



Jan's Weekly Update



Issue 233- 20.04.2018



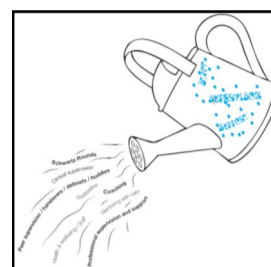
Staying Resilient

Last Friday afternoon, after I'd written to you I spent a long time talking to a lady who thought we hadn't treated her son well - she had complained about that and we had responded. She felt we hadn't listened to her, "we are being defensive". I read all the complaints and work with the service responding and our complaints team to reply - I went back to our response to her and could see why she felt we were being defensive. There are definitely things we didn't do well - and we apologised for that, and will put some things in place to stop it happening again. There were things that we had a different view about which is fine to say too - was there more we could have done to get over our genuine compassion and the fact we care in the letter to her? Yes I think so and I had a part to play in that. It's sometimes hard to be compassionate when you're being personally criticised whatever you do or say - but probably the time you need to let it surface most. She needed my compassion but kept pushing it away.

I know and have seen many of you be very compassionate in the most difficult circumstances - patients and families sometimes only have us to let off steam to, sometimes we probably are too busy to hear their concerns properly, dealing with the task we're sent to do but missing the fact they are emotionally in pain and sometimes whatever we do it won't be quite right - and that's hard to manage.

We have a plan to listen again to this lady and hopefully find a way to reduce her distress with us - so she can get on with caring for her son and herself. It won't be straightforward...

That's where supervision comes in - I was exhausted when I came off the phone - I still had other things to do - but I took the time to debrief with one of my team. There were things I could have done better on the call and some things I was proud of because they made her feel better - although I thought about it over the weekend I didn't ruminate - I'd dealt with the initial difficulty in the debrief. Topped up my "emotional bank" as they say.



You deal with these situations every day - mostly as part of the day job - but emotional resilience isn't an endless store - it's like petrol in your car - sometimes you have to stop and fill up or you'll eventually grind to a halt...

If you haven't already take a moment to read our supervision policy at <http://www.shropscommunityhealth.nhs.uk/content/doclib/10291.pdf>

Other Things

We asked Ian Sturgess (a Geriatrician working nationally) who some will remember came to speak to us a couple of years ago about what happens to, particularly older people, if they stay in a hospital bed unnecessarily - we invited him back. He talked to some of our community teams and went out to Ludlow and Whitchurch to help us understand what we can do better or differently to support people to stay at home longer in the last years of life. I believe he also bumped into one of our hospital GPs who was his Senior House Officer some years ago!



I met with him on both days to hear his feedback - to a person he met staff who were open, full of ideas and caring. They knew what was happening for their patients and the next steps (no surprise there but nice to hear). Things that could be different? - he believes there are many more people we could get home much quicker if we did things slightly differently - I was a bit disappointed our teams didn't seem to know when someone was going home (EDD) and that our Red to Green model has turned into a paper exercise rather than helping us to ensure that patients have a purposeful therapeutic day every day they are with us - to get them home in a timely way and prevent further deterioration in their physical and mental wellbeing. A lesson here maybe about how we introduce models to improve care? How do they become paper exercises?

Small Steps Forward

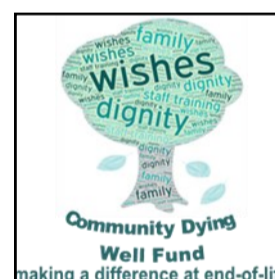
Some of the changes we need to make require a system approach and probably a redesign of our services - you know that. So I was really pleased with a number of conversations with partners this week discussing just that... and not just discussing but planning to take some of our ideas (and partners ideas) forward - together. I know you've heard this before and while we haven't done everything we have kept chipping away and I think there's another chance to push forward ...I'll keep you informed!

Welcoming New People

I started the week at Induction, meeting and welcoming a great bunch of very chatty new starters all keen to join our teams - some had already been in post for a few weeks and all reported being welcomed and made to feel part of the team immediately.

Continuously Improving

At Quality and Safety Committee we heard from Cath Molineux and Sally Crighton how we are progressing with our End of Life work - still more to do to ensure every team is using the tools available to them to recognise and help people plan the end of their life - but we have come a long way, we used to be really good at supporting people in their last few days, now we are thinking far more about what End of Life means in the last year or so - to make it as good as it can be....



Joy Tickle presented an update on how we care for people with risk of skin damage and sadly when they get pressure ulcers - what struck me is how skilled our teams are watching for signs to prevent skin damage - more complex than it sounds when dealing with people - and the knowledge and skills required to ensure we do the right thing if a pressure ulcer occurs - so critical and so specialist.

I got into a bit of trouble when I suggested Liz Watkins our Infection Prevention and Control Nurse could present a much shorter report to the Committee to release her time to be out in services where I know she prefers to be. It is an exceptionally good report and my Director colleagues defended that - I am just keen to reduce office time where we can - ever hear the expression - I can't win!!!

Pause for thought

There are a number of people in team Shropcom who I know have recently experienced loss of a family member - a tough time for them and I know they are grateful of the support they're getting from you at work - because they've told me, which includes kind words, a listening ear and a bit of distraction from what's happening at home. More compassion in action.

So until next time.....

Jan Ditheridge
Chief Executive
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