



Jan's Weekly Update

with Steve Gregory, Director of Nursing and Operations



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The last time I had the pleasure of writing the Weekly Update I had been to Roden to talk with our CAMHS team and the same is true this week.

CAMHS

I think the team had a really useful discussion this week about the current and future workforce requirements. The team have made some immediate changes to ensure they are supporting each other in lone working arrangements. I posed three questions which I think are useful for us all to reflect on in our busy working lives:

- What makes the service attractive?
- What would make you recommend the service?
- What stops you doing something about it (if a change is required)?

Compassionate Care

In my role, people often talk to me when things are not going well or a service is not performing. I received two very positive examples of compassionate care from carers of people who have received support from our staff. One of the examples was from CAMHS and the other was in relation to the end of life care of someone in the community. The latter one brought back some personal memories for me and emphasised the enormous gift we have in making someone's life as good as it can be in what can be a really emotional situation.

Care Quality Commission (CQC)

As carers and leaders we should know that what we do is right and one way of being assured is to review on a regular basis performance against the expected regulatory standards. Dee Radford and Andrew Thomas have been driving and co-ordinating this activity within the Trust. I have agreed with the Trust Development Authority that they will come and provide some helpful external oversight of the work that we are doing.



Nursing Agency

A lot of national attention is focussed (and quite rightly) on reducing the spend on staff that are not directly employed by us. There are a number of obvious things we need to get right consistently ie reducing sickness rates, making sure the rotas are effective, ensuring the right establishment is available and importantly we have the right pathways for patients. We can do so much more with the money that we have available if we are not paying a premium to agencies on a (too) regular basis. Let's pull together on this one because it will take the pressure off our services.

Training and Education

I have heard from a few teams that some of their external training requests were unable to be supported this year. This was disappointing to hear, so my plea is as follows: let's plan better for next year – there will be an event in October to support this. Please make sure you and your teams know what training is required and let your Line Manager know this month.

Last but Not Least

Where is Andy Rogers (and his team!) when you need him? Well, his wife gave birth this week to a baby girl – Congratulations and very best wishes from us all at Shropshire Community Health Trust.



Steve Gregory

Director of Nursing and Operations

