

United Lincolnshire Hospitals

NHS Trust

To:	Trust Board
From:	Lucy Ettridge
Date:	7 February 2017
Essential Standards:	

Title:	ULHT innovation report - National recognition for project which recognises the role of carers in hospital
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Author/Responsible Director: Anna Richards/ Jan Sobieraj

Purpose of the Report: To provide the Board with an update on innovation projects, service improvements and good news from across the organisation.

The Report is provided to the Board for:

Decision		Discussion	
Assurance		Information	

Summary/Key Points:

- Four innovative pieces of work in ULHT hospitals have been recognised in the national Fab Awards, run by the Academy of Fabulous NHS Staff.
- One project, the carers' badge, came out on top and won the Rosa Parks award, which recognises best practice and innovation across the NHS.
- The patient experience team created the badge after it was recognised that our staff sometimes struggle to identify who is a carer, and therefore to ensure they can play a role in the care of patients.
- Carers told us they wanted to be recognised as expert partners in care rather than just a relative or visitor when the person they cared for came to hospital for treatment.
- The badge and lanyards enable carers to be at the hospital 24/7 if they wish, to be present at ward rounds and whenever they need to be.

Recommendations:

To note

Strategic Risk Register

Performance KPIs year to date

Resource Implications (e.g. Financial, HR)

Assurance Implications:

Patient and Public Involvement (PPI) Implications.

Equality Impact

Information exempt from Disclosure

Requirement for further review?

National recognition for project which recognises the role of carers in hospital

Four innovative pieces of work in ULHT hospitals have been recognised in the national Fab Awards, run by the Academy of Fabulous NHS Stuff.

One project, the carers' badge, came out on top and won the Rosa Parks award, which recognises best practice and innovation across the NHS.



The patient experience team, led by Deputy Chief Nurse Jennie Negus, created the badge after it was recognised that our staff sometimes struggle to identify who is a carer, and therefore to ensure they can play a role in the care of patients.

It follows feedback from patients and families who said that when they care for someone every day they get to know an individual's needs more than anyone else does. Carers said they wanted to be recognised as expert partners in care rather than just a relative or visitor when the person they cared for came to hospital for treatment.

The badge and lanyards enable carers to be at the hospital 24/7 if they wish, to be present at ward rounds and whenever they need to be. This is our approach to John's Campaign (a national campaign John's Campaign is named after Dr John Gerrard, who had a bad experience in hospital) and goes a step beyond dementia care to incorporate all carers.



The initiative is currently being piloted on four wards at Pilgrim hospital, five wards at Lincoln and one at Grantham.

Their use is being evaluated with real time surveys and feedback, and will look to roll out across all our hospitals this year.

The other projects shortlisted in the NHS Fab awards were:

- The Lincoln care home service - a team of doctors, nurses and therapists who are visiting nursing and residential homes to assess residents' medications, cognition, mobility, mental capacity and future care needs. Shortlisted for the Penguin award.
- Reusable ward information tablemats developed by the patient experience team, created to improve the experience in hospital by providing every patient with information about their ward, ward routine and other helpful information. Shortlisted for the TNT award.
- Staff engagement the ULH Way – where ULHT joined with a number of other NHS trusts to develop staff engagement and integrate it into everything we do in the organisation, so that staff feel supported and empowered to have their say and make changes to improve patient care, services and their working environment. Shortlisted for the 4 candles award.