the team’s outstanding work in partnership with local schools to support children and young people with asthma.

All schools now have a member of staff with special knowledge about asthma, together with special equipment to help children’s breathing in an acute asthma attack. Teachers and parents now say they feel more confident about the care of children with asthma at school, knowing that there are staff on hand with special knowledge.

The Award was presented by Wendy Nicholson, Professional Lead for community and school nursing at the Department of Health and Viv Bennett, Director of Nursing at Public Health England.

Jan Ditheridge, Chief Executive, said: “We are delighted that our school nurses have been recognised in this way for their leading-edge work on one of the most common and potentially serious children’s health conditions.”

Jo France, School Nurse Manager and Professional Lead at the Community Trust said: “I am very proud of the whole team whose hard work and dedication have contributed to Kirsten & the team winning this award. The awards ceremony was an emotional evening with lots of very worthy winners across all areas of nursing and we felt very honoured to be part of the celebration. It was great to see that promoting good health and preventing illness featured strongly.”

Pictured, left to right, are Wendy Nicholson, Professional Lead for School Nursing DH; Gayle Fitzpatrick, School Staff Nurse; Kirsten Ellmore, School Nurse; Jo France, School Nurse Manager and Professional Lead; Viv Bennett, Director of Nursing Public Health England; Jane Cummings, Chief Nursing Officer; Fiona Phillips, TV presenter
Staff praised for speedy and decisive actions to help service users

The Wheelchair & Posture Service admin team at the Shropshire Rehabilitation Centre, Lancaster House Road has been praised for its handling of a series of recent incidents.

The first involved a service user in a wheelchair who was accessing the disabled toilet, fell out of his wheelchair and pulled the emergency cord. The team reacted swiftly and offered assistance.

The second incident involved a service user in reception going into an epileptic fit, which was immediately spotted by Sue Jones, who was working at her desk in the main office at the time. She rushed out and sat with the person, calming him, and ensuring his safety.

The third incident involved a lady who collapsed at the reception window. The team ran out to check on her safety and when they realised the situation was deteriorating they called 999 and asked for assistance from the Continence Team nurses, who provided life-saving CPR until an ambulance arrived and took her to hospital.

While the nurses were acting to save the woman’s life, the admin team provided reassurance to other service users, set up another room as a waiting area and redirected traffic trying to access the building.

This is an example of great teamwork and special praise should be given to both the admin team and the Continence Team for their quick and decisive reactions.

Pictured, left to right, are Susan Jones, Caroline Hamer, Theresa Ankers and Jack Jacovides.

Risk of the Month - Errors

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?

Many tasks NHS staff carry out appear simple and repetitive but, if done wrong, can have far reaching consequences. Routine tasks will include medication, record keeping and routine tests, but equally administration tasks like filing and letter writing can lead to situations where a vital piece of information is missing.

Humans are not generally good at repetitive tasks and it is therefore inevitable that errors occur.

How can we tackle this?

Simply admitting this fact in itself will help us take more care, but most importantly identifying where tasks are safety critical, and implementing extra controls or care is the key aspect. This is of course the principle of risk assessment.

Policies and procedures detail how checks are carried out. For safety critical tasks ideally you should separate the person from the harm, but in most instances this is not possible. Engineering solution are sometimes possible where equipment is used, but quite often another human process is the only solution, such as double checking by another person or completing a checklist.

Carrying out a Root Cause Analysis (RCA) when errors occur helps to identify which solutions would be best placed to solve problems. This is done by identifying the error, robustly asking why it occurred, identifying the key factors and addressing.

Errors will always happen but we can all help to make sure they are not the errors that lead to harm!

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.
Fundraising Arron gearing up for Shrewsbury Half Marathon

Staff Nurse Arron Haskey is hoping to raise as much as he can for Royal Shrewsbury Hospital’s Neo Natal Unit and Hope House Children’s Hospice in Oswestry when he takes part in the Shrewsbury Half Marathon on June 22.

Arron, who is based at Ludlow Hospital, is raising cash for the neo natal unit and Hope House for all the help and support they provided to friends after their baby Jack was born in August 2013.

“They didn’t think he would make it and the decision was made to turn off his life support. But with all the loving care the nurses and doctors at RSH Neo Natal Unit gave him, he pulled through,” said Arron.

“However the ordeal did cause some brain damage. But almost a year on he is still here starting to eat and crawl and with the brilliant support the staff at Hope House Children’s Hospice are giving him and his family, Jack is living a good life.”

If anyone would like to sponsor Arron, please visit his Just Giving page at www.justgiving.com/Arron-Haskey.

Lucy raising charity cash for Shrewsbury Half Marathon

Lucy Wilkinson is running the Shrewsbury Half Marathon on June 22 with her husband Sam to raise money for Shropshire Sands, in memory of their son Leo who was stillborn in 2013.

Sands supports anyone affected by the death of a baby and works in partnership with health professionals to try to ensure that bereaved parents and families receive the best possible care. It also funds research that could help to reduce the numbers of babies dying and families devastated by this tragedy.

Sands has a nationwide group of local networks run by bereaved parents to support anyone affected by the loss of a baby. Shropshire Sands is part of this network and every penny donated will be used to support their work. For more information on Shropshire Sands please visit their website at www.shropshiresands.co.uk.

To sponsor Lucy and Sam, please visit their Just Giving page at www.justgiving.com/Lucy-Wilkinson1. Alternatively a sponsor form has been left with Karen on reception at William Farr House, or you can contact Lucy, Admin Assistant in the finance team at WFH, on Ext 4018, via email at lucy.wilkinson@shropcom.nhs.uk or you can pop and see her in Room C at WFH.

Staff get their wigs on for charity!

There were some unusual hairstyles on show when staff got into the spirit of national Wig Wednesday in aid of charity.

As well as donning wigs, staff held a raffle and a guess the celeb hairstyle competition and raised a total of £75.24 for CLIC Sargent for Children With Cancer.

Well done to Alison Davies and the Infection Prevention and Control team, who got top marks in the competition and won a bottle of bubbly as a prize, and thanks to all staff who got involved.
The following are key Safeguarding messages to be aware of from the Safeguarding Group...

**Provider services will commence Peer Review in June 2014.** This will include staff awareness of Safeguarding information for both Adults and Children. Please ensure you know how to report Safeguarding issues, where to find the policy/information and who to contact if you need advice (eg, Named Nurses for Children or Signposting Leads).

**Excellent work of School Nurses in Safeguarding Practice recognised in multi-agency arena**

Telford & Wrekin Safeguarding Children Board (SCB) recently undertook a Significant Incident Learning Process (SILP) to consider the approach and services which had been provided by the Statutory Agencies, who are members of the SCB, to an identified family.

During his feedback to the SCB, the independent author of the overview report emphasised the outstanding work that the School Nurses, working with the family, had provided. He commented on their tenacity, understanding of the children’s daily lived experience and recognition of the adverse impact this was having on them. He also commented on the fact that the School Nurses had communicated the child’s voice to other agencies and within the Safeguarding forum.

By acting as the children’s advocate and ensuring that the children’s voices were heard, the School Nurses ensured the children’s concerns and wishes were communicated effectively to all agencies working with the children and family.

The Safeguarding team would like to congratulate the School Nurses concerned for their professionalism and excellent Safeguarding work.

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

**Final farewells for retiring Val**

Colleagues and friends were on hand to wish Health Visitor Val Thompson a happy retirement after 45 years of dedicated NHS service.

Val was joined by about 40 others for her retirement lunch at Dawley Medical Practice in Telford and got to enjoy a special cake.

She started as a nurse in October 1969 when the number one song at the time was The Archies’ Sugar, Sugar – since then she said she’d enjoyed a sweet career!

Val observed how the health service had changed since she was a nurse at the start of her career. She recalled how in her early days at meal times, you sat on a table with your own student group and wouldn’t dare progress to sit with qualified staff!

Helen Holdroyd, Health Visitor, said: “Many happy days have been spent by Val over her years of nursing and she has gained wonderful friends. Val’s top tip to anyone heading out into the world of work is that if you find a job you enjoy, you’ll never work another day again!”

“She was thrilled with the many beautiful gifts she received and promised to keep in touch with her colleagues despite acknowledging she will no doubt be busy with her four grandchildren and family. A long and happy retirement is wished for Val.”

**Update from Telford & Wrekin Local Safeguarding Children Board (LSCB)**

An up-to-date contact list for the Safeguarding Children’s Team is available on Staff Zone under ‘Useful Information’ and ‘Service Information Materials’ or by clicking [here](#).
Safe Handling and Disposal of Sharps Special Edition

The IPC Team have been informed of an increased number of sharps injury incidents over the last few months, so it seems a good time to remind staff of the safe use of sharps. For further information, please refer to the Prevention and Management of Needlestick Injuries and BBV Policy, available on the Trust’s website.

Sharps Containers: Assembly
- Sharps container must comply with UN3291 and British Standard BS 7320 (1990)
- Sharps containers must be assembled following manufacturer’s instructions
- Sharps containers must be labelled with the date of assembly, the name of assembler and the source department
- To prevent sharps protruding out of sharp containers, a range of sizes to suit devices being discarded must be available

Safe Handling: During Use
- Wear appropriate personal protective equipment
- Use safety-engineered needle device systems
- Do not re-sheath needles
- Gloves cannot prevent a sharps injury, but the wiping effect can reduce the volume of blood to which the worker’s hand is exposed and so in turn the volume inoculated in an injury
- Dentistry is unique in its continuing deployment of re-usable metal syringes. Best practice guidance in this case is never re-sheath needles manually; use a re-sheathing device (e.g. single-handed re-sheathing block, needle guard or safety needle with integrated retractable sheath)
- Sharps must not be passed directly from hand to hand

Safe Handling: After Use
- Safe disposal of sharps is the responsibility of the user
- Discard used sharps as a whole unit immediately after use into appropriate sharps container
- If it is essential to remove needles from syringes and blades from scalpel handles the safety device provided on the sharps bin must be used
- Activate temporary closure mechanism on sharps container in-between use

Sharps Containers: Disposal
- Should be disposed of when three-quarters full and must never exceed the permissible marked mass
- If the sharps box is seldom used, it should be disposed after a maximum of three months regardless of the filled capacity
- Must be immediately dated and signed ready for disposal. The rationale being that the container can be traced back to original source if problems arise later
- Do not dispose of sharps with other clinical waste in clinical waste bags, or in domestic waste bags
- No attempt should be made to remove the lid or to remove any item once the item has been placed in a sharps container
- Must not be used for any other purpose e.g. storage
- There must be no decanting from one container to another
- Damaged sharps containers must be placed in a larger container which must then be sealed
- Containers waiting for removal/collection by contractor must be stored in a secure protected area away from public access

Please see the following page for information regarding which sharps bin should be used for different occasions and instructions on what to do if you do experience a sharps injury.
<table>
<thead>
<tr>
<th>Yellow Lid/Label Container Only</th>
<th>Sharps including those contaminated with medicinal products and their residues but NOT cytotoxic or cytostatic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange Lid/Label Container Only</td>
<td>Sharps, excluding those contaminated with medicinal products i.e. – Venepuncture/Acupuncture</td>
</tr>
<tr>
<td>Purple Lid/Label Container Only</td>
<td>Sharps / medicine - Waste from cytotoxic or cytostatic medicines, e.g. BCG Vaccines</td>
</tr>
<tr>
<td>Blue Lid/Label Container Only</td>
<td>Disposal of solid medicinal waste in original packaging i.e. tablets (not cytotoxic or cytostatic)</td>
</tr>
</tbody>
</table>

**Sharps Injury and Inoculation Incident Protocol**

- Encourage bleeding of the injured area and gently squeeze the surrounding skin for a few seconds
- Do not suck on the wound
- Wash the affected skin area gently with plenty of soap and running water
- Cover the wound with a suitable dressing
- If mouth or eye(s) are exposed, irrigate with eyewash, sterile saline, or tap water for 1-2 minutes. If contact lenses are worn, irrigation should take place before and after removing the lenses. Clean lenses in normal manner before re-insertion
- Inform a manager and, during normal opening hours, telephone Occupational Health (OH). If the OH service is closed, seek advice from the local A&E department or the minor injuries unit, and contact the OH service on the next working day
- If the source is known and strongly suspected to be HIV positive, contact the consultant microbiologist URGENTLY
- Complete a Datix incident report

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**IPC Information Board Winner**

Congratulations to Ludlow Minor Injuries Unit, who were awarded a £30 book token for the most informative IPC board. The theme was norovirus.

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**Revised/new IPC Policies— available on Trust Website**

- Management of Pulmonary Tuberculosis Policy
- Standard Precautions including surgical hand scrub, gloving, gowning policy
- Management of Norovirus and other GI Infections

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**IPC Link Group Meeting**

The next joint meeting which will take place on Tuesday, 24 June 2014 in Room K2 at William Farr House from 14.30 to 16.30.

As this will be a large group, we are requesting that where there is more than one IPC link worker in a team that they attend in rotation.

Prepared by the Infection Prevention and Control Team, The Bungalow, William Farr House, Mytton Oak Road, Shrewsbury, SY3 8XL. For further information contact 01743 277671 or extension 2707.
Most of you will know that under new national arrangements for Agenda for Change terms and conditions, we need to ensure that annual increments are linked to performance. But what does that mean and how can we ensure it is meaningful, fair and transparent? And as we do that, how can we also improve the appraisal process along the way-remembering that you told us in the staff survey that although many of you have appraisals not so many feel they are meaningful or good quality.

Following discussion with HR, Staff-side, Managers and the Executive Team, we decided that we wanted to focus on what really makes a good appraisal – a review of your objectives, personal development and performance in your job role and agreement of your next set of objectives and support required to deliver them.

So we agreed that increments should be linked to evidence that you have had an appraisal, you should have a set of agreed, meaningful objectives and that you have achieved those within your span of control – as some objectives are joint or rely on others. This should be evidenced for all appraisals.

A new policy (Policy and Procedure for Performance Appraisal and Pay Progression) has been developed which explains how all of this will work and this was approved in April, you will find it on the staff zone of the website along with the revised toolkit.

http://www.shropscommunityhealth.nhs.uk/content/doclib/10436.pdf

Further dates for appraisal training for managers and new training for staff will be published next month.
The Do’s and Don’ts of Hospitality

Staff should always be mindful of what is and isn’t acceptable when being offered hospitality. The Trust’s Code of Business Conduct, located in the ‘Policies’ section of Staff Zone, outlines the do’s and don’ts surrounding hospitality.

The policy states that lavish hospitality should never be accepted, or any hospitality which could be interpreted as a way of exerting an improper influence over the way you carry out your duties. Nor should you offer such hospitality to others on behalf of the Trust. In all instances, staff should check the flowchart contained within the policy for further guidance and complete a Registration Form (available within the policy or from Louise Tompson). The form should be reviewed and signed by your line manager and sent within two weeks to Julie Thornby, Director of Governance and Strategy for review.

Acceptable Hospitality

Light refreshments (biscuits, tea, coffee and other non-alcoholic drinks) and working meals should only be provided to participants in meetings if it is held in relation to Trust business; and lunch is restricted to a buffet or sandwich type meal. Other hospitality can be accepted where at least two of the following criteria are met:

- A member of staff is invited to a society or institute dinner or function
- There’s a genuine need to impart information or represent the Trust in the community
- An event is clearly part of the life of the community or where the Trust should be seen to be represented
- The hospitality concerns attendance at a relevant conference or course where it’s clear the hospitality is corporate rather than personal

Examples of Unacceptable Hospitality

- A holiday or weekend break
- Offers of hotel accommodation, or tickets for the theatre, shows, concerts, sporting events or similar
- The use of a company flat or hotel suite
- Any of the above being extended to immediate family

Nurses gaining new skills and knowledge through Staffs University course

A group of senior nurses are taking part in a new Masters-level module delivered by Staffordshire University. The 20 nurses are among the first to benefit from the university’s three-month Heart Failure Module. They are able to take part in the course alongside their day-to-day work and the learning, skills and knowledge they gain can then be shared among teams across the Trust. This is the first of a series of training and development courses within the Trust designed to develop the skills of clinicians to care for more frail and complex patients in the community.

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 communications@shropcom.nhs.uk with any ideas that you may have. Thank you!