



QUALITY BUDDIES

Newsletter

March 2022

Teaming up with our peers

"Quality is one of our strategic priorities, and it is an urgent focus following recent CQC reports on some of our services.

We are pleased to have formed an alliance with five community and mental health NHS Trusts across the East Midlands to provide quality improvement support to St Andrew's Healthcare.

Nine workstreams have been set up to focus on patients, staff and culture. Each workstream has an NHS buddy lead and a St Andrew's lead, meeting regularly to drive forward actions using the expertise and learning from the buddy trusts.



Jess Lievesley, Interim CEO,
St Andrew's Healthcare

This is an enormously important journey for St Andrew's.

We have already set out various projects focused on patients, staff and our culture, as you will see on page 2. I look forward to sharing our progress in future editions."



Leicestershire Partnership
NHS Trust



Northamptonshire Healthcare
NHS Foundation Trust



Lincolnshire Partnership
NHS Foundation Trust



Nottinghamshire Healthcare
NHS Foundation Trust



Derbyshire Healthcare



St Andrew's
HEALTHCARE

"Teamwork divides
the task and
multiplies the success"



Quality as a strategic priority

Improving quality, workforce resilience and agility are crucial parts of our strategy, and our Quality Buddy programme will set how we achieve our goals.

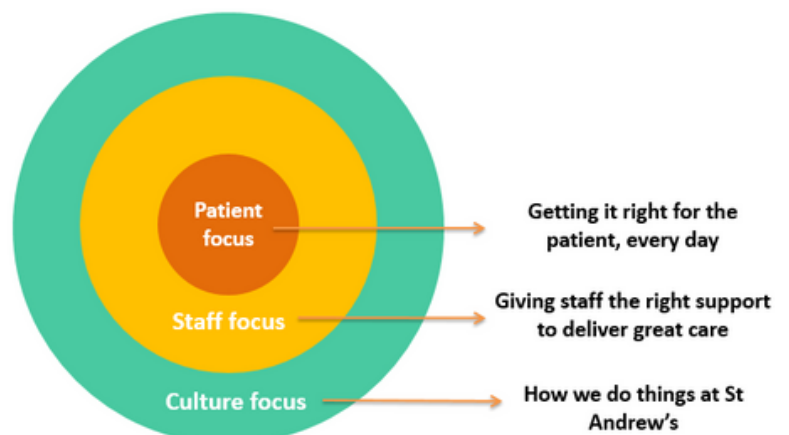


Our approach

As the result of careful planning, our Quality Improvement activities can be grouped into three areas:

- Patient focused
- Staff focused
- Culture focused

Quality Improvement / Workforce Resilience & Agility



What are the Workstreams?

Our nine Workstreams have been defined by the feedback we've received from external agencies, including the Care Quality Commission.

Each workstream has an NHS buddy lead and a St Andrew's lead. They meet regularly to drive actions forward, and the workstreams all come together every few weeks to report on their progress.

Patient focused

Fundamentals of Care

"Getting the basics right"

Appropriate Use of Enhanced Observations

"Reducing restrictive interventions"

QI - CQC

"Acting on CQC feedback to improve our care"

Patient Safety Strategy

"Setting out best practice"

Staff focused

Workforce Safeguards

"Safe staffing, skills and development, wellbeing"

Embedding Lessons Learned

"Sharing what we've learned"

QI as an enabler

"Making quality improvement part of the day to day"

Culture focused

Culture of Safe, High Quality Care

"Improving how we do things every day"

Communications as an enabler

"Keeping everyone informed"



Progress so far

LEAD THE CHANGE



Patient focus

Enhanced observation

Due to our work in this area, the number of patients on Enhanced Support has already reduced by 20% (December 2020 to December 2021).

Appropriate language

In response to feedback from the CQC, new guidance has been shared with all of our staff around acceptable language to use with patients, and in reports about their care.

Women's service

We've given support and guidance specifically tailored to our women's wards, based on findings from the CQC report.

Staff focus

MHOST is now live

On 31 January our MHOST staffing model went live. This means we now align staffing with acuity, giving our wards more flexibility to give patients the care they need, when they need it.

Datix upgrade

We are acting on staff feedback to streamline and improve Datix, our incident management system.

Safeguarding Navigators

We're appointing HCAs as Safeguarding Navigators, so that there will be a trained and engaged safeguarding lead on every ward.

Culture focus

Finding our Change Leaders

February saw the launch of a major programme inviting staff members to become Change Leaders.

With full training and support, their roles will be to:

Discover the main issues identified in our staff survey and other feedback channels

Design actions and activity to address the challenges

Deliver the change and report back on progress from their team and business area.

Watch out for our next Lead the Change Newsletter, where we will begin exploring some of the projects in more depth.

Queries? Contact
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