

# The Round Up

Your Monthly Round Up of what's happening at St Andrew's Healthcare

## New staffing model providing early benefits

In February, St Andrew's introduced a new staffing model across the charity. The Mental Health Optimal Staffing Tool (MHOST) commonly used in the NHS, measures patient acuity and dependency to help inform evidence-based decision making on staffing and workforce. Our wards have already highlighted positive benefits of the new approach. Fenwick ward has changed its shift patterns to have more people on duty when there is a higher chance of acuity and fewer staff when patients are asleep. Nurse Manager, Jo Stannard said: "The data collection tool gave us the opportunity to capture information around personal care requirements, escort level and feeding support. We also reviewed a few things on the ward including the times our risk incidents increased, when patients take leave and when patients tended to be asleep...Now there are more staff on the ward at key times." Other wards have used the flexible approach to adjust meal times and increase staff numbers later in the day.



## Quality Buddies

Improving quality has been one of the charity's key strategic priorities, especially after recent CQC reports on some services. We have been working with key people from NHS Trusts to help us on our journey to improve quality. The result of this input has been the creation of nine work streams focussing around patient, staff and culture. Initial developments have included the reduced use of enhanced support, introduction of the MHOST staffing tool and Safeguarding Navigators and a refresh of our Appropriate Language guidance to staff.



## QUALITY BUDDIES

## Mental Health Nurses Day

To mark Mental Health Nurses Day on 21 February, we spoke to nursing staff around the charity who gave their thoughts on the profession and what drives them in the role. This included a discussion with Jess Lievesley, CEO of St Andrew's who, inspired by the level of dedication that St Andrew's nurses provided during the pandemic, decided to return to the front line of nursing. [Click here](#) to read his thoughts on #mhNurseDay [Click here](#) to read comments from some of our other staff on #mhNurseDay



## Reacting to the Kronos staff payroll cyber attack

Affecting many organisations around the world, St Andrew's was also impacted by the Kronos cloud-based payroll platform cyber-attack in December. The outage meant staff could not book shifts, nursing teams could not see who was on shifts and staff payments were affected. In times of crisis however, it was great to see how our Workforce Team and other key people from around the charity came together to devise ways forward, returning to pen and paper to book shifts in some areas. The cyber-attack has now been resolved with Kronos working effectively across the charity once again.



## REDS Recovery College delivers 'hope' to Saints Foundation

Young people who attend the Northampton Saints Foundation have been tackling the subject of hope to improve wellbeing and inject more positivity into their lives. Two courses were delivered by the St Andrew's REDS Recovery College to young people on Premiership Rugby's award-winning education and employability programme 'Hitz' and social inclusion programme 'Engage'. Both courses aim to increase confidence and boost self-esteem for students struggling with mainstream education. Donna Walker, the REDS Recovery College and Peer Support Manager, said: "Our focus to date has been internal, to help improve our staff and patients' health and wellbeing, and support recovery. We are looking now to extend our activity to external organisations and working with the young people of the Northampton Saints Foundation was a great opportunity." [Click here](#) for the full article and to find out more about REDS.



## Events

### Moral Injury in Occupational Settings Online Conference - Tuesday 22nd March 2022

Hosted by our Academic Centre, hear the latest thinking from speakers from around the world who are leaders in the field of Moral Injury. [Click here](#) to register

### Inequality, Mental Health and Recovery interactive course - Friday 29 April 2022

This course will explore inequalities associated with mental illness, their impact on recovery and discuss improvements which can reduce inequalities and provide better outcomes for people receiving care. [Click here](#) to register.

## St Andrew's customer research

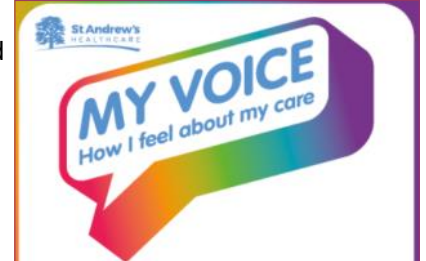
As a charity, we are committed to working with our partners and welcome your thoughts on how we can best support you and your patients. With this in mind, St Andrew's has been working with a research agency called **Research by Design** which may ask you to complete a survey in March. This will serve to help us improve. We very much hope you will take the time to share your views and opinions.

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## Giving our patients a voice

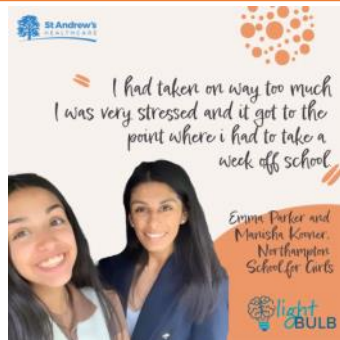
We understand that the best way to ensure that our patients are receiving good care and treatment while they are at St Andrew's is to ask them. This is why in February, we launched a new, regular Patient Reported Experience Measures (PREMS) survey. Trailed with our CAMHS patients, the survey invites patients to share their views on the quality of their experience while at St Andrew's. Dr Sanjith Kamath, Executive Medical Director said: "Improving our patients' experience is a priority and their feedback is a crucial source of evidence and information about service quality. It must be carefully collected, the results must be taken seriously and action taken whenever necessary."



### Northampton Head Teacher praises

#### LightBulb programme

During Children's Mental Health Awareness Week in February, St Andrew's LightBulb programme spent time with children from Castle Academy in Northampton, making 'calm down boxes' and learning about 'useful and unhelpful' worries. The LightBulb team also conducted a series of activities with The Sixth Form Leadership Team at the Northampton School for Girls, developing resources and videos to support their peers and speaking openly about their own experiences of mental health. Carol Pichler who leads on mental health and wellbeing activities across the school said: "It is clear that the pandemic has impacted the mental health of many of our students; we know this is the picture across all schools. LightBulb has given us the additional support we need to ensure we continue to do everything we can for our students and has provided additional expertise." [Click here](#) to find out more about LightBulb.



### Service Spotlight - Promoting independence is key when working with Older Adults

This month we spoke to more members of our Older Adult MDT. Anna Rak, Healthcare Assistant in Birmingham stressed the importance of promoting independence among older male patients. Matthew Berridge, Clinical Nurse Lead in

Northampton, said: "I enjoy the wins of getting a patient to walk to the café without the aid of a zimmer or a stick, or I enjoy working with my team members to make patients a day -to-day lives better." We also spoke to Bekki Novak, Senior Occupational Therapist in Birmingham who described the holistic approach for patients, she said: "We really consider the mental health and the physical health [of each patient], and we make sure that we provide treatment that looks at both of those areas. I think we are very strong on trying to promote independence and empower our patients." [Click here](#) to view our latest Service Spotlight videos.



### Patient Wi-Fi is now live

Following feedback from patients and staff, we have now installed Wi-Fi for patients to access across all our hospitals allowing patients to use devices on the ward rather than rely on fixed computers, subject to risk assessment by each patient's clinician. The implementation supports our aim to consistently improve patient experience.

### CAMHS patients 'fall in love' with reading

Young people at St Andrew's were encouraged to go on a "blind date with a book" to mark Valentine's Day on Monday, February 14. The CAMHS event involved staff wrapping up a variety of books in brown paper with a few key words on the front to indicate the book genre. Each young person was then encouraged to choose a book based on the descriptive words. Cheryl Smith, who is the Head Teacher of the St Andrew's College, said: "The event was a huge success and even got some of the most reluctant of our readers interested in picking a book." [Click here](#) to find out more about St Andrew's CAMHS College.



### Random acts of kindness sweeping across the charity

Staff have been finding anonymous parcels of treats from their colleagues as a means of appreciating their contribution to patient care. Started by a staff member, who remains anonymous, the random acts of kindness has captured imaginations with staff right across the charity finding parcels of appreciation being delivered to them.



### COVID-19 Update

Following the latest Government announcements, St Andrew's have implemented the following responses:

**Relaxation of self-isolation and testing** - As a healthcare provider we will continue our COVID-19 IPC rules to ensure the safety of patients, staff and their loved ones. This includes; masks wearing, retaining social distancing and maintaining good hand hygiene in all of hospitals and community settings.

**Compulsory vaccinations** - We continue to encourage staff at St Andrew's to ensure they are double jabbed and boosted by April '22 through our drop-in clinics. [Click here](#) to read our latest coronavirus guidance.