

# a celebration of **Nursing & Midwifery** 2022



# Introduction



**David Robinson**

*Executive Director of Nursing & Midwifery,  
Director of AHP & User Experience*

Welcome to the South Eastern Health and Social Care Trust's annual Nursing and Midwifery Report for 2022. As Executive Director of Nursing & Midwifery, I am delighted to have this opportunity to showcase your achievements, leadership and dedication in what has been another challenging year.

Together our Nursing & Midwifery teams have continued to deliver safe, person centred care with improved experience and outcomes for our patients and service users. I would like to take this opportunity to acknowledge the significant contribution that nursing and midwifery has made across our Trust.

There are many Nursing & Midwifery achievements and improvements included in this report and so many more happening everyday in our Trust, I would like to congratulate you all for everything you have achieved and your continued commitment to improving care for our patients and service users.

Thank you.



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# Patient Stories



My husband recently attended the Lagan Valley ED department. From the moment he arrived the care he received was excellent. All the staff were very pleasant and courteous to his needs. A special thanks to staff nurse Scarlett also who cared for my husband who was quite unwell with sepsis. She showed compassion and support during a very stressful time. She is a credit to the nursing profession!

In April 2022, I was admitted to A&E with sudden shortness of breath and after a week in hospital, was diagnosed with Heart Failure...[and was]...referred me to the Heart Failure Clinic at Lagan Valley Hospital.

This clinic is nurse led and is the perfect example of how patients should be treated when going through stressful times. The nurses are patient, friendly, calm and efficient and are responsible for balancing each patient's medication.....an important job. I always felt I was in safe hands and thank them for patiently sorting out my medication and making me feel less anxious each time I attended the clinic.

**Words cannot thank them enough nor can this feedback capture every person centred thoughtful and caring way each of the team looked after me and my family.**

My friend was in and out of Ulster hospital many times over fourteen years of her life. The staff doctors and nurses went above and beyond in caring for my friend in ward 3A right up to the end of her life. They were also very kind and supportive to me and helped me cope with my grief. I can never ever thank them enough - they are angels in uniform I and my wife will be forever grateful for the care and dedication shown by them all at such a hard time.

All of the staff made me feel so at ease and provided the most best care was their priority. I would also like to mention Megan from the EOU department of the Ulster Maternity who again provided the best care possible and truly became an advocate for me and my care. She is the true definition of a midwife.



Following a recent fall when I sustained a fracture of my upper left arm I attended the Urgent Care Centre at the Downe for treatment. From my initial arrival at the front door to I left the dept I was treated with the highest respect. All staff from nurses, nurse practitioners and radiology staff were very kind and considerate and couldn't do enough to help me whilst under their care.

## **Never underestimate the impact you make in your job.**

I've just had to attend Medical Day Case is the Ulster Hospital for my first ever infusion. I cannot thank the staff there enough. They were all amazing. So friendly and reassuring. They couldn't do enough for their patients. They go the extra mile which means so much.

You are all amazing and I cannot thank each and every one of you for making a very nervous experience a much better one. You have no idea how much this meant to me. Thank you so much for everything ♥

I was looked after very well at Lagan Valley Hospital MAU. The nurses made me feel safe and sound and answered every question the best they could. They were like family. I couldn't ask for better treatment. Their smiley faces always made me feel better.

It's just all the little extra things that the staff do without thinking that makes the biggest difference.

This time last year I was just out of the Ulster Maternity unit. I was elated with my New born and the excellent care that was much better than I expected. What should have been a long winded birth turned into an amazing experience due to the care and positivity of the midwives. I am forever grateful to them for bringing my daughter into the world and for the amazing aftercare provided by the Midwives and Nursing assistants. Thanks you Ulster Maternity.

# Adult Services

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# Adult Disability



## 'Living Life to the Full' Programme

In August-September 2022 Aoife Mills, Community Learning Disability Nurse (CNLD) supported three people with a learning disability who also have a diagnosis of depression or low mood, to complete a six-week programme AWARE NI, 'Living Life to the Full', via zoom. Student nurse, Melissa Mullen also attended the programme and provided additional support to the three service users.

The professionals and service users taking part in the sessions included groups from all over Northern Ireland.

The course was based on the basic concepts of Cognitive Behaviour Therapy and each week looked at a different focus on how to manage emotions when feeling worried, stressed or depressed. A range of practical skills were also gained on how to cope with life's challenges.

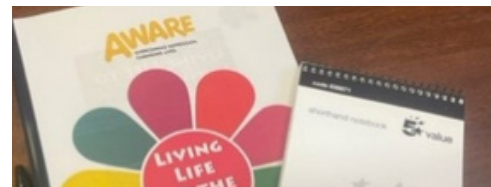


Through weekly liaison with the course facilitator from Aware NI, Aoife and Melissa planned and moulded the resources to ensure the material was accessible and suitable for the individual people with learning disabilities attending. All participants were experiencing similar mental health and well-being challenges and were therefore able to relate well to each other's struggles.

The sessions were described as enjoyable, interactive, and empowering. Positive feedback was gained from the three individuals in the South Eastern Health & Social Care Trust (SEHSCT) and they would all like to take part in similar group again.

Group Evaluation

1. How many sessions of the group did you attend? 1 2 3 4 5 6
2. Was 6 sessions enough, too many or too little sessions? enough
3. During the course did you learn how to recognise unhelpful thinking habits? (Yes) No



Aoife aims to use the valuable resources provided by AWARE NI to develop a similar programme which can be rolled out across SEHSCT to be used by Community Nurses and nursing students working with people with a learning disability on a regular basis. In a conclusion session, the group also co-created an interactive resource for staff in the Disability Resource Centre Downpatrick based on Health & Social Care (HSC) Take 5 Steps to Wellbeing.



## Desensitization Work

The CNLD's continued to support the roll out of the COVID-19 vaccination programme and have gone to lengths to ensure that people with learning disabilities are given the same opportunities as everybody else to avail of this. CNLD's continued to identify a need for some service users in the community who remained un-vaccinated and vulnerable to COVID-19.

CNLD Caitriona Bradley (pictured right) consulted with Speech and Language Therapy (SLT) colleagues and devised a 'First & Then' schedule on how best to support client's with vaccination.



This approach involved environmental considerations as part of desensitization to ensure that the client felt relaxed within a safe environment.

A similar approach has since been utilised to vaccinate other vulnerable learning disability service users across the sector, ensuring the least restrictive practice is used to achieve optimum health outcomes.



# Healthcare in Prison (HiP)

## Awards

There was double success at the Royal College of Nursing (RCN) (NI) Nurse of the Year Awards 2022 for HiP with, Fiona Linehan, Clinical Nurse Manager, winning the Brownlee -Silverdale Leadership Award and Denise Lyons, Governance Lead, winning the Inspiring Excellence Award.



FIONA LINEHAN, CLINICAL NURSE MANAGER



DENISE LYONS, GOVERNANCE LEAD



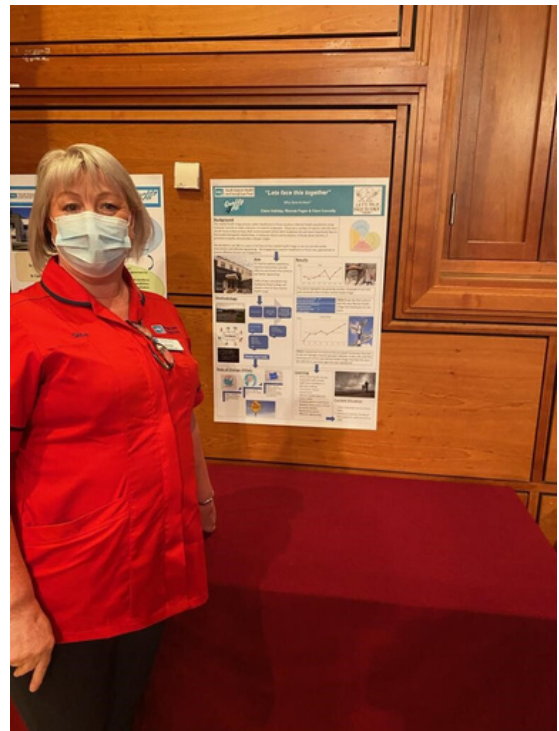
## Other Successes

HiP is committed to the development of staff and in 2022 Acting Sister Karen Rice and Addictions Nurse Noelle McCaughan successfully completed the Non-Medical Prescriber course.

## Mental Health, HiP

“Let’s Face This Together” Face to Face Mental Health Triage Quality Improvement (QI) project poster was presented at the International Forum, Gothenburg 2022 by Claire Halliday, Mental Health Lead.

Mental Health Team Leader Rhonda Fegan also presented the poster at the SEHSCT International Nurses’ Day Event.



## Primary Care, HiP

Clinical Nurse Manager, Fiona Linehan, presented to an American delegate of correctional officers on care and compassion within the secure environment during a visit to Oslo, for the AMEND Project. The AMEND Project is a public health and human rights program that works in prisons to reduce their debilitating health effects on residents and staff.

Fiona also presented at “Young Hearts and Minds” Trauma conference at La Mon. The presentation titled “Making the Invisible, Visible” highlighted the deeply rooted trauma experienced by many who find themselves in prison and the requirement of care and compassion to support those living in secure environments.

## Hepatitis C Elimination Plan

There is a unique opportunity in prisons to have an impact on the Hepatitis C Elimination Plan for NI. In 2022 working in partnership with the Public Health Agency (PHA) and Hepatology Specialist Team Hydebank Wood College commenced Nurse Led Clinics providing: -

- screening,
- education regarding prevention of Hep C,
- support for the patients.
- commencement and monitoring of treatment and
- providing follow-up care and advice.

A significant amount of work remains to be done before 2030, when the World Health Organisation (WHO) aims to have eliminated Hep C as a major public health threat. We are committed to providing this excellent service to our patients who are statistically more likely to have this disease.

## Mental Health



**Anne Gordon**  
*Clinical Educator, Mental Health*

## RCN Learning in Practice 2022

Mindful that many nursing students feel anxious and fearful of what to expect when beginning a placement in a mental health setting, Anne's key motivation is to ensure that every student nurse has a positive experience during their clinical placement.

Anne reinforces the message that mental ill health is not confined to mental health services, as well as demonstrating the unique contribution made by mental health nurses. Anne collates feedback and continuous learning to inform and develop the student experience and resources. The person-centred induction and schedule she devised has been commended and shared with other directorates within the trust and she is currently working on a student charter.

**HSC South Eastern Health and Social Care Trust**

**Student Learning Charter**

**Our Vision:**  
 We welcome all students to Acute Mental Health Services and value the contribution that you will make to our clinical areas.  
 We promote an open and honest workplace culture based on the Trusts values and behaviours.  
 We want you to feel valued and safe on placement with us and you will be treated with fairness and respect.  
 We recognise the diversity of learning needs and will adopt a flexible approach in providing a learning infrastructure and resources to meet the needs of our students.

**Our Trust**  
 We value and respect our staff and recognise the amazing work they do. We will support them in completing the FNM training so they can undertake their responsibilities to supervise and assess students with due care and diligence, whilst providing a culture of learning and development which embraces all our students. The South Eastern Trust is a great place to work, a great place to live.

**Our Commitment to You**  
 • We will provide role modelling in leadership and learning.  
 • Appreciate the function of the multidisciplinary team and the role of each of its members.  
 • Promote the role of mental health nursing and the unique contribution we provide to an individual and their family and carers  
 • Respond empathically to mental illness and psychological distress in all mental health and broader settings.  
 • Understand that mental illness creates problems with stigma, how this affects patients and their families, and recognise your role in combating this stigma.  
 • Remember that you will not know everything and that is ok. Be open and honest.  
 • The students who do well are proactive, inquisitive and seek out learning opportunities.  
 • This is your opportunity to try new skills in a safe and supportive environment. Make the most of it.

**Our Commitment to You**  
 Demonstrate an integrative educational approach that clearly links theory to practice.  
 Foster a collaborative team approach to teaching and learning  
 Provide you with the name of your assessor and supervisor on your placement.  
 Provide you with appropriate learning opportunities appropriate for your stage of training.  
 Give you constructive feedback and encourage you to give feedback also.  
 Provide time for reflection, feedback and monitoring of your progress on placement.

**Your Commitment to Us**  
 • Prepare adequately for placement. Communicate any learning needs.  
 • Be proactive and willing to learn as part of the MDT whilst respecting diversity of cultures, values and beliefs.  
 • Maximise the opportunity to experience the delivery of care and learn with patients and their carers.  
 • Ask questions and seek support when required and raise any issues of concern with your assessor.  
 • Recognise your strengths and what you bring to this placement.  
 • Treat patients and their carers' with professionalism and confidentiality.  
 • Adhere to the uniform policy and adopt a professional approach.  
 • Engage in reflective practice.  
 • Enjoy it. You are only a student for three years; enjoy learning and the supernumerary status. You won't never get it back.  
 • Tell us how we are doing supporting students.

**Take Care of You**  
 Be kind to yourself.  
 Rest and refuel  
 Talk to friends/family  
 Accept help when offered.  
 Sleep  
 Create time to relax.

**The Future**  
 Take time and remember that we have all been in your shoes. We know what it is to be a student on placement. Becoming a nurse is a privilege and should you come to work with us in the future, you will be embraced by a team who not only want the best for patients and carers but for their colleagues also.

**Word Cloud:** student, nurse, placement, time, remember, work, year, every, love, good, placement, time, remember, nurses, new students, like care, know, also, starting, get, first, advice, keep, on, go, tip, important, good, placement, time, remember, work, year, every, love, good, placement, time, remember, nurses, new students, like care, know, also.

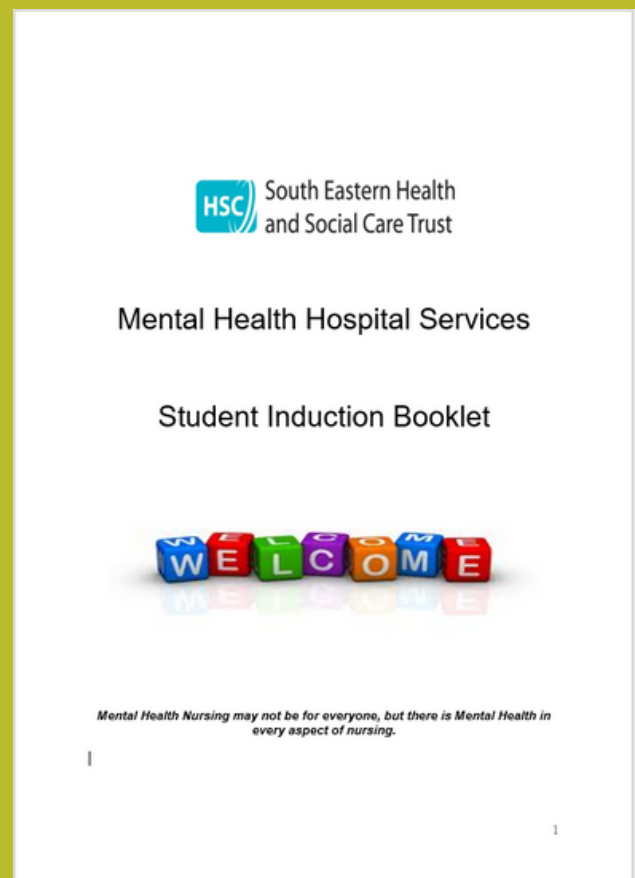
**Quote:** YOU CAN'T POUR FROM AN EMPTY CUP. TAKE CARE OF YOURSELF FIRST.

Anne delivers weekly clinical training sessions based on student feedback and also leads the support of newly-qualified nurses, ensuring a robust and supportive preceptorship period and promoting a culture that values and recognises all staff. She has also introduced a new monthly opportunity to highlight areas of achievements, concerns, reflection, and opportunities to connect with colleagues that focuses on improving patient outcomes by learning from one another.

***"My role as Clinical Educator within Acute Mental Health Services is the first within Mental Health Services. It is essential that we as a service needed to provide students with a valuable learning experience within the Acute Mental Health Setting. We as the Mental Health have a duty to ensure that every student we come into contact with has positive clinical placement experience."***

#### Ongoing work in Mental Health Services:

- Induction for Student Nurses coming to the wards with the Clinical Educator as point of contact for additional support and guidance.
- Students charter developed.
- Welcome pack provided to each student.
- Induction Booklet Developed for all students.
- Induction Booklet for New Staff Nurses.





## Nursing KPIs and Recording Care within Mental Health Services

In May 2022 the Central Nursing Governance team in partnership with the Mental Health Clinical Educator and Governance Facilitator undertook a validation audit of Mental Health Nursing KPIs.

There are 6 KPIs used with mental health services to provide assurance on standards of care:

- Person Centred Care
- MUST
- Carer Involvement
- 30 minute checks
- Omitted Medications
- Individual Note Audit

The validation audit incorporated all five Mental Health inpatient wards and data was collected against the 6 KPIS used within mental health services. This resulted in the team accessing 46 patient care records per KPI equating to the review of approximately 276 patient care records in total.

The results of the KPI validation audit were collated culminating in the development of a Nursing KPI Report for Mental Health. This was shared with the senior nursing team within mental health services and an action plan agreed and developed.

The Nursing and Midwifery Governance Team facilitated a series of workshops with senior nursing leaders, clinicians, governance facilitators and the clinical education team to establish best practice within mental health services, review current mental health KPIs, and incorporate KPIs which will provide assurance on the standard of care being delivered across our mental health services.



Collaborative working and engagement between these teams resulted in the re-design of 3 of the nursing KPIs used within mental health. The person centred care, carer involvement and individual note audit have subsequently been transformed into 1 single Recording Care KPI which has adopted the PACE framework.

This also resulted in the modernisation of the admission to discharge pathway used within mental health services. This pathway promotes person-centeredness within care and also ensures risk assessments are in line with required standards.

Further engagement and collaboration with the Digital Transformation Nursing and Midwifery Team is underway to support the implementation of the admission to discharge pathway and Recording care KPI .

# Children's Services

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Child Health

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# Child Health

## Community Paediatrics and Complex Health

An exciting development for Community Paediatrics and Complex Health is the introduction of our new Clinical Education Facilitator - Sarah-Jane Allen.



Sarah-Jane commenced her new role in December 2022 and is excited with the opportunity of developing this new service meeting the needs of the staff within Community Paediatrics.

She has over 12 years experience of working within the Paediatric Intensive Care Unit (PICU), Neonatal, Emergency Department (ED) and Community Nursing. Sarah-Jane has most recently worked within the Community Children's Nursing (CCN) Team as a CCN Sister.

Welcome Sarah-Jane!

## **Community Children's Nursing (CCN) & Complex Health**

The Children's Services Directorate extended a warm welcome to their new Lead Nurse for CCN and Complex Child Health, Lucy Lavery, who joined us in September 2022. Lucy has been a Paediatric Nurse for 13 years where she has worked in both Acute and Community Paediatric services.



Lucy most recently worked as a Team Leader for the Armagh and Dungannon CCN Team in the Southern Trust, and had the opportunity of taking part on the Nightingale Challenge 2020 for Young Aspiring Nurse Leaders, undertaking leadership training, a community focused QI project and attending a three day residential leadership programme at the Florence Nightingale Foundation Academy. Lucy brings a wealth of nursing experience and leadership training to this challenging role.

## **Attention Deficit Hyperactivity Disorder (ADHD)**

Congratulations to ADHD Nurse Specialist Veronica Bailie who submitted her Masters dissertation and her work was accepted for publication in the Journal of Disability and Rehabilitation.

Veronica's research was titled The Experiences of Children and Young People with Attention Deficit Hyperactivity Disorder (ADHD) during COVID-19 pandemic and lockdown restrictions.





## **Community Nursing Learning Disability (CNLD)**

The CNLD team have continued to grow the team with the introduction of new staff. Welcome to Natalie Farley, Julie-Anne McKee and Rebecca McDowell. Natalie has moved from Lindsay House within SEHSCT; Julie-Anne moved from ED within SEHSCT and Rebecca is newly qualified Learning Disability nurse.

Great to welcome everyone to this developing service!

## **Community Children's Nursing (CCN)**

The CCN Team's across the SEHSCT welcomed promotions and additional team members throughout the year.

Maria McKibben was successfully promoted to CCN Sister. A number of Children's Community Support Workers have also joined the team, providing care to children and young people in their own home.

One of our Children's Community Support Workers Helen McCracken completed her OU Nursing in Adults in September and is working as a Registered Nurse (RN) within our ED Department. Children's Community Support Worker Emma Galaway, commenced the OU nurse training in September 2022.

# Hospital Services

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Medical  
Specialties

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ii.

Surgery

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iii.

Unscheduled  
Care

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iv.

Women &  
Acute Child  
Health

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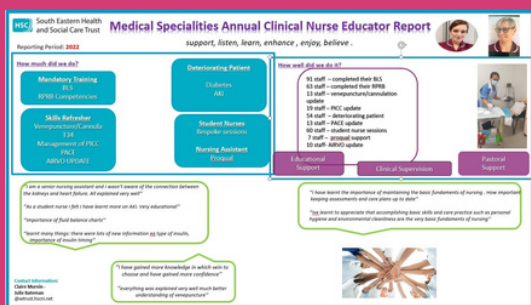
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# Medical Specialties

## Education

- Lunch and Learn sessions continued to be very successful with sessions focusing on Mental Health issues within the acute setting, falls prevention, oncology emergencies (UHD) and focusing on Northern Ireland Cohort for the Longitudinal Study of Ageing (NICOLA) / The Irish Longitudinal Study on Ageing (TILDA) in LVH
- Educational sessions in the Renal Unit provided a valuable learning experience for the multi-disciplinary team
- Clinical Educators developed bespoke training package for students



- Development programme for Ward Sisters and Charge Nurses in LVH was adapted by SEHSCT Workforce Planning as foundation of induction and development

## Quality Improvement



Ruth Watson is leading on a QI project to reduce length of stay in Elderly Care. The focus is on early discharge, nurse-facilitated discharge and the whiteboard meetings. This work has commenced with an initial mapping exercise, identifying priorities and is now at the implementing change and improvements.



LVH Wards focused QI work on catheter care and urinary tract infections (UTI), pathway for the confused patient, discharge pathway for those living with Frailty, RQIA Standards around Choking and improving Infection, Prevention and Control (IPC) communication and systems and process.

## Celebrations



Congratulations to Staff Nurse Andrew McCullough who won Queen's University Belfast (QUB) Practice Assessor/Supervisor award and was nominated by student nurse, Abbie Morrison.

Congratulations to our Nursing teams across Medical Specialties who have won many awards this year including the Respiratory team, winners of the HSCQI award for their Health and Wellbeing Project, the Renal team who won the HSCNI award for Department / Outpatient Service of the Year and our Specialist Nurses (UHD and LVH) Outpatient's Department (OPD) winners in the NI Health Care Awards for their work on Management of Irritable Bowel Disease.

Additionally the Cardiac Hub team won the special COVID-19 Achievement award for the delivery of cardiac services during the COVID-19 pandemic





Leanne McWha (Gastroenterology Specialist Nurse) was overall winner for her project as part of the Regional Safety, Quality, Experience (SQE) Nursing programme. Her work focused on developing the Trust Hepatocellular Carcinoma (HCC) Surveillance programme.

Sister June Cairns was awarded her Member of the Order of the British Empire (MBE) in the Queen's Platinum Jubilee Honours.

Acute Frailty and Rehabilitation Manager, June Cairns recently travelled to Windsor Castle where she was presented with her MBE by His Royal Highness, The Prince of Wales, in recognition of her Services to Health in the Queen's Birthday Honours in June 2022.





## Cardiac Valve Surveillance Clinic

**Sarah Herdman**

*Advanced Nurse Practitioner (ANP), Cardiology*

As our population ages cardiology services will need to change. Many more patients will be living longer and with the effected by valvular heart disease. With advances in our understanding of valve disease pathology, valve imaging and novel interventions we are able to do avoid unnecessary morbidity and mortality through early detection and timely intervention.

To meet this challenge SEHSCT developed the concept of an Advanced Nurse Practitioner (ANP) Cardiac Valve Surveillance Clinic. This was the first of its type in NI.

This clinic provides a co-ordinated holistic care bundle that facilitates clinical evaluation, diagnostic testing,

and timely clinical interventions for patients with Aortic Stenosis.

Prior to this clinic initiative, patients were assessed at out-patient departments. Due to demand on these departments, lengthy delays for the evaluation and treatment were commonplace.

62%/38% of the cohort were male/female respectively, the predominant age group was 80-90 years and area demographics were identified.

Early detection of progression of valvular disease improved early intervention and the avoidance of costly cardiac compromise. 11% of this group have been identified and referred for aortic valve intervention.

# Cancer Services

## Macmillan Unit - Breast Clinic: QI Transformation Project

The aim of the project was to achieve 80% of patients attending for chemotherapy treatment being treated within 30 minutes of their scheduled appointment time by July 2022.

A multidisciplinary team (nursing, management, Macmillan improvement lead, pharmacy, administration and medical staff) worked in partnership with the project lead on the project in which significant improvements were observed.



The team led by Erika Hughes, and Angela Berry (Acting Ward Sister, Macmillan Unit) won an SEHSCT Quality4All Award in the Safety, Quality and Experience category as a result of this successful work.

### Project results to date:

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% of patients treated with 30mins of scheduled appointment time: increased from 71% to 89% (SC) / increased from 58% to 85% (IV)

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Median wait time reduced from 25min to 17 min (33% reduction SC) / 20min to 10 min (50% reduction IV)

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Maximum wait time observed reduced from 70 min to 44 min (37% reduction SC) / from 75 min to 49 min (33% reduction IV)

## Cancer Prehabilitation Program

The Cancer Prehabilitation team were finalists in the Nursing Times Awards 2022: Cancer Nursing category and attended the ceremony in London.

Prehabilitation (Prehab) offers people with cancer the opportunity to prepare for treatment by promoting healthy behaviours and through needs-based prescribing of exercise, nutrition and psychological interventions.

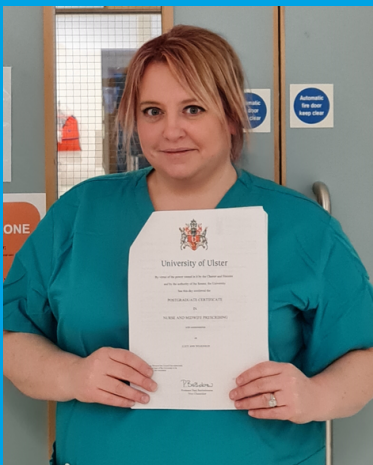


The Cancer Prehab Service is a partnership collaboration between Lisburn City and Castlereagh Council, Ards and North Down Council and Newry Mourne and Down Council and Belfast City Council (local authorities within the boundaries of the SEHSCT) Macmillan Cancer Support, Northern Leisure Trust and SEHSCT.

# Surgery

## Education

Congratulations to SN Bobby Scott on achieving his Nursing Degree through the OU. Bobby began his career within SEHSCT in 2015 as a Nursing Assistant in Theatres, before starting his degree pathway. As well as achieving his degree, he also received the NIPEC student excellence award and was highly commended for his commitment to academic and theoretical learning during his nursing studies.



Sister Lucy Wilkinson



Staff Nurse Louise Kirkwood

Intensive Care Unit (ICU) Nurses Lucy Wilkinson and Louise Kirkwood recently obtained Postgraduate certificates in Nurse and Midwife Prescribing - congratulations to them both on such a great achievement!

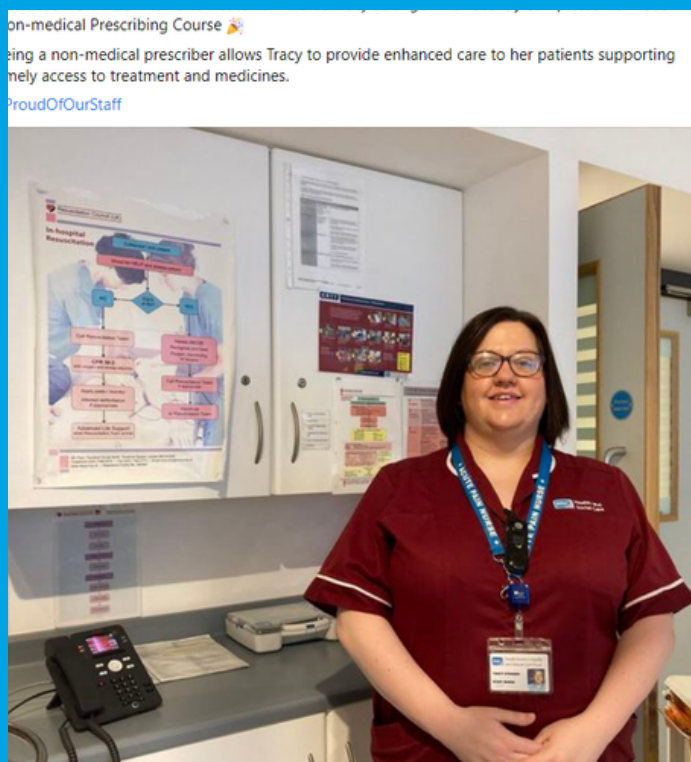




Gillian Coffey, Jemma Gillespie, Lyn Bailie

Gillian Coffey (Governance Facilitator - Surgery), Jemma Gillespie (Surgical Manager), Lyn Bailie (Pre-operative Assessment Manager) obtained BSc (Hons) Degree in Health Studies 2022.

They all work within Anaesthetics, Theatre's, and Intensive Care (ATICs) as Band 7's, providing professional support to one another within their job role, as well as being very close friends outside of work.



### Double Joy for Identical Twins Celebrating 40 years of Nursing

12th January 2023

Identical Twins Ruth Hudson and Margaret Bunting, from Dundonald share similarities not just in their appearance but also in their career choices as they dedicate 40 years of service to Nursing. Still working at the Ulster Hospital, Ruth looks back on their 40-year journey.

Growing up, the pair were inspired by their mother Rachel Patterson, who worked as a Health Visitor in the Belfast area. In January 1983, the Ulster Hospital welcomed the 'Patterson Twins' as nursing students to their combined Adult and Children's Nursing programme.

Inseparable growing up, the girls had to adjust to working one floor apart in the Craig and Jaffa wards. Reminiscing about their early years, Ruth recalls the Doctors working between the two floors marvelling at how the 'nurse' was able to be at two different places at once!

After qualifying in 1986, Ruth took up a post at the Lagan Valley Hospital whilst sister Margaret continued to work at the Ulster Hospital until recently when she moved to the Southern Trust. That same year, Ruth left nursing to study at Bible College. However, Ruth later returned to nursing in 1993, back where it all began at the Ulster Hospital. Starting off as a Bank Nurse, Ruth moved to a more permanent position in the Recovery ward, before moving to the ICU in 2001. Ruth was asked to work within the Acute Pain Service in 2005, a post that was supposed to last for just one year, however, 18 years on Ruth continues to be a valued member of staff within the service.

Ruth continued to further her career in the Acute Pain Service, completing a Non-Medical Prescribing course in 2006, followed by a Post Graduate Certificate in Pain Science and Practice in 2011, which she describes as "Invaluable" to her nursing career in the Acute Pain Services Department.

When asked about achieving this milestone, Ruth stated, "I've worked with some amazing people over the years and I have witnessed first-hand how nursing has changed over the past 40 years. Gone are the days now when as a student nurse I was able to knit on night duty whilst the patients slept!"

"Although I have loved my career, this year will be my last as I intend to retire. Time to be a granny!"

When asked about Ruth's career, Pain Services Manager, Simon Higgs said, "I have had the pleasure of working with Ruth for over 15 years, she has achieved a lot in her 40-year career and is a highly specialised Nurse with a wide range of knowledge which she uses to provide a very high standard of care to her patients.

"Ruth embraces the role of an educator and has helped to guide and support many staff from all disciplines over the years. Overall Ruth is the role model that any manager would want in their service".



## Celebrating Innovative Procedures in Endoscopy



The endoscopy team in UHD has successfully developed a unique service in advanced endoscopic therapeutic procedures.

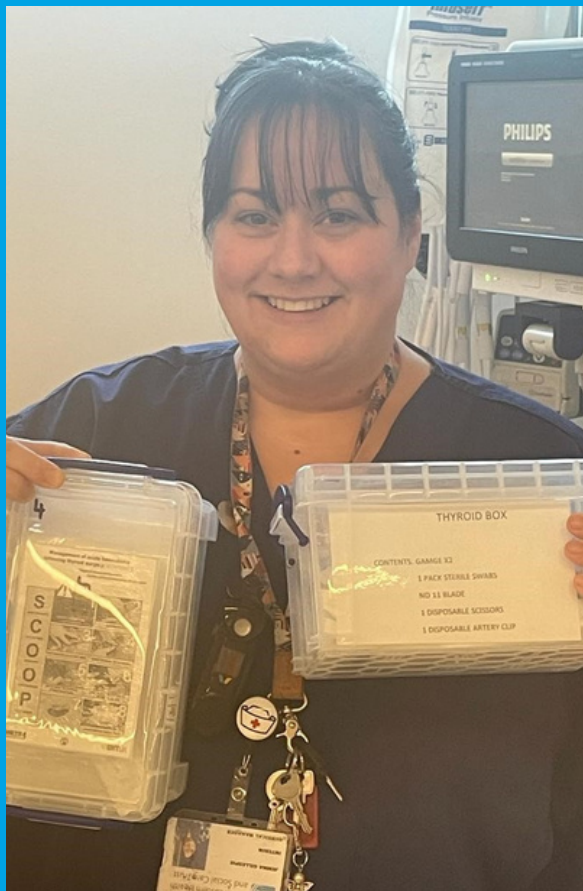
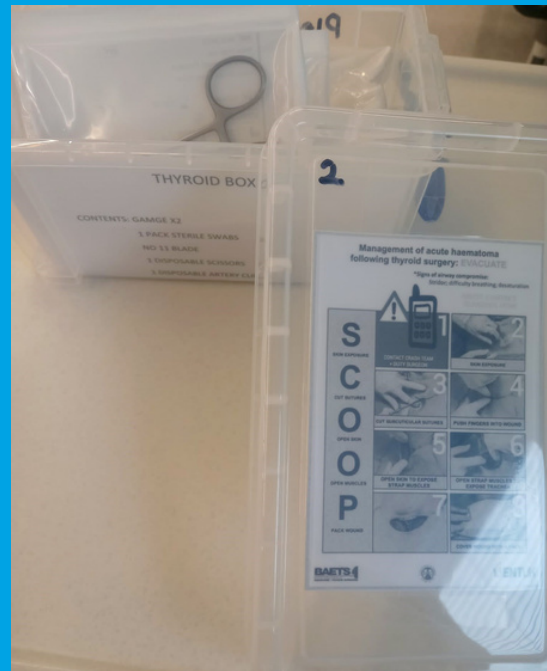
The new procedures enable an advanced level of polypectomy. The endoscopy nursing team ensured that they gained the knowledge and hands-on skills necessary to set up and assist in this exciting service.

Congratulations to all nursing and medical staff in the endoscopy unit, UHD for all the impressive hard work and dedication in providing safe and effective methods in assisting the consultants to achieve successful results and improved outcomes for our patients. The whole team at UHD is proud to be leading the way in NI in terms of advanced endoscopy techniques, meaning more patients may be able to avoid surgery, improving their outcomes in a more patient-focused and cost-effective manner.

## Thyroid boxes

Jemma Gillespie, Ulster Day Procedure Unit (DPU) Ward Sister, has worked alongside the surgical team to implement a safety box for post-operative thyroid patients.

This box is to be kept with those patient's who have undergone a thyroidectomy and follow them to the ward until discharge.



It is to ensure that should the patient suffer a post-operative haematoma, staff have access to equipment to quickly open the surgical wound to evacuate the haematoma.

The development of this box will empower staff to recognise the patient has developed a haematoma, and to give them confidence to support in an emergency.

## Career progression within ATICs

2022 was an exciting year for ATICs as staff were able to avail of fantastic opportunities for career progression, including new Senior Health Care Assistant (HCA) roles and Senior SN roles.

In February, we were delighted to welcome Sara Cully as Clinical Educator for ATICs. Sara has over 15 years' experience working in Theatres and will bring a wealth of knowledge to the directorate. Sara's role includes preceptorship support, mandatory training guidance, post registration training programmes, further academic study and pastoral care to name a few.

We are delighted to have so many opportunities within the department and are excited for new possibilities that the future will bring for our staff. New job roles are encouraging and enticing and shows how passionate our staff are for their area!



*Shane Magee- newly appointed Senior HCA*



*Sara Cully- Clinical Educator- ATICs*



*Rommel Tiongson- newly appointed Senior Staff Nurse*





*A few of our wonderful recovery staff*

## Recovery.

Recovery nursing staff have stepped up to new challenges this year. Following a difficult period with COVID-19, Recovery staff have continued to adapt and excel with the new roles they have taken.

Our nursing team has developed both their personal and professional skills and are now fully staffing paediatric recovery as well as continuing to assist in ICU, DPU and endoscopy recovery. New skills learnt and built on from time spent ICU during the COVID-19 Pandemic has allowed our nurses to become more confident and competent in working outside their own environment and taking charge of more complex cases in Recovery.

Future plans involve opening a post-anaesthesia care unit (PACU), a four-bedded extension of Recovery which will allow patients to have an enhanced and extended recovery period following surgery. Recovery staff are excited for this new challenge and will take this opportunity to continue to strive for excellence in patient care and further their professional development.

We have also taken on the new role of mentoring QUB management students which has resulted in two of our previous students returning to Recovery as staff nurses! This is an incredible achievement for us as a ward as we feel we are an approachable and enthusiastic team wanting to pass our knowledge onto new generations of nurses and we hope to continue this trend.

# Unscheduled Care

## Awards and Celebrations

Cathy Curran and Caroline Smith, Ward Sisters from Downe Hospital, won the poster presentation on International Nurse's Day for the QI project, 'Patient Allocation'.



They also won the Quality4All award for 'Our People' category for their work on recruitment and retention in Downe Medical wards.







Caoimhe Hayes, Staff Nurse - Medical Wards, Downe graduated with distinction in Nursing Care of the Older Person from QUB and received a Cavell award for her efforts.

A nursing celebration event was held in the Downe on International Nurse's Day with prizes for staff to thank them for their efforts.



Aodhan Killen completed his OU nursing degree and is currently working as a Staff Nurse in Ward 2.

Kate Hamill, Staff Nurse (pictured left) also turned 70 and continues to work in Ward 2.

## Emergency Department (ED)



Our team continues to welcome new registrants and our Green Lanyard Graduation is always a lovely opportunity to celebrate their development within the department.

*Pictured above, Emma Beattie, Collen Rice and Sam Strain - just some of the staff who received their lanyards!*

The UHD ED has had another challenging year however we have also had much to celebrate!



The team were finalists in the Student Nursing Times Awards - Hospital Placement of the Year. This was extremely important to our whole team, as it recognised the excellent support and learning environment we create for our students. The team were invited to attend the awards ceremony in London in May to celebrate this huge achievement.

Jane Thomas and Jean Quinn (both Staff Nurses) have also been nominated for Practice Assessor / Supervisor of the Year in the QUB Practice Awards 2022.

## **Staff Development - ED**

Our staff continue to develop clinically and professionally with a variety of courses including Advanced Life Support (ALS) / Intermediate Life Support (ILS) and Paediatric Intermediate Life Support (PILs). We were delighted to welcome back the European Paediatric Life Support Course which all of our Paediatric Nurses have now completed.

We have also seen Graduations for Specialist Practice in Nursing at UHD Ruth McGreevy and Christine Church and Non-Medical Prescribing Sarah Dorrian and Darren Ferguson, who all work at UHD.

Nicola Mawhinney, Senior Nursing Assistant completed her Proqual Qualification and Karen Glover completed her Nursing Degree from OU and re-joined our team as a Registrant.

## **Palliative Care - ED**

Within the department we introduced two new palliative care link nurses: Debbie Findlater and Georgia Abernathy. Syringe Driver training was rolled out to all our nursing staff, palliative care support boxes were put together with advice, charts, and equipment to make the setup of syringe drivers easier. An anticipatory medication cupboard was stocked with the help of our pharmacy colleagues and information sessions were delivered to medical staff regarding palliative care referral process and support services in and out of hours.

Debbie and Georgia plan to expand our palliative care support team within the department and continue to find ways to improve the journey through ED for this group of service users.



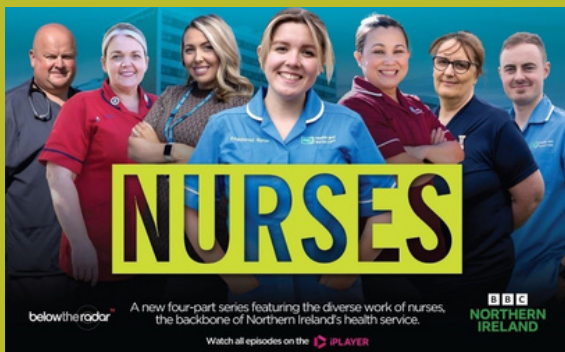
## In Other News



During COVID-19 it was difficult to spend time together outside work so as soon as we were able Jennifer Nicholson and Ali McClure arranged for the ED Rambles to recommence.



The team organised a Cake Bake Off in order to raise money for Macmillan Cancer Support after the loss of our friend and colleague Kerri McCracken earlier this year.



Our very own Simon Bates became an overnight TV sensation on the BBC NI series NURSES, which aimed to show the diverse work of nurses across all disciplines, this was especially important in promoting Emergency Care career pathways available within in the Nursing Profession.

The judging panel had an extremely tough job eating a wide range of delicious cakes but Sarah Dorrian was crowned Bake Off Champion!

# Women & Acute Child Health (WACH)

## Acute Paediatrics

### Awards and Achievements



Chloe Armstrong, Staff Nurse on Craig Ward – was nominated by a QUB Nursing Student for a QUB Practice Assessor / Supervisor Award.



Naomi Wray, Deputy Ward Sister on Craig Ward - completed the OU Post Graduate Diploma - Introduction to Mental Health Science and achieved a Pass with Merit.

Kathryn Cleland (pictured right), Interim Ward Sister, Paediatric Outpatients/Short Stay Paediatric Assessment Unit attended SEHSCT's Celebration of Achievement Awards in February 2023 for her hard work and dedication in completing her Proqual Assessors Training in 2021/22.

Kathryn was recognised for helping to develop staff within the organisation to gain knowledge, qualifications and confidence, resulting in the delivery of high quality services within WACH. This also helps to provide a pathway for staff to further their career and make the most of opportunities that arise.





Donna Mackenzie, Senior Nursing Assistant, Short Say Paediatric Assessment Unit was awarded the Canavan Award for her work, and the future planning for support and education of breastfeeding mothers and infants. The Canavan Award is sponsored by Mr Pat Canavan. This award is in memory of his brother and sister, both of whom died with coronavirus within two weeks of each other. The award is given to help provide a benefit to patient care.

Donna has completed her breastfeeding awareness course which increased her confidence, encouraged her to take on more responsibility, resulting in better patient care. She will also support infant feeding across Paediatrics.

The impact this award has had is not only on a personal basis for Donna, but one of professional development, increasing knowledge for all staff, having better competence and understanding within the team, and providing better support for breastfeeding mothers and infants in general.

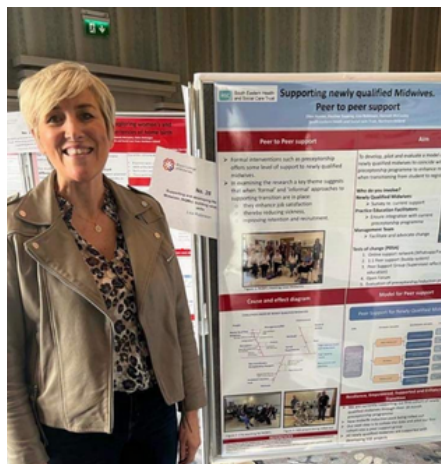
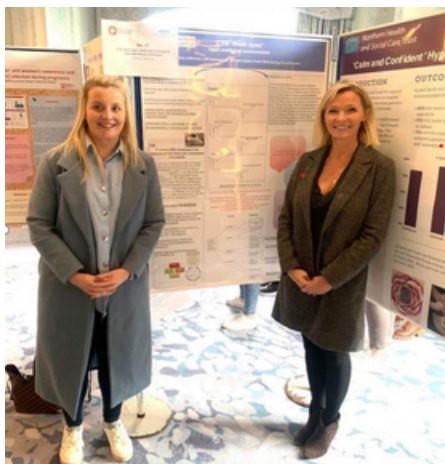
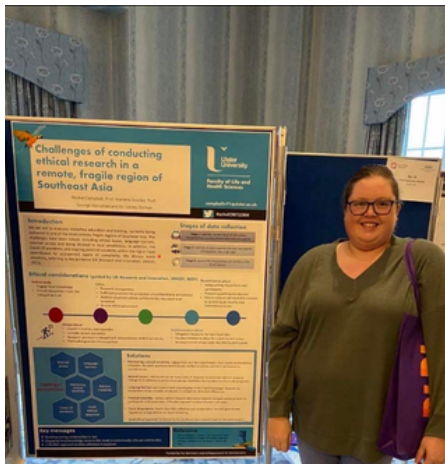
The future planned activity is to become UNICEF baby/breastfeeding friendly, to purchase teaching aids and breast pumps for the unit.

Donna was also nominated, and successful in being shortlisted as a Finalist, for the 2022 NI Health and Social Care Awards for Healthcare Assistant of the Year, for going above and beyond to provide a quality service to all children and young people within our unit, and for being a very important and integral part of the nursing team. There were almost 1200 entries and it was with great delight, and congratulations from the team, that Donna attended the prestigious awards event in April 2022.



# Maternity

## Achievements



A number of our Midwives from SEHSCT presented posters at the Joint Royal College of Midwives (RCM) / Irish Nurses and Midwives Organisation (INMO) Conference in November 2022.

Vince Rosales, Midwife presented at a RCM Conference promoting a children's book about a male Midwife and Vince shared his experience about working as a male Midwife.





Jayne Cardwell at the LVH Maternity Unit performed a retrospective data analysis of birth outcomes for the 11 years of midwife-led care from when Lagan Valley opened as a freestanding Midwifery Unit in February 2011 through to March 2022.

This research formed the basis of a presentation that was delivered at the International Normal Labour and Birth

Research Conference in Denmark in September 2022 on 'The Challenges of facilitating labour and birth in a Freestanding Midwifery Unit in Northern Ireland'.

The research was also presented in the form of an academic poster at the INMO/RCM All Ireland Annual Midwifery Conference in Cavan, November 2022, and more recently at an SEHSCT local audit meeting.

## **International Leadership Management (ILM)**

Sarah McKeivitt, Lead Midwife, (pictured right) completed ILM Coaching Level 3.

Emma Johnson, Labour Ward Manager, completed ILM Leadership and Management Level 5.

Laura Sharples, completed ILM Leadership and Management Level 3.





# International Nurse's



We have welcomed three fantastic International Nurses into our Labour Ward Theatre Team; Merin Matthews, Asha Thomas and Aswin Sasikumar all pictured left.

## Induction Programme

In November 2022 we introduced a new week long induction programme for all newly qualified Midwives who started their career with SEHSCT.

The feedback was excellent.

**SET Midwifery Induction** 21-24th November 2022

The Maternity Clinical Education team are available to support Midwifery Teams with any educational or development queries

**SET Maternity Induction – what did we learn?**

- Epidural Art-line PCA
- Safeguarding Children
- MEWS & SEPSIS
- Physiological CTG
- ALL ABOUT YOU: Induction, Preceptorship, Career Progression
- GROW
- Hyponatraemia
- Maternal BLS & Neonatal Resus
- New born Blood spot
- Haemovigilance & Massive Transfusion Protocol
- Self care Health & Wellbeing

**SET Midwifery Induction: Five days to help you get started**

- 14 New Midwives have joined the SET family
- Meeting the Team – bonding with other Band 5s - Good for Team Building
- Peer support

**What did our staff think?**

- I really enjoyed the week. Meeting peers and listening to others fears about being a new midwife*
- Thank you for a fab week*
- I think this induction week will be so valuable for all other Band 5 midwives coming into SET in future. Thank you*

Three words to describe the SET Midwifery Induction

Contact Information: Lisa Robinson & Pauline Topping

## Three words to describe the SET Midwifery Induction



## Awards



Jenny Powell, Maternity Ward Sister, graduated from QUB with MSc Advanced Professional and Clinical Practice.



Ann Kelly and Amanda Simpson both completed Level 3 Diploma in Maternity and Paediatric Support.

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QUB Continuity of Midwifery Care Module was completed by Midwives Heather Manley and Nicola Shephard.



On International Day of the Midwife there were seven nominations for Hazel McAllister's Exceptional Midwife Award. This was presented to Katherine Robinson Home from Home Manager by Hazel's husband John McAllister.

# Nursing, Primary Care & Older People

i.

Infection,  
Prevention &  
Control

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ii.

Safe & Effective  
Care

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iii.

Nursing  
Workforce

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iv.

Primary Care &  
Older People

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v.

Mental Health  
Services for  
Older People

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[BACK](#)



# Infection, Prevention & Control

This year SEHSCT Infection Prevention and Control Team (IPCT) continued to provide a responsive and supportive service to staff at the frontline across the organisation managing services amidst the COVID-19 Pandemic.

As the world started to see a return to some sort of normality, the persistent community transmission of COVID-19 infection posed challenges across SEHSCT. The IPCT continued to face challenging scenarios of outbreaks throughout the year, affecting both patients and staff. The team has continued to work closely with frontline staff to minimise the impact on patients, staff, Hospital and Community Services as a whole.

In April 2020, the PHA asked Trusts to provide IPC support to care homes in the independent sector. No recurrent funding has been identified for this work.

Despite these difficulties the IPCT continues to provide outreach IPC advice, visits, support and training which has been delivered to private nursing homes managing outbreaks of COVID-19.

Towards the end of the year, as the incidence of COVID-19 infection subsided and national guidance changed, efforts focused on assisting Trust staff to review COVID-19-safe risk assessments. Thus reducing the requirement to wear masks/face coverings in non-clinical settings where there was no face to face patient contact. This was very welcome, as within social and community settings outside healthcare this had already been implemented.





The IPCT has continued to develop the skills of their new members of the team with four IPC nurses undertaking a specialist IPC course, aiming to be completed in the Spring of 2023.

One of the IPC Lead Nurses is undertaking a national QI course and while another has undertaken a Leadership course. Funding was identified to enable two of the team to attend the Infection Prevention Society National Conference in Bournemouth. Once again, this year, changes within the team took place due to retirement and processes commenced to fill the vacant post.

A review of the IPC 24 hour on-call service was undertaken as the service expanded to provide a 24-hour cover at weekends including public holidays. Microbiology colleagues kindly agreed to provide IPC cover out of hours on weekdays. The team covering the on-call service has also expanded with two Senior IPC nurses joining the rota.

Towards the end of 2022 the IPC team have been in a position to offer work shadow placements. This has enabled nursing students and other healthcare staff to spend time with the team providing a better understanding of the role of the team and supporting awareness of the importance of the integration of infection prevention and control into patient care pathways.

2022 also saw the reintroduction of our IPC Link Staff meetings. In the past these have been an invaluable opportunity to involve front line staff in up to date guidance while also allowing opportunity for link staff to develop knowledge and skills in IPC practices. Indeed, we owe these link meetings for developing the interest of staff who have become team members over the years. While the pandemic meant these meetings looked a lot different to previous, having to embrace video conferencing, it was an encouraging start to see so many staff attend and show an interest. The IPCT will continue to develop these meetings and the role of the IPC Link Staff over the next 12 months.

## **IPC Audits**

Completion of the IPC team's Annual Audit Improvement Plan was delayed with the team challenged to manage COVID-19 outbreaks across Trust facilities and with the process of structural change within the team. By Autumn 2022, the Audit Improvement plan was recommenced.

Monitoring of Hand Hygiene practice and commode cleanliness continued throughout the year with results electronically returned to Managers Environmental audits, effective use of Personal Protective Equipment were undertaken across Trust facilities. Augmented care Regional Quality Improvement Audits were completed in preparation for RQIA inspections.

The IPC team update their audit plan annually and adapt their activities to reflect the changing needs of the service, with this in mind the team recognised that audit results could be reported more efficiently and timely.

Work was started to scope and procure an electronic audit system tool which would directly upload audit results and produce reports. A system has been sourced and will be introduced in the Spring of 2023.

The IPC team have been involved in the development of a surveillance, healthcare-associated infection system which will link laboratory and IPC information directly into patient records. This will strengthen the communication of IPC advice and strengthen the management of patients with infection safely. In addition it will facilitate surveillance and outbreak management.

## Training

As the year progressed the IPC team fixed direction on re-introducing key elements of work which had been halted due to the Pandemic.



A new IPC training programme was developed and launched using an evaluation of methods used before and during the Pandemic. The new programme offers e-Learning programmes and face to face training now that social distancing has been relaxed. This is tailored to suit the needs of all Trust staff and will be reviewed in 2023.

# Safe & Effective Care

## Resuscitation Services

### 'Restart a Heart' Day



Scan me for  
info about  
Resus Services

RESTART  
A HEART 



Resuscitation services department held their first 'Restart a Heart' Day on the 14th October 2022. This was held in the canteen of the new Acute Services Block (ASB) in UHD.

This was a global initiative to increase awareness about the importance of bystander cardiac pulmonary resuscitation (CPR).

We received great feedback on the event!

Thank you to everyone that took part!



## Mock Arrest Simulation Training

We have been running mock arrest simulation training on wards and departments within SEHSCT.



*Maternity Ulster Hospital*



*Maghaberry HMP*

The staff involved have really enjoyed the experience and benefitted from simulation training in their area of work! So far we have visited, Care of the Elderly, MacMillan Suite, Ards Inpatient Ward, Maghaberry, Maternity and the surgical wards!

## Resus training on Saturdays!



We have also been meeting the needs of the services by offering Immediate life support training on Saturdays!

This has been well received by staff and their Managers.



## Call, Push, Rescue training with Cardiac Rehabilitation Teams



*'Call push rescue' with the Cardiac Rehabilitation Team in Lagan Valley*

Resuscitation Services have been providing 'Call, Push, Rescue' to Cardiac Rehabilitation Patients and their relatives across SEHSCT.

This training has been provided in the Downe Hospital, LVH and UHD.

## **Nursing Governance Team**

### Clinical Leadership Workshop

The Central Nursing Team reached out to Band 7 clinical leaders across SEHSCT, to invite them to join us in a workshop that would create an opportunity



for open discussion, innovative thinking and sharing of learning that would enable the development of action plans to progress their priorities in relation to:



- Nursing and Midwifery Governance e.g. Key Performance Indicators (KPI) and person centeredness;
- Workforce, Training and Development e.g. Staff retention, Nursing and Midwifery Induction;
- Digital Practice and Information e.g. How to prepare our Nursing and Midwifery Teams for Encompass

The first workshop took place on 13th April 2022 and was attended by 60 Band 7 Nurses and Midwives. From this workshop, an action plan was developed that detailed how attendees could action their identified priorities and how the central nursing team could support them in doing this. This enabled the timely communication of the priorities of our Band 7 Nursing & Midwifery clinical leaders to our Nursing and Midwifery Executive team.

The attendance and evaluation of the workshop demonstrated that this was a successful forum for Nurses and Midwives and a commitment was made by all, to continue with bi-annual workshops.



This commitment was demonstrated at the second workshop, which took place on 5th October 2022, again there were 60 Band 7 Nurses and Midwives in attendance. Nicki Patterson, Director of Nursing, took the opportunity to open the workshop, praising the leadership and commitment to improving fundamental Nursing and Midwifery care that was being shown through this partnership.

This workshop created the opportunity for attendee's to present good practices that have made a positive impact on staffing, person centred care & digitalisation with their peers.

Below is some of the feedback on the workshops in 2022. The next workshop is planned for 5th April 2023, to date, we have 79 nurses and midwives pre-registered for this event.

**"It's a great opportunity to get head space as a ward manager"**

**"I felt that I was heard today, I'll definitely come back"**

**"It's good to get workforce, governance and encompass all in the same room"**

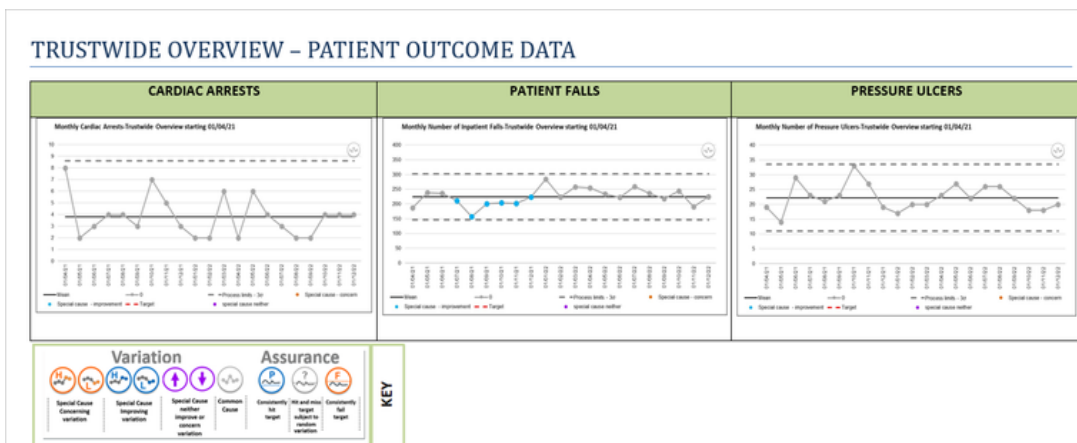
**"We don't really get a chance to network like this, I was sitting beside a district nursing colleague today that I'd spoken to on the phone"**

# Nursing KPIs










The Nursing and Midwifery Governance team within the Safe and Effective Care department undertook a series of validation audits of Nursing KPI's between February and November 2022. These independent audits incorporated 87 wards/teams/specialist nursing teams and approximately 1030 patient care records. The purpose of which, was to gain an understanding of what the current nursing KPI's actually measure and what they tell us, about the nursing care that is delivered across a variety of clinical settings within SEHSCT.

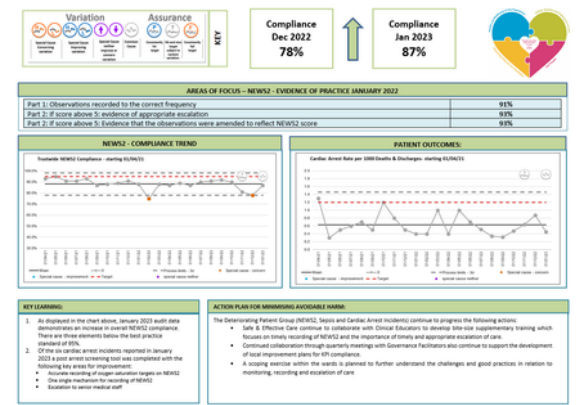
Not only has this process given the Nursing and Midwifery governance team significant insight into the value and purpose of the current nursing KPI's, it has prompted the team to review and re-design the format in which they report this assurance from ward to Trust board. By incorporating KPI compliance with patient outcomes and displaying data in a format that reflects trends over time, the team now produce reports that are working documents, which support improvement and reflect learning and action plans to minimise the incidence of avoidable harm.



This process has enabled the development of a working knowledge of the five regional nursing KPI's, putting SEHSCT in a position to knowledgeably influence, inform and practically support the regional review of Nursing and Midwifery KPI's which is now currently underway. Furthermore, the team are in a position to provide the same level of knowledge and experience to the progression of the Regional Nursing and Midwifery Assurance Framework.

TRUSTWIDE OVERVIEW – NURSING KPIs

NEWS2 COMPLIANCE		FALLSAFE BUNDLE COMPLIANCE & PATIENT FALLS		SKIN BUNDLE COMPLIANCE & SEVERE PRESSURE ULCERS	
OVERALL COMPLIANCE WITH KPI AUDIT	QUARTER 3 2022/23	OVERALL COMPLIANCE WITH KPI AUDIT	QUARTER 3 2022/23	OVERALL COMPLIANCE WITH KPI AUDIT	QUARTER 3 2022/23
	83%		79%		82%
<b>Key Areas for Improvement:</b> Part 1: Evidence of appropriate action taken Part 1: Observations recorded to recommended frequency Part 2: NEWS2 score above 5 there is documented evidence of escalation Part 2: NEWS2 score above 5 observations amended to reflect score		<b>Key Areas for Improvement:</b> Part A: Medication governance Part B: Lifting and Standing BP recorded		<b>Key Areas for Improvement:</b> Patient repositioned/turned/flipped as required	
					
MUST COMPLIANCE		OMITTED MEDS COMPLIANCE & OMITTED CRITICAL MEDICATIONS		NURSING DOCUMENTATION	
OVERALL COMPLIANCE WITH KPI AUDIT	QUARTER 3 2022/23	OVERALL COMPLIANCE WITH KPI AUDIT	QUARTER 3 2022/23	OVERALL COMPLIANCE WITH KPI AUDIT	QUARTER 3 2022/23
	91%		88%		96%
<b>Key Areas for Improvement:</b> 100% of staff recorded correctly 100% of staff recorded correctly		<b>Key Areas for Improvement:</b> 100% of all Kardexes updated had a minimum of one updated medication 100% of Kardexes had a critical omitted medication			
					



## Mealtimes Matter



The Nursing Governance Team is working collaboratively with SLT and Catering teams to promote and support the implementation of the regionally agreed Mealtimes Matter (MTM) Framework across SEHSCT.

This framework is designed to maximise patient safety and ensure a high quality experience ALWAYS occurs at every meal, drink and snack time. It also supports the implementation of the RQIA Review of implementation of recommendations to prevent choking incidents across Northern Ireland (2022).



The MTM framework in conjunction with RQIA choking recommendations aim to improve the knowledge and skills of our staff and develop systems and processes to ensure the nutritional needs of all our patients are met safely at all times. A number of regional and local resources have been developed and disseminated widely that promote key messages around safety and nutrition that give staff guidance and direction to staff.

These include:

- a new regionally agreed Nil By Mouth (NBM) sign;
- the development of a mealtime coordinator role;
- the introduction of a food and drink safety pause;
- processes to promote communication of choking risk and nutritional at pivotal times as well as procedures and policies



These measures will help to ensure that the right meal is given to the right person in the right way with the right level of support.

We undertook a number of initiatives to support the implementation of the MTM Framework and RQIA recommendations across SEHSCT through direct engagement with staff and the development and promotion of resources. These were rolled on a number of platforms out to promote connection and engagement with staff:

- Mealtimes Matter resource packs were hand delivered to **93** wards and service areas across the Trust.
- A Powtoons bitesize learning video was developed to share key MTM and RQIA recommendations which has had over 300 hits on Choking Awareness week alone.

- Choking Awareness week was held in October 2022 and included roadshows, stands and information points across central trust locations. This was supported by social media awareness campaigns.
- Webinar sessions were held as part of choking awareness week with 109 people joining the live sessions



A Regional MTM audit has also been developed and has been rolled out across all trust areas where food, drink and snacks are served. This shows us what we are doing well and also highlights where we need to focus our improvement plans.

Health and Social Care

**Mealtimes Matter Assurance Questionnaire  
And Audit Tool Guidance Notes**

Mealtimes Matter  
Putting People First at Mealtimes

**Frequency of Audit**

Quarterly, to be increased to monthly if deemed necessary based on previous audit results. Over a period of time audits should cover a variety of meal and snack times.

HSC Trusts are responsible for completion of the Assurance Questionnaire and Audit Tool and collation of results. Comments provided will be used to inform actions plans for improvement but will not be collated. Results will be discussed regionally on a quarterly basis at the Mealtimes Matter group.

**Methods of Data Collection**

**Assurance Questionnaire:** the auditor should seek assurance from the **person in charge** of the setting regarding the seven items in the Assurance Questionnaire, and note the name and role of the person.

**Audit Tool:** the auditor should observe practice, review documentation and speak with relevant staff in order to assess whether each audit item is met.

The Assurance Questionnaire and Audit Tool form part of a **single audit** and assurance process for mealtimes, therefore must be completed together as far as is reasonably possible, within each care setting. Data collection may be carried out on separate occasions should service needs require this.

ABBREVIATIONS USED:	
EDS	Eating, Drinking and Swallowing
REDS	Recommendations for Eating, Drinking and Swallowing
SLT	Speech and Language Therapy
MDT	Multidisciplinary Team
NBM	Nil by Mouth

A multi-professional team of nursing, SLT and dietetics have visited a number of sites across SEHSCT to promote and support teams with implementing the MTM Framework and RQIA recommendations. The tremendous work and effort that our nursing leaders, practitioners and multi-professional teams have put into ensuring that mealtimes are safe for our patients is clearly evident.



Nursing, Midwifery and all healthcare staff have embraced the MTM and RQIA recommendations and are working hard to ensure that all elements of the framework and recommendations are embedded in their wards and departments to ensure safety, quality and positive patient experience at mealtimes.



# Quality Improvement Team

## Regional Quality Improvement in Nursing and Social Work Programme



The Regional Nursing and Midwifery Quality Improvement Programme is co-ordinated and delivered by the SEHSCT Nursing QI advisor and provides nurses and midwives from across the region with a unique opportunity to develop and strengthen their knowledge in improvement focused practice by utilising quality improvement techniques and methodology.

The overall aim of the programme is to give nurses and midwives an opportunity to develop Quality Improvement knowledge and skills and to inspire change.

Through their projects participants lead improvement focused practice that will enhance services within their Trust which can then be shared with colleagues throughout the region.

We had 25 nurses and midwives from across the region enrol in the programme. Although the pandemic impacted on our ability to have face to face sessions, it did not dampen the enthusiasm of the participants who were fully engaged in the programme.

The Final Celebration Event was held in November 2022 and we were delighted to welcome the Chief Nursing Officer and Senior Nursing Leaders from across the region to join with us in showcasing the brilliant improvement work undertaken by the course participants as well as celebrating the success of the programme.

**Hepatocellular Carcinoma (HCC) Surveillance Programme**

Leanne McWha Gastroenterology Specialist Nurse; Dr Rachel Rutherford; Dr Christie Reid; Dr Jennifer Addley  
Department of Gastroenterology

**Background**

- Liver cancer 9th most common cancer
- 224,000 new cases worldwide/year (3,200 deaths/year) in UK
- HCC accounts for 80% of all primary liver cancers
- Incidence is higher in patients with more advanced cirrhosis
- BSG guidelines - 6 monthly US abdomen and AFP
- Early detection means early treatment, intervention and better patient outcomes.

**Method**

POSA 1- Introduction of coordinator

**Aim:** Anticipated 25% improvement in review of patients and receipt of updated scan/AFP

**Outcome:** Following review 70% patients had received a scan and updated bloods

Surveillance database 315 cases:  
55 Coordinator clinic reviews (Random Selection)

15/50 patients no review (DNA 0)  
28/50 patients scans/bloods updated  
17/50 scans were recalled/approved  
4/50 patients noted for attend for scan/bloods.  
4/50 scans had not been requested  
1/50 patients requested no further follow up

**What are we doing and why?**

- AUDIT (2020) of USS and AFP frequency - Suboptimal performance
- Each case (48) was reviewed (diagnosis, consultant, next scan, next AFP)
- Surveillance database created (Currently 315 cases)
- Acknowledged causes and effect of AUDIT results
- Change lines identified
- HCC Clinic Developed offering virtual/Face to face reviews.
- Referral Email Address developed
- Multi disciplinary educational sessions carried out
- Letter to patient to inform of Service review and placement of Surveillance programme.

**Success to Date - 13 confirmed HCC diagnoses picked up as part of surveillance programme, 4 Suspected HCC cases (Aug 2020-July 2022)**

**Patient Journey:**

- All liver and biliary diagnoses notified with use of Edabase
- AFB1 suboptimal/AFB1 advised
- Added to HCC database
- Referral request: No symptoms, Normal AFP
- USS showed small area in segment VI - AFP at time was 3.2 and BAE1 advised
- BARI appointment booked for HCC
- Referred to BSA for consideration of ablation
- Successful Ablation

**Overall Aim Statement**

Patients diagnosed with Liver Cirrhosis will receive 6 monthly surveillance to include: Updated Imaging and Blood monitoring to include Alpha Feto Protein (AFP)

**Future Plans/Developments:**

- Automated Recall System with Radiology and 'One stop Clinic'
- Specialist nurse approved for requesting scans improving correlation between scan and bloods.
- Expansion to Primary Care with shared Surveillance and incorporating Health Promotion/Wellbeing

We had cause for celebration as, Leanne McWha, Gastroenterology Specialist Nurse (SEHSCT) was the overall winner.

Congratulations to all participants and thanks to all who helped to make the programme a success.

# Nursing Workforce

## Digital & Information Practice

This year, a new nursing and midwifery leadership role for the Corporate Nursing and Midwifery team was established in SEHSCT, with responsibility for nursing and midwifery digital practice and information.



This new programme of work contributes to the professional support required to enable digital transformation principally through the encompass programme. In the last 12 months key achievements have included:

- recruitment of 446 nurses and midwives as superusers to support the implementation of encompass in November 2023
- establishment of an additional Trust sub-group of Nursing and Midwifery Executive covering assurance for Digital, Information and Research practice
- participation of and contribution from nurses and midwives across all services for over 166 design groups into the encompass system development for the region.

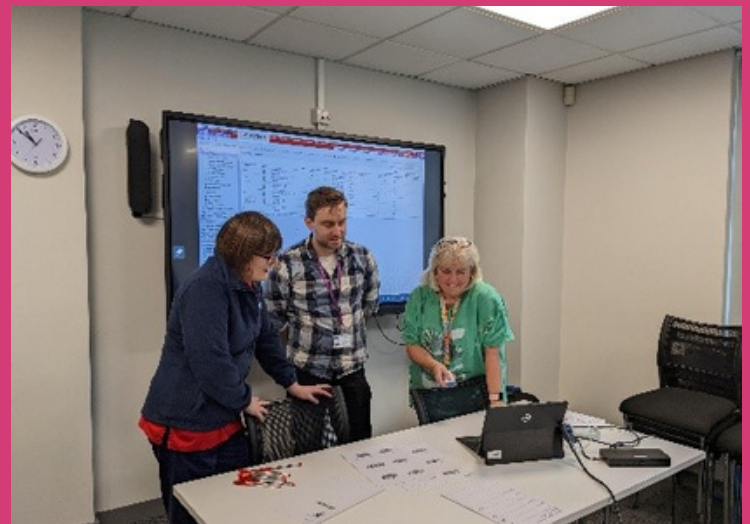


A number of engagement events have happened over the course of the last year, including opportunities for over 140 nurses and midwives in SEHSCT to see the encompass system live.

The events have offered time for hospital based nurses and midwives, community teams and health visiting colleagues to ask questions to the regional encompass team and a range of other experts.

## End User Device Selection

In November 2022, a number of nurses from SEHSCT attended a device fair to support the regional selection of the End User Devices for deployment during the SEHSCT November 2023 go live of encompass for use by staff across the organisation.



This included consideration of future ways of working, alongside regional encompass analysts to inform the best selection of devices. Workstations on wheels, scanning equipment and a range of other devices were demonstrated during the morning, staff completing questionnaires to determine the highest rated offerings available.



## **Bar Coded Medications Administration (BCMA)**

Closed Loop Medications Administration also known as Bar Coded Medications Administration (BCMA) supports the cross checking of the correct patient, medicine and prescription using digital technologies, enabling appropriate decision support should there be a mismatch across identified checks.

Evidence shows that BCMA can reduce the overall rate of adverse drug events and decrease transcription errors by supporting staff administering medications in confirming the 'five rights' of medication administration in real time.



The nursing and midwifery Digital Practice Team worked this year to support the establishment of a pilot of BCMA for the SEHSCT, selecting a small number of 'early adopter' wards for preparation in advance of the November go live of encompass. Using a quality improvement scale and spread approach, learning from these pilot wards will enable a safe and effective wider roll out programme for the rest of the organisation.

# Regional International Recruitment Programme

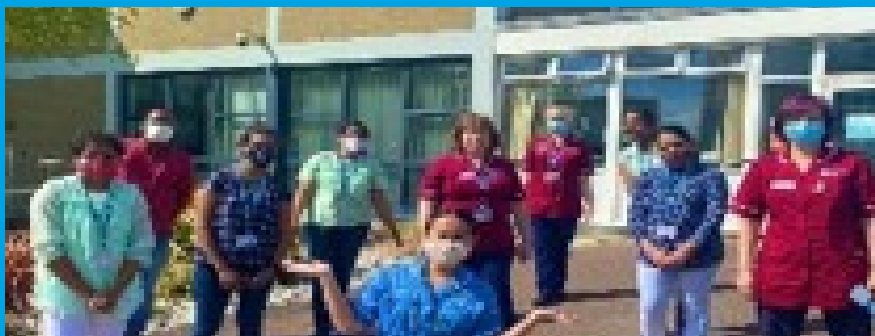
Promoting an organisational culture that values diversity and inclusiveness.



Educational  
Support

Pastoral  
Support

Support to bring  
families to  
Northern Ireland



International Recruitment has been a part of SEHSCT since 2016, in 2020, SEHSCT embarked on a bespoke International Nurse Recruitment Project to address nurse vacancies within SEHSCT. The Clinical Education Team created a new and innovative training programme that was effective and efficient enough to meet the increasing and changing needs of the service and provide a person-centred approach to supporting the educational, pastoral and professional needs of our overseas staff.

Although the number of Internationally recruited staff has reduced to 12 nurses over the last financial year, the training programme and the educational, professional and pastoral support from the clinical education team remains. We are proud to see staff thrive and progress in their careers and we look forward to seeing what the next 12 months will bring.





## What international nurses thought?

Coming from diverse cultures and nationalities, having different types of practices, it is difficult to guide us and lead us. Yet I saw a level of dedication in each trainer. The clinical educators for OSCE are NUMBER ONE

Thankyou for your help and support throughout my OSCE training. I really appreciate your patience in teaching me and explaining all my doubts. I too remember the way how you have taken care of each and every student individually in explaining all procedures till they understand. I know you have spent most of your personal time to clear my doubts. All your classes were good. Once again I thank you very much.



## What a manager thought?

“They are a real asset to our department as they are pleasant to each other and more importantly the patients. My experience is that they are keen to learn and develop new skills and are effective and efficient in all the various specialties. They have taught us so much about different cultures and reinforced the importance of valuing diversity. Myself and my department managers certainly value our international staff and are delighted to have them as part of our various teams.”

# Primary Care & Older People

## Community Health and Wellbeing Events



In May 2022 District Nursing teams within the Down locality took part in several Spring Health and Well-being events in Downpatrick, Newcastle and Saintfield.

Participation allowed District Nursing teams the opportunity to increase awareness of their role within their communities as part of the Multi-Disciplinary Team (MDTs). The events gave staff the forum to increase their public health focus, carrying out checks such as blood pressure and blood sugar, giving health advice and sign-posting community members to the MDT and community and voluntary sector.



## District Nurse Leadership Development Programme

A Leadership Development Programme for District Nurses commenced in September 2022. Led by the Neighbourhood District Nursing Coach the course is for every Band 7 caseload holder within Community Nursing and provides an opportunity for staff to meet together for four days over four months to share experiences, learn and develop and have support.



Themes covered by the programme include effective teamwork, leadership, resilience, communication, person-centred practice, emotional intelligence, facilitation skills and how to create a learning environment.

## District Nursing Teams

In April 2022, the District Nursing teams underwent a transition to a 24-hour service, necessitating effective collaboration and the adoption of new working methods.

Despite the initial challenges, the teams have successfully adapted over the course of almost a year.

The consolidation of the two services into a single, cohesive team has facilitated enhanced communication, resulting in the continued provision of high-quality care to patients.

## Electric Vehicles in DN Service

In June 2022 District Nurses in SEHSCT received three electric vehicles for use across the service. The teams were provided with training and support from the transport team in relation to charging requirements of the vehicles and given the chance to test drive and become familiar with the layout of the cars.

The initiative has been very much welcomed by teams with a number of clear benefits reported in relation to reducing fuel costs and vehicle wear and tear for staff, this has been particularly relevant at a time of rising fuel costs.



## District Nurse Induction Workshops

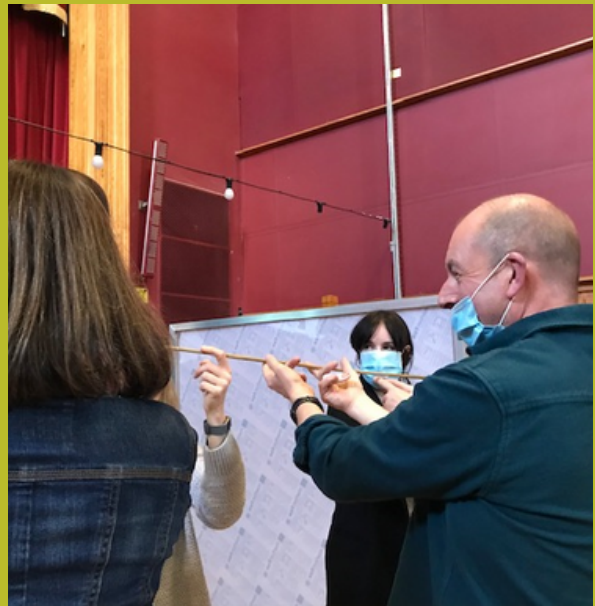
Three induction workshops were held for all Band 7 District Nurses across four localities; Ards; North Down; Down and Lisburn in March, June and September 2022.

They were organised by the Ards Locality Manager and Governance Lead to support Band 7 staff in their new roles and to provide staff with the knowledge and skills required to carry out their duties.

Topics included:

- Governance;
- Quality Indicators;
- District Nursing Activity;
- Audit;
- Neighbourhood Nursing;
- Person-centred Assessment, Care planning and Evaluation (PACE) Framework;
- Palliative Care and
- Care Opinion.

Guest speakers were also invited from the Human Resource Department, Planning team, Complaints Department and Organisational Workforce Development (OWD) team. Staff also had the opportunity to reconnect following the COVID-19 Pandemic and OWD facilitated some team building activities.



## Awards

Liz McCormick, North Down Locality Manager and Sandra Smyth, SNA were both successful in the Royal College of Nursing (RCN) awards 2022.

Liz was runner-up in the Brownlee Silverdale Leadership award for quickly organising support for a local nursing home during April 2020 following a shortage of staff due to COVID-19.



Sandra was runner-up in the Health Care Support Worker Award, for the invaluable support she provided to the COVID-19 vaccination programme.

Congratulations to them both on this fantastic achievement!

## Retirement

In December 2022 Gillian, Treatment Room Sister in Newtownards enjoyed celebrating her retirement after working 38 years in the SEHSCT.

Gillian started nurse training in Ards Hospital in April 1985 and has always worked with SEHSCT.



She worked in Ards Hospital when she qualified first as a staff nurse in theatres and subsequently in Care of the Elderly and also worked in UHD.

In 1999, Gillian started working as a treatment room nurse in Newtownards and was then successful in getting the treatment room sisters role in 2003 where she worked until December 2022.

Gillian says:

***"I have really loved working in the treatment room where you get to know so many people and build up a relationship with them and I have found working for the Trust gives you a good team of people around you to support and encourage good patient care."***

We wish Gillian a long, healthy and happy retirement.



## Care Home Support

The Clinical Nurse Facilitators (CNF's) supported with both the testing and vaccination programmes which required regular contact and communication with Care Homes. As a consequence, they developed much improved working relationships with Care Home staff. This in turn has led to the enhancement of collaborative working between CNFs and the Care Homes.

The aim of the CNF team is to continue to build, sustain and cement the positive collaborative partnership which has developed between the SEHSCT and Care Home settings arising from the response to the COVID-19 pandemic.

The past year has given us a direction of travel; we are working towards repurposing the CNF's to have an enhanced role to support staff in Care Home settings.

Last year helped us establish and continue to build on the foundations of the support CNFs gave to care homes during the pandemic.

Going forward our objective is to develop the CNF team who will be ready to respond to existing and any future demands of the COVID-19, to identify training and educational needs and to help support care homes in the delivery of safe and effective care.

This approach will help us achieve the Minister's vision;

***My intention is that the partnerships that were built during this work will provide the foundations for increased collaboration as we go forward with other strategic work involving the Care Home sector, in particular this will include the work I am leading to develop a framework for enhancing clinical care pathways for Care Homes. (Sept 2020)***

## Enhanced Care at Home

*"Transforming care...Improving lives...People matter!"*



The Enhanced Care at Home (ECAH) Service provides person centred care for individuals in their own home with acute illnesses and frailty as an alternative to an acute hospital admission.

Over the last year the service has continued to develop and evolve with many exciting opportunities being progressed. The ECAH Team undertook a quality improvement project led by Operations Manager, Janice Colligan as part of an MSc in Business Improvement. This project used quality and Lean methodology to identify bottle necks in the process and improve patient flow. The transformation demonstrated successes in improving capacity, increasing GP initiated referrals and reducing inappropriate referrals.

We have continued to support the Care Homes through further COVID outbreaks. Alongside these referrals we are currently involved in a Quality 4 All project to improve communication and increase referrals to the team. Our next exciting steps in December 2022 was to initiate contact with TYTO care, ECAH will be the first in the region to introduce, pilot and test TYTO care devices (telehealth devices) within Care Homes to enable remote observations / triage / assessment / review of deteriorating patients in care homes to prevent acute hospital admissions.

The Outpatient Covid Treatment Centre based at the Ulster Hospital administering monoclonal antibody treatments via an infusion and oral antivirals to extremely vulnerable patients have flexed the service to mirror fluctuations in Covid outbreaks, dependent on need. Although extremely challenging the team were excited to win the NI Health care award for innovations in Infections and Management in Secondary Care.



Falls are increasingly common in Older people and frequent causes for attendance to ED. Falls can negatively affect a person's functional ability and independence. In December 2022 in partnership with NIAS, ECAH AHP staff commenced a falls pilot to provide timely assessment and treatment plans following referrals from paramedics to enable older people to remain in their own home.

We celebrated many different events throughout the year including International Nursing Day and supported our introduction of our first two ANPs - Tracey Steenson and Amanda Hamill (pictured at their graduation below) within our teams.



## **Move towards Hospital at Home Service regionally**

A regional approach was agreed in 2021 regarding Enhanced Care at Home moving towards a new regional model. The model for Hospital at Home will provide an intensive hospital level of care for acute conditions that would normally require an acute hospital bed, in a patient's home for a short episode, through multi-disciplinary healthcare teams. It is a secondary care Consultant-led service. Our target to pilot the service early spring 2022 was delayed but progress continues to be part of a future Hospital at Home Model.



## The Future

We continue to be actively involved in Encompass meetings to shape the future of services regionally, which includes working in partnership with Primary Care colleagues to mainstream treatments in Community.

## ECAH Service User Feedback: Putting the people at the heart of all we do

Being in your own surroundings I feel helps you heal quicker and there's less chance of infection.

I was frightened to go into hospital. Having my care at home meant a lot to me. All of the nurses were so caring and really took time with me.

A less disruptive and perhaps more restful experience at home than it may have been in hospital.

Mum was less upset as she did not want to go into hospital again she was comfortable in her own home.

Being at home took pressure off the family

Mum recovered better, fantastic home care. Relieved my anxiety .

I was so happy with the care I got at home, the ECAH nurses are second to none. 110% cannot praise them enough, it was a pleasure to have them in my home.

Care at home was excellent allowing my mum to enjoy the familiarity of home while being cared for.

The care I received was exemplary - sensitive, thoughtful, encouraging. Every member of the team who came to my home was considerate, reassuring and charming.

## Sexual and Reproductive Health Service

A huge achievement in the last year is the team working together to provide a high quality, patient centred service at a challenging time during COVID-19 and the staffing challenges experienced.

Louise Williamson attained the Postgraduate Certificate in Non-Medical Prescribing which extends nursing competencies and develops nurse led clinics. Thus, helps to provide a quality service for patients. Gayle McKee then commenced the Non-Medical Prescribing course.

Louise Shortt commenced the OU Nursing Degree.

Amanda Malone was a finalist at the Trust Audit Awards June 2022 which highlights the improvement culture within the team.



An integration workshop took place in May 2022 which brought the Sexual Health and Sexual and Reproductive Health teams together to progress the Integration process in order to improve patient experience and the quality care patients receive.

# Mental Health Services for Older People

## Dementia Companion Service

2022 was an important year for the Dementia companion service, part of the Nursing family.

The team were absolutely delighted to be winners of the Best Dementia Team in the National Dementia Care Awards 2022. This prestigious award acknowledges the invaluable support the hospital dementia companions provide for our patients, colleagues, relatives and carers.

Well done to the team for their fantastic achievement!



*Dementia Companions pictured with Director of Nursing*



## Dementia Care



Congratulations to Michelle Duffy, Dementia Companion Ward 1A Lagan Valley Hospital (LVH), who completed her Level 2 certificate in Dementia Care City & Guilds which is the UK's leading provider of vocational training.

## Student Excellence Award

Congratulations to newly qualified Mental Health Nurse, Bincy Augustine who won a Student Excellence Award from Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC) and The Open University (OU). Senior Nurse Augustine has recently taken up post in Ward 11 LVH.



*"I hope my achievement will inspire other healthcare professionals to pursue their career"*

## Meet Mel and the NEW Dementia Service

Registered Mental Health Nurse Mel Addis is a Dementia Support Outreach Nurse within a new prototype service in the Lisburn Area.

The service aims to support people living with dementia in care facilities, who are presenting with behaviours that carers can find difficult to understand and which can be a sign of distress.

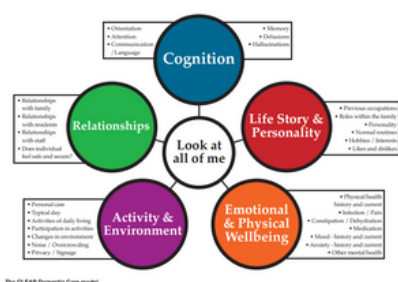




The Dementia and Behavioural Outreach Service (DBOS) nurses will work closely with the care home staff and families offering an individual holistic person centred assessment, formulation and treatment plan along with education sessions and an emphasis on non-pharmacological interventions.

Support at the place of residence can prevent hospital admissions and additional stress for the person and this is an exciting development for the Trust.

## CLEAR Dementia Training



What an achievement! Pictured above are some of the nurses from the 40 staff who completed Level 2 CLEAR© training and incredible 29 staff who achieved Level 3 CLEAR© training in May and June 2022.

The aim of CLEAR© Dementia Care is to provide accessible and simple ways to understand behaviour in dementia. With our dementia client group across all our services, we need to understand that behaviour is a form of communication and is often driven by need.

Having so many staff undertake training at the same time has helped our teams collectively consider all the factors that may be contributing to observed behaviours. Staff are now better equipped to see the world from the perspective of the person with dementia and ultimately providing the most appropriate support going forward.

## Virtual Dementia Tour Returns

In June 2022, Tracy Kane and Fiona Rooney (both Service Improvement Leads for Dementia), brought the Virtual Dementia Bus to Stormont.

Member of the Legislative Assembly (MLA)'s had the opportunity to gain an insight into what it is like for those living with dementia through an interactive experience.



## RITA Gold Award for South Eastern Trust

SEHSCT have introduced 13 Reminiscence Interactive Therapy and Activities (RITA) software systems in wards across all hospital sites.

RITA is an interactive touch screen system encompassing different activities to support the person with dementia / cognitive impairment in hospital. This meaningful activity and engagement allows patients to engage, interact and feel valued and has helped to improve our care and experience for our dementia patients.

RITA: Reminiscence Interactive Therapy and Activities

#hello my name is...



Congratulations to all the staff in the Transition Ward - Ulster Hospital (UHD) who won a Gold award at the virtual RITA conference and annual awards ceremony October 2022 in the category Best use of RITA for person centered care.

THANK YOU TO ALL OUR  
**Nurses & Midwives**  
FOR YOUR HARD WORK  
AND DEDICATION IN 2022!