

Timberdine

Our biggest challenges and how we are overcoming them.....

Integrated Working Gill



creating partnerships in health & social care

Integrated working – who we are



Integrated working – who we are





- Social work
- Nursing
- Care support
- Therapy
- Medical cover
- Support staff – admin, catering, cleaning, maintenance
- Other disciplines come in for sessions



South Worcestershire Clinical Commissioning Group

Worcestershire Health and Care  



Integrated working – the benefits





- Different priorities and perspectives
- MDT based together in one building with easy access to each other
- Holistic care
- Developing expertise in complex case management
- We have become a strong team – HOD meetings, trust and understanding

Integrated working – the challenges

- IT operating systems
- Differing priorities can also be a challenge – medical versus social care models of care
- Different management
- Finding appropriate governance for disciplines
- Staff have different terms and conditions
- Documentation
- Time challenges to meet up when we started the service – pinpoint and insights

Integrated working – what could others learn from us



- The project cannot fail
- 'Can do culture'
- Invest in the team
- Training – insights
- Remove barriers
- Leadership
- Role models
- Budget for training and equipment
- SCIE filming
- Helping others to start up teams e.g. POWCH

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Medical cover and medicines
Julie



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Medical cover and medicines –
workforce development

- Senior Clinical Nurse Lead
- Dr Dutta and Dr Ashton
- Medical cover – temporary
- Medical cover – permanent
- FY1's



Medical cover and medicines –
research undertaken

- Mortality risk index - published
- Dr Dutta – article on integrated approach to rehabilitation
- Dr Hannah – use of rehabilitation beds and medical resource required



Medical cover and medicines –
prescribing support systems

- Links with pharmacies
- Internal audits
- Community pharmacist audits
- Medication support role
- EMIS web
- Medication error reporting
- Policy reviews



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Nursing workforce
Karen



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Nursing workforce

- Skill mix
- TUPE
- Recruitment
- Agency
- NHSP / Grosvenor



Nursing workforce - **training**



- WCC – mandatory training, safeguarding
- HACT – ILS
- Acute trust – mentor workshops
- Universities – MSc in anti-coag, BSc Stroke care, cardiac care, End of Life modules, venepuncture, Holistic Assessment
- Nutricia
- Individual training e.g. Parkinson's society, Stroke Association

Nursing workforce - **support**



- Supervisions
- SRD's
- Student Nurses
- Preceptorship
- Policies and Procedures

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Stroke care - **environment**



- The physical unit
- Unit 2
- Equipment
- Design



Stroke care - **workforce**



- Consultant cover
- Recruitment
- Stroke specific training programme based on DOH guidance
- Core and extended teams



Stroke care – **support network**



We are part of Worcestershire's stroke pathway -

- Stroke Association
- Community Stroke Service
- Speech and Language Therapy
- Orthoptist
- Orthotics
- Neuropsychology
- Mental Health
- Dietician
- ABI team





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Infection Control
Jenny



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Infection Control –
challenges and actions

- Acute staff group v Community staff group
- Clear guidelines on outbreaks
- Cleaning products
- Cleaning guidelines and schedules

Infection control -
challenges and actions

- Educating staff – CIS and mandatory training
- Knowledge
- Cascading information
- Audits



Infection control

With hard work and awareness raising - no norovirus so far this year!!



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Catering
Denise



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Catering - **achievements**

- 5 star service ★★★★★
- Allergen legislation and compliance
- Creation of category diets for the stroke unit
- Food policy
- Budget changes
- Having your say feedback
- Food hygiene training for all staff





Catering – Healing diet

- Menu options and choices
- Flexible options
- Special occasions
- SaLT and dietician
- Dining tables
- Protected meal times
- Chef consultations
- Local produce
- Hot meals in evening
- Fortified diets
- Inclusion of families



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The journey continues.....

- Continuous improvements in line with audits and research
- Stroke Gap analysis
- SSNAP
- Increase in the number of beds
- Evolve with the needs of the local health economy
- The independent living flat
- Wi-Fi
- Customer Service Excellence