



# QUALITY BUDDIES

Newsletter  
June/July 2022

## An impressive programme of change

*Dear Colleagues*

As I pick up the baton from Jess, who has now left St Andrew's for pastures new, it is wonderful to see all the innovative work that's taking place across the Charity.

I am impressed by the progress from St Andrew's collaboration with NHS mental health providers in the East Midlands.

It makes perfect sense that we should team up with our peers in this way to share best practice.

Nine core areas of focus within this collaborative framework are focused on improving patient care, staff wellbeing and the overall culture at St Andrew's.

Having read the previous Lead the Change newsletters it's clear that our teamwork is driving real results, and there is much more to come in the coming weeks and months.

It is particularly pleasing to see the improvements to the ward environments in FitzRoy House, summarised on Page 2.



Professor Oliver Shanley, Interim CEO,  
St Andrew's Healthcare

The introduction of e-Rostering (page 3) will make it easier to ensure we have the right staff in the right place, when we need them.

I'm inspired by the passion of our Change Leaders (page 4), some of whom I've met. This is a tremendous initiative that will drive lasting change for the better. Well done to all involved.

Take care,

*Oliver*

## Thank you to our NHS 'buddies'

As part of our Lead the Change journey, we are working with some highly experienced 'buddies' from five NHS mental healthcare Trusts to improve our quality of care.



## Improving the ward environment

**A major overhaul of the wards in FitzRoy House is now complete. This is a fantastic example of how ongoing co-production with our patients delivers lasting results.**

As part of the overall quality improvement plan for our men's and women's services, we have been working to deliver improvements in FitzRoy House.

Co-production with patients has been integral to the design process. Engagement through regular community meetings has made sure ensure that patient choice is at the forefront of decision making.

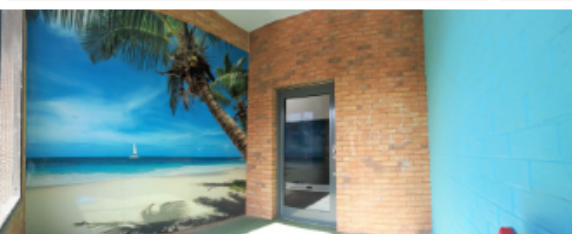
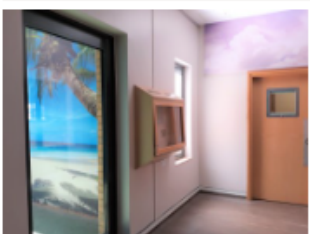
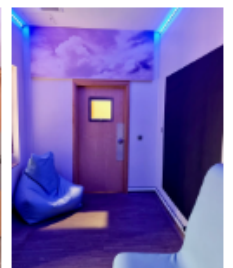
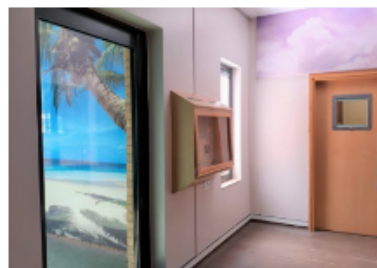
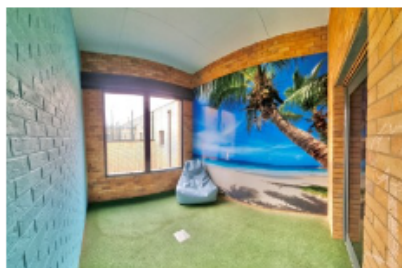
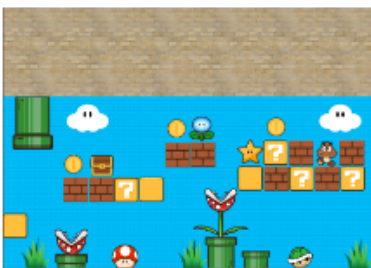
Improvements include:

- Acoustic panels – to dampen ambient noise around Autistic Spectrum Disorder/Learning Disability wards in Fitzroy House. Panels images were selected by patients .
- Wall Art in Courtyards – co-produced with patients and created by staff volunteers with artistic talents.
- New furniture – Patients have chosen the fabric colours for their wards.
- Sensory rooms – new rooms for our ASD/LD wards; including new flooring, lighting and acoustic improvements.
- Extra Care Courtyards – Wall decorations, murals and sensory flowers and plants have been installed in areas overlooked by our extra care suites, in collaboration with green-fingered patients.
- LED Lighting improvements – recognising that bright lighting creates discomfort for patients with ASD/LD, we installed more suitable lighting. It features colour change and dimming controls

**Debbie Taylor, Project Manager in our Estates and Facilities team, said:**

**"We attended community meetings to talk with patients about what they would like to see on their wards that would aid their recovery.**

**Patients were engaging and positive about the changes and chose paint colours, furniture and artwork."**





## COMING SOON...

### e-Rostering

#### What is e-Rostering?

e-Rostering is using an online tool to help us build and manage shifts for patient care.

We will roll out various applications from Allocate Software, which is widely used in the NHS:

Employee Online for staff to manage leave and book shifts

HealthRoster to help managers schedule staff

SafeCare – to show us live staffing info and highlight any gaps

#### What are the benefits to staff?

- Ability to View rosters, book leave and shifts on smartphone/PC
- More consistency across wards and divisions – all rosters will follow a Roster Manual
- Easy to check that schedules and pay is correct

#### What are the benefits to managers?

- Easier rostering – the auto function will mean each roster is 80% complete
- Safe staffing – instant view of how safe a roster is
- Live summaries of tasks/ approvals





# Culture focus

**LEAD THE  
CHANGE**

Our Change Leaders have now met twice for full-day workshops and are exploring the big issues facing St Andrew's.

Each Change Leaders is reaching out to their colleagues to explore the things that you want to change for the better.

The group of 90+ individuals have also split into Sub Groups to agree how best to progress.

## Board Interviews

Change Leaders have met with each member of the board to seek ask a series of questions about the change they feel is needed. Key themes have been identified

## Measures of success

This group has been exploring the statistics and information that will demonstrate progress for the Lead the Change programme. Key measures have now been proposed.

## Patient and Carer views

This subgroup has designed an approach to gain the views of patients and carers.

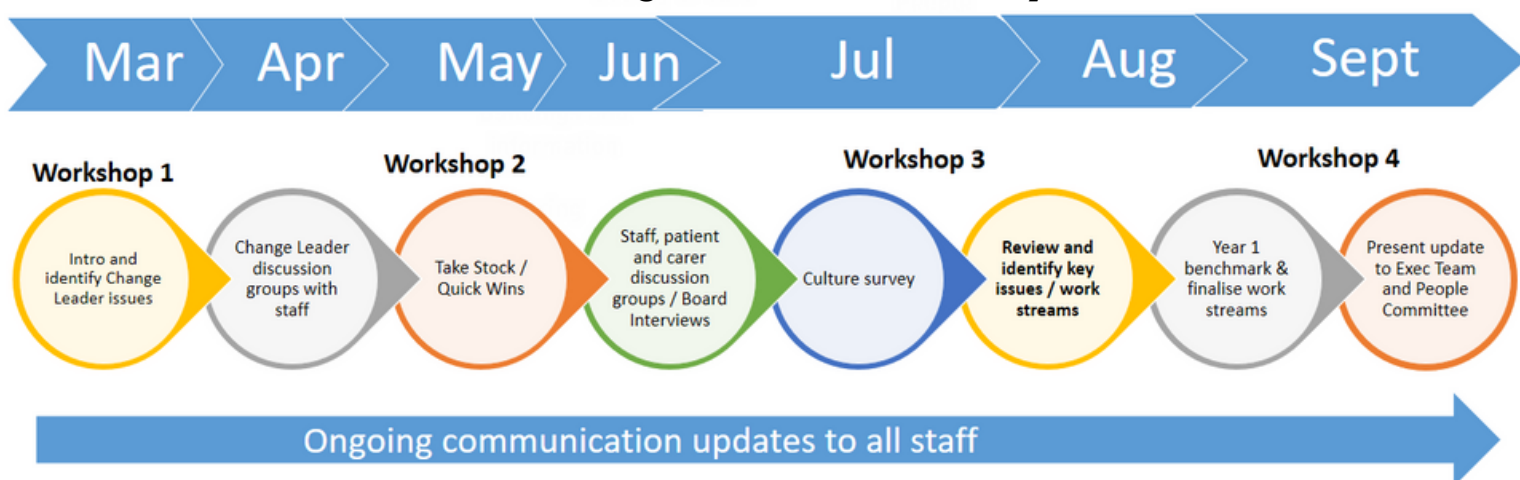
Change Leaders are now seeking patient/carers input.

## Ways of working

The team is focused on how to ensure the programme achieves its goals.

Current priorities are Data Analysis, Communication and Skills support.

## Lead the Change: Timeline of Activity



Thank you for reading this newsletter – further copies are available on the Hub and from [communications@standrew.co.uk](mailto:communications@standrew.co.uk)