

# A Celebration of Nursing & Midwifery 2021



**Nicki Patterson**

*Deputy Chief Executive  
Director, Nursing, Primary Care & Older People*

*As Director of Nursing I am delighted to launch the Trust's annual Celebration of Nursing and Midwifery Report for 2021 which collectively showcases your achievements, leadership and commitment. I would like to wholeheartedly acknowledge and commend the huge contribution that Nursing and Midwifery have made during this second year of the COVID-19 pandemic.*

*Over 2021 you have continued to do your best to deliver safe, high quality care with improved experience and outcomes for people and despite the challenges, you have supported one another and have taken the opportunity to transform how we deliver our services in many areas.*

*I want to thank every Nurse, Midwife and Health Care Support Worker for the dedication, professionalism and resilience you have shown. You have stepped up to the challenge in the most extraordinary way and this report highlights that Nursing and Midwifery puts people at the heart of everything we do.*

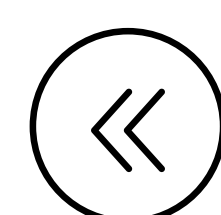
*Thank you,*

A handwritten signature in blue ink that reads "NHAPatterson".

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**Everyone  
working here  
should be  
proud.**  
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Across 2021, many stories reflected upon our Nursing staff:

*'The hospital itself was extremely clean and well laid out. I have to say all the staff that I interacted with were excellent, especially the two nurses at the mobile CT scanner. I am registered disabled and both staff could not have been more helpful. In such trying times and when the health service is under so much pressure, I just wanted to say thank you and let them know that their kindness was extremely appreciated.'*

**'The nurse advised I had a break in my hand & explained/showed me the x-rays & advised I would need a slab cast. As he put this on-we had such a laugh! He explained I would get another x-ray to ensure it was on ok. The whole experience lasted approximately an hour & a half! From entrance to exit I felt safe and very well looked after! I have to return on Xmas Eve for x-ray & change of cast-and am assured it will be a safe & professional visit. Huge thanks - especially to my nurse-but to all the staff!'**

**'In mid-December I attended the main A&E entrance. As I had a hand injury-I was redirected to the Minor Injuries Unit. On arrival I went to Reception. The Receptionist was so friendly & empathetic. I was asked to take a seat & wait for triage. The waiting room was clean, all staff & patients wearing masks. The male triage nurse called me through-within minutes. He was so friendly & professional. He examined my hand & sent me for X-ray. The X-ray department was busy-but again-every member of staff I dealt with-Reception, Nurse, Radiographer-were so pleasant & friendly. After x-ray I was back to Triage.'**

*'Huge thank you to the check in team for their patience and understanding. I forgot my ID and they couldn't be more helpful! Nurse was very easy to talk, professional and a good laugh. The whole process was flawless. Thank you everyone.'*

*'I have my second child and haven't had much chance to do the usual activities. I had a lovely visit from a health visitor nurse who encouraged me with what I am doing. She was very friendly and also pointed out some other things I could do but in a respectful manner.'*

**'I got my first vaccine today at the SSE arena in Belfast. I am sorry I did not get my nurses name but she was very nice and helpful. I am nervous about needles so she distracted me very well and was very chatty. The staff were friendly and organised. Everything was well laid out and I was taken early which was great! Thanks to all the staff working at SSE you are doing a great job to help us all!'**

*'I had my first covid vaccine at the SSE in Belfast today. What can I say the care from start to finish was fantastic. I arrived 10 minutes early and was told to go on in. I walked straight up to check in and waited less than 5 minutes to speak to the first nurse. She was brilliant and friendly and explained everything. I joined the queue again for my vaccine and again waited no more than 5 minutes. The guy who gave me my vaccine was brilliant. He was friendly and made me feel at ease. He explained what he would do and before I knew it, it was done. He explained I needed to go to the observation area and wait 15 minutes. I arrived at 6: 50pm and was away by 7: 30pm. It was fantastic and so well run. I look forward to my 2nd vaccine in July. Thank you to all the staff at the SSE.'*

## INTERNAL TRUST PROGRAMME

Within the Trust we are committed to providing a service that is of the highest possible quality and this is reflected by the significant activity across our internal patient and client experience Trust programme.

The Trust programme invites feedback and opinions of the service provided to our service users to help us to identify what is done well and any areas that require improvement.

Programmes of activity include bespoke, inpatient, outpatient and primary care. Across our Internal Trust Programme in 2021, over 3400 voices were heard.

*'The quality of the care I received from I arrived until I left by both doctors and nurses, and auxiliary staff, was excellent, professional and compassionate. I cannot speak highly enough of all of them.'*

**'The medical care and nursing care are second to none. I was never made to feel I was a bother.'**

*'All of the staff performed their duties with utmost care and attention. I felt safe and well cared for, Nursing staff and domestic staff were excellent.'*

*'The comfort and reassurance shown by the med and nursing team was exceptional and relieved my anxiety. May their efforts be rewarded. THANKS!!!'*

*'My care has been second to none. All the nursing staff and auxiliary's have been amazing from morning right through to night staff they couldn't do enough for me always checking I was okay and if I needed anything.'*

**'Very good experience. Good nursing!!'**

**'I compliment the nursing staff in every department of their work – loving, careful and respectful in every way. They work untiringly and show love and respect at all times.'**

*'I have found the nurses to be kind and considerate and very helpful and pleasant. I would give them 10/10.'*

**'The nurses and staff never stop. They are always taking care of someone or something that needs done. Well done! Keep it up!'**

*'Very caring and welcoming nursing and medical staff.'*

**'The nursing and care staff were sympathetic, kind, respectful and efficient. The medical team, although under great pressure at present took time to explain what was happening. There was obviously good communication between all members of the team, GP, A+E etc.'**

*'You could not find better nurses and doctors anywhere.'*

*'I found everyone from doctors, nurses, canteen and cleaning staff extremely friendly and helpful which all helped make my stay in hospital an enjoyable experience.'*

***'I am overwhelmed by the care and attention given to me and can't thank the staff enough from the doctors and nursing staff. Everyone is so polite and willing to help me. I can't thank you all enough.'***

*'The nursing care and domestic staff are very caring and well mannered. They are all very helpful and go out of their way to make me feel very comfortable. Each and every one is excellent.'*

*'Fantastic nursing care from start to finish. Care and compassion both to patient and family.'*

*'The nurses have been very good to me. All staff look after me and attend my needs.'*

*'All the nurses have a lovely and caring way with them and I would like to thank them very much.'*

**'All of the nurses and doctors have been super nice and assisted me in the most caring way possible. Made me feel safe and welcome. This hospital beats all the rest and everyone working here should be proud.'**

***'The nursing staff were always there when I needed them.'***

*'The staff and nurses have been amazing and very kind and caring in all their dealings with me. They have been respectful and diligent in all their work and have answered any questions honestly regarding my care and health. Thank you so much!!'*

***'I have been in hospital many times but I have never been treated better or so well looked after and treated with such respect and care. All your staff, nurses, doctors and all other staff should be proud of themselves.'***

# Adult Services.



2021 has  
been  
another very  
challenging  
year



- i.** **Adult Disability**
- ii.** **Mental Health**
- iii.** **Healthcare in Prisons**



# Adult Disability.

As a result of COVID-19, the Learning Disability Nursing team provided seven day support into care homes where an outbreak was declared. They worked closely with colleagues across Adult Disability Services and the Permanent Placement Team, to provide advice and guidance in addition to the co-ordination and checking of all COVID-19 results. The Learning Disability Nurses also provided support and training for staff in care homes to enable them to undertake their own testing in line with the PHA National Testing Programme.

The Learning Disability Nurses supported the roll out of the COVID-19 Vaccination Programme i.e. first vaccine, second vaccine and then booster vaccinations, along with their colleagues in Adult Disability.





A total of 2071 vaccinations have been administered within Adult Disability Services including Thompson House Hospital, Day Services and Supported Living Facilities. This does not include vaccinations delivered within the Care Home Vaccination Programme or vaccinations administered to patients in their home.

More recently Learning Disability Nurses have been assisting their colleagues in Children's Disability Services with the roll out of vaccinations for children who have a learning disability.

## 2021 REFLECTIONS - PATIENTS AND STAFF

*On behalf of my daughter, wife and I, we want to thank all concerned today for an excellent well planned, professional and caring vaccination operation. Our daughter is coming 38 and this is the first injection she has had due to her heightened anxiety around needles.*

**During outbreak status within our supported living facility, I really feel that the Learning Disability Nurse went above and beyond in his support. He ensured that we had all the correct information during this period, he provided me with regular updates and was very helpful to our team. It was really reassuring to us during this difficult time.**

*I just want to say thank you for allowing me to be part of your vaccination team yesterday, apart from being well organized it was such an emotional journey for all these families. They were all treated with so much sensitivity whilst getting this vaccine as well as their carers. It was a pleasure coming from health visiting and now Parent Infant Partnership team that I met so many of my former or current clients and they were so delighted to get this vaccine and the entire day was managed in a seamless manner to make everyone involved feel they were 'held in mind'.*

**2021 has been another very challenging year within Adult Disability, for patients, service users, families and staff. The nursing staff both in Thompson House Hospital and community settings continually worked, extremely hard to provide a high standard of nursing care to individuals with a disability while also delivering on additional duties including Covid testing and vaccinations. This care was provided with compassion, dedication and with every member of the nursing team engaging in collective leadership to ensure the best outcomes for patients and service users.**

# Mental Health.

## DEVELOPMENT OF THE TRUST OPIATE SUBSTITUTION STRATEGY

Over the last 17 years the Trust's Addiction Services have seen a significant rise in the number of service users presenting with problematic use of opioid medications/opiate dependency. This increase is not restricted to the use of illicit substances such as street bought heroin but also includes 'over the counter' and prescription medications that have contributed to a rise in problematic use of such medications. Nurses working within the Addictions Service play a leading role in tackling the harm arising out of opioid dependency.



The Addictions Service provides a comprehensive range of services for adults experiencing alcohol and drug related problems serving a population of 358,700 with teams located in three sectors. In the last 10 years, opiate addiction referrals have risen from 65 in 2012 to 278 in 2021. This increase has led staff to reflect on current service provision and to consider how this demand can be met with safe and effective practice.

In response the community Addiction Services have developed an Opiate Substitution Therapy (OST) strategy which clearly sets out our mission statement and defines the treatment service that we aspire to provide for every service user requiring opiate substitution. The strategy has taken in to account the recommendations made in the regional review of tier three OST services and aims to ensure that those referred to our service will be seen and commenced on a treatment pathway within 2-4 weeks from the point of referral; engaging service users and commencing treatment on prescribed opiate substitution when safe to do so. This will reduce the risks associated with illicit drug use in the community and when engaged with a keyworker the service user can begin psychosocial support and develop a recovery plan that promotes personal responsibility, self-care and in the longer term positive behavioural changes that will benefit both physical and mental health.

The strategy can also be used by colleagues within Mental Health Services as an education tool due to the information included within it such as titration guidance, advice on pain management while in treatment, management of overdose advice and monitoring of withdrawal. The Trust recognises the increased number of presentations to Mental Health Services of those using harmful/hazardous levels of over the counter medications and sees the importance of staff having adequate knowledge to signpost those individuals to the right services at the right time.



## TOWARDS ZERO SUICIDE

Towards Zero Suicide is a comprehensive approach to suicide prevention that challenges Adult Mental Health Services to strive for zero suicides among those in our care; to inspire collective learning and collaborative working to improve patient safety and measurably reduce deaths by suicide for those who access Adult Mental Health Services across Northern Ireland. In the Trust, Toward Zero Suicide is a nurse-led initiative.



The Suicide Prevention Care Pathway (SPCP), officially launched on 10 September 2021 representing a shift in mind-set and culture, moving from a focus on prediction to one of prevention, viewing suicide as a primary problem and not purely as secondary to another problem.

It involves a shift away from fragmented suicide care toward a holistic and comprehensive approach to patient safety and quality improvement—the most fundamental responsibility of health care—and to the safety and support of the staff who do the demanding work of treating and caring for suicidal patients.

The aim is to build protective layers throughout the journey of care, to avert or prevent suicidal behaviours. We will be reviewing and improving our entire system, processes, practice and training to ensure we are applying best international and local evidence-based practice. Close collaboration with service users and families will quality assure developments to ensure it is patient and carer-centred.

- **At the practice level**—we will implement a more direct approach to identify suicidal behaviours and treating these as primary issues alongside treatment of underlying mental health problems. We will be testing and implementing best practices and tools where we haven't already got these in place;
- **At the process level**—we will be developing a data-driven quality and safety improvement programme to deliver accessible, reliable, and continuous care processes and routines; and
- **At the organizational level**— we will be creating a safety and learning culture with strong leadership and a system wide commitment to the aspirational goal of zero suicides.





**Anne Gordon**  
Clinical Educator

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## MENTAL HEALTH: HOSPITAL SERVICES

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*I have recently taken up my new post as Clinical Educator within Acute Mental Health Services and within this role I am committed to providing student nurses with a positive experience of their learning placement. This has been a challenging time within the health service and student placements have had to adapt and adopt new ways of working. We recognise that we as nurses are pivotal in a student's learning and development. I appreciate that staff have experienced significant pressure over the last two years and I want to be a point of contact to supporting them and valuing their commitment and dedication to our students.*

*Previous feedback has stated that our student nurses "feel undervalued", "we're used as an extra pair of hands", "did not feel part of the team" and "were left to their own devices". This for me was the drive and passion for my current work in relation to student induction to our services and wards. I have implemented a bespoke induction for all student nurses, which includes information provided through an interactive booklet, welcome pack and an opportunity to gain an in-depth overview of our service prior to commencing on the ward with their peers.*

*We in the nursing family have an integral part to play in demonstrating role modelling, leadership, support, supervision, respect and inclusion for all students no matter what stage or branch of nursing they come from. On-going feedback which is focused, concise, constructive and non-punitive demonstrates an active approach to learning and ensures that each student is viewed as an individual and not just the nameless "student" and that staff are showing a genuine interest in their learning and development. Resources, induction and clear communication are now an inherent part of the student's pathway on placement within our Trust and my role as Clinical Educator within Mental Health Services is integral to this.*

*I have developed a Student Learning Charter, which is not only clear on the expectations for the student but also clarifies what they can expect from us and how together we can achieve positive placements and be seen as a service that values the unique contribution that students bring to our clinical areas.*

*My role includes supporting nurses to take ownership for providing an environment and culture that is positive for our students. We have all experienced stress and an increased workload throughout the pandemic and this has clearly had a significant impact on all of us. To develop the future workforce, our staff are encouraged to advocate for Mental Health Services and Mental Health Nursing and to celebrate the invaluable contribution we make in the Health Service. It is time to take pride in our profession as Mental Health Nurses and the outstanding difference that we make to the lives of those suffering with mental illness.*

*Having come through this unprecedented period, nurses are understandably exhausted, tired, stressed. This is a key consideration in boosting staff morale and enthusiasm for having students on our wards and ensuring that their placements facilitate a transformation of theoretical knowledge into clinical practice and also support students in developing their identity in progressing from a student to registered nurse. Providing support to our staff in facilitating students on our wards is vital and through Lunch and Learn sessions, skills practice and training days, we have demonstrated to our staff that we value and support them.*

*We as nurses are the lynchpin in the training of the future workforce and we must be proud of our role and the positive impact that we can have on shaping the future workforce. We all have our part to play and must never forget that we were all students at one time and have encountered positive and negative experiences on placement.*

*I am a proud Mental Health Nurse and will ensure that every student on placement with our services will be afforded the opportunity to engage with teams who are passionate and driven in providing the least restrictive care and treatment to all of their patients.*

## COMMUNITY PERINATAL MENTAL HEALTH



In January 2021 the Health Minister, Robin Swann, proudly announced that he had approved funding for the development of a new specialist Perinatal Mental Health Service for the region. This new service was to provide new Multidisciplinary Community Perinatal Mental Health teams in each of the five Health and Social Care Trusts.

This was actioned almost immediately by the Trust once the regional guidance document for implementing the teams was made available. The implementation group for the Trust was set up with excellent representation from Obstetrics & Midwifery; Health Visiting; Service User Consultant; Psychology; Social Work; Nursing; Consultant Psychiatrist; Senior Managers; Medical Director and the Assistant Director.

Stephanie Patten, a Senior Nurse Manager was tasked to lead in setting up the new Perinatal Community Mental Health Team. Stephanie got to work in organising meetings with stakeholders - Finance, Human Resources, Estates, Performance Improvement, Psychology, Health Visiting, Midwifery and visited the Perinatal Mental service in Belfast. Very quickly she started the recruitment process for the new team and by June, the first Community Perinatal Nurse (CPN) for the team was in post.



By the end of December 2021 the team had recruited three CPNs, one Perinatal Mental Health (PNMH) Midwife; one PNMH Health Visitor; one part-time Consultant Clinical Psychologist; one Administrator; two part-time Consultant Psychiatrists and a Nurse Lead. Along with the Social Worker, Occupational Therapist and a Peer Support Worker with lived experience.

Regionally the Trust is striving ahead in terms of progress. The team designed the Regional Pathway for consultation to support existing services and teams who work with women and their families during the perinatal period. The Trust's Community Perinatal Mental Health (CPMH) team already have a caseload of patients and they are offering preconceptual counselling and advice, as well as guidance via telephone and zoom to other Mental Health teams, Maternity, Health Visiting, Primary Care and Social Care colleagues.

The staff are also rolling out training programmes to referral agencies and building good relationships with team and colleagues within and outside of the Trust.

The team serves the entire Trust. It is for women with complex mental health conditions, with serious mental illness or at risk of developing a serious mental illness who are either pregnant or in the first postnatal year. Referrals to the team are accepted from Mental Health teams, GPs and Maternity Services.

All the staff in the CPMH Team are very proud of where they are today and are in a privileged position to offer women, infants and their families a much needed, accessible, mother and baby focused, holistic and Multidisciplinary Perinatal Mental Health Service.

# Healthcare In Prisons.

## COVID-19 & VACCINATIONS

The COVID-19 pandemic dominated throughout 2021 and inter-agency working with the Northern Ireland Prison Service, the Public Health Agency and the Trust's Infection Prevention and Control Team continued to keep in house transmission prevented or suppressed on all three prison sites with no patients requiring hospital admission with COVID-19 to date.

The Healthcare in Prison's very successful Vaccination Programme continues at each of the three sites in line with the regional programme, with uptake to date as follows: -

Of those offered a first dose	73%
Of those offered a second dose	98%
Of those offered a booster dose	92%

## REDUCTION IN SELF-HARM

There remains a very significant reduction in self-harm incidents across the three prison sites from pre-COVID-19 pandemic.

## MENTAL HEALTH FACE TO FACE TRIAGE

Following the Safety, Quality and Improvement Project implementation in 2020 regarding how mental health triage is completed at committal, Healthcare in Prison has now fully implemented the face-to-face approach within five days of committal (NICE Guideline NG66 *Mental Health of Adults in contact with the Criminal Justice System* stipulates within seven days). This ensures that every individual who enters prison receives a face-to-face triage with a Mental Health practitioner.

## ADDICTIONS SERVICE



In January 2020 the Healthcare in Prison Addictions Service began an initiative to develop a more comprehensive, integrated and seamless Addiction Service for service users across all prisons.

Over the past twelve months the existing service has been developed and improved, despite the challenges of COVID-19, with clear benefits for service users, their families and the wider community.

The Healthcare in Prison Clinical Addiction Team was successful in winning the Managing Substance Dependency in the Community category at the 22nd NI Healthcare Awards for this initiative.

## OTHER GOOD NEWS

There was a review of committal assessment by the Primary Care Nurses and as part of this initiative Healthcare in Prison moved to an “opt out” process for Blood Borne Virus screening which has resulted in a significant uptake of viral screening and streamlining of referrals for treatment of Hepatitis C.

Healthcare in Prison is committed to the development of staff and has commissioned a number of courses including staff securing a place on the Advanced Nurse Practitioner course.



Leadership days for the Band 7 Nurses were facilitated by Elinor Welch, Nursing Workforce. This was a successful programme forging relationships and igniting drive to share and improve across all three prison sites.

## INSPECTIONS

A RQIA inspection of Magilligan Healthcare occurred in 2021. The following are direct quotes from the findings: -

**'The SEHSCT leadership and governance arrangements were delivering safe and effective care. There was good multi-disciplinary working across all disciplines and collaborative cross-site working to ensure consistency of care delivery. Managers were visible and approachable, and relationships between health care and prison staff were positive. Leadership and management were effective in all health care departments.'**

**'Prisoners we spoke to during the inspection reported positive relationships with health care staff. We found that access to and the delivery of primary health care services was good.'**

**'Primary health care nursing staff were proactive and compassionate in their role and staff demonstrated good knowledge and oversight of their caseload.'**

*'Prisoners with mental health problems were identified promptly and supported by skilled nursing staff, equivalent to those in the community'*

**'Services for prisoners with drug and alcohol problems had been transformed since the previous inspection, with the addition of a clinical addictions service to complement AD:EPT (Alcohol and Drugs: Empowering People Through Therapy) psychosocial services.'**

The Royal College of Psychiatrists Quality Network for Prison Mental Health services conducted a review of Hydebank Wood College. The Mental Health Team was commended for its collaborative integrated and inter-agency working.

# Children's Services.



## i.

### Child Health

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The team faced many challenges... [but] showed great team spirit and professionalism

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# Child Health.



## ADHD SERVICE

The emotional health and well-being framework has been designed to help shape Children's Services. In response to this, the ADHD Service has taken forward an early intervention piece for those on the ADHD assessment waiting list. This has involved up streaming psychoeducation resources, strategies and signposting to community based support services.

With the help of two dedicated Child Health Assistants - Melanie Whyte (photographed above) and Dawn Cheevers - the early intervention contacts are tailored to the needs of the family. This service improvement has been very well received by parents/carers. The service has received a number of written compliments supporting this intervention.

Parents/carers are attending for assessment appointments with a greater understanding of the core ADHD difficulties and have implemented home based strategies to support their young person.

The ADHD Service has developed Pagetiger interactive workshops including:

- **What works - ADHD**
- **Emotional regulation**
- **Managing Anxiety**
- **Transitions**

The ADHD Service continues to utilise its resources effectively. The addition of an enhanced screening on entry to the service is designed to ensure that referrals are appropriate. The ability to provide an effective screener early in the diagnostic journey saves resource and unnecessary time on the waiting list for young people.

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## COMMUNITY CHILDREN'S NURSING TEAM (CCN)

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The Community Children's Nursing Team continued to support families and children with highly complex needs, deliver care for children and young people following discharge and those requiring End of Life Care. 2021 was an exciting year with two staff being promoted to senior positions and an established team member undertaking further study in Palliative Care.

This team faced many challenges during the last year and they showed great team spirit and professionalism working well with families and prioritising services.

Over the past year Ciara Barry has gained promotion to Band 7 Nurse Manager. Ciara is an experienced Community Children's Nurse and has also worked with in Northern Ireland Children's Hospice. Ciara's promotion left a vacancy in the recently formed Downe and Lisburn team; Karen Moffat, a well-established member of the team was promoted to CCN Sister in September.

Staff nurse Katie Horner obtained the European Certificate in Essential Palliative Care (ECEPC). The course is designed to meet the needs of healthcare professionals new to specialist palliative care services who wish to establish a strong foundation of knowledge on which to build specialist knowledge and skills. Undertaking this course will consolidate and develop Katie's palliative care confidence and expertise.

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## COMMUNITY NURSING LEARNING DISABILITY TEAM - CNLD

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The CNLD Team continue to work closely with their social worker colleagues in providing supportive care for children and young people with severe learning disabilities. Over the past year the team has welcomed three new nurses to the team, Kathryn Vaux, Annie Hanna and Jenny Mills. These new team members bring different experiences and quickly became valued members of the team.

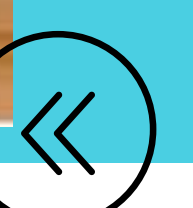


## PUBLIC HEALTH NURSING - HEALTH VISITING AND SCHOOL NURSING

The Public Health Nursing teams continued to deliver their services throughout the COVID-19 pandemic. The teams continued to achieve excellent Key Performance Indicators for the core universal contacts for all families over the past year which is testament to the commitment of the staff and the development of new innovative ways of working over the year.

Along with the universal programmes offered to all children and their families, the teams were tasked with catching up on areas of work which had been disrupted the previous year. For the School Nursing and Immunisation teams this included the delivery of the COVID-19 immunisations to eligible children. For the first time, the school aged flu programme was rolled out to all school children including post primary children, the School Nursing Service vaccinated over 52,000 children and achieved an uptake of over 75%.

Throughout the year, all the staff in Health Visiting, School Nursing and Immunisation teams have provided support to the homeless shelters, including Women's Aid in relation to COVID-19. This included COVID-19 swabbing and support, health screening and COVID-19 vaccinations. The work was extended recently to include refugees and asylum seekers coming into Northern Ireland and a number of adults and families were provided with health screening and support. As part of this, the staff have also worked in the PCR testing stations and provided support to the mass vaccination centres as well as delivering the COVID-19 immunisation programme in schools.





## HEALTH VISITING BREASTFEEDING

Having achieved the prestigious UNICEF Baby Friendly Initiative (BFI) GOLD Award in December 2020, the Health Visiting team achieved their reaccreditation retaining the GOLD status. All of this was achieved during the pandemic - an achievement that the service is rightly proud of!



Lesley McKeown  
Community Infant Feeding Lead

Community Infant Feeding Lead, Lesley McKeown, has been shortlisted for RCN Nurse of the Year in Public Health - a well-deserved accolade.

## LOOKED AFTER CHILDREN - HEALTH APPRAISAL

Looked after Children remain one of the most vulnerable groups in our society. Following a pilot, Health Visitors and School Nurses now offer annual health appraisals to these children. This service aims to identify emerging health needs and offer targeted interventions or signpost to the appropriate services. This is in order to reduce inequalities at an earlier stage in the lives of these young people and to help them address difficulties that they may be experiencing in their lives.

## SAFEGUARDING

### WHAT A DIFFERENCE A YEAR MAKES!

*Collette Stevenson,  
Safeguarding Children Nurse  
Specialist.*

Collette Stevenson's interest in Evidence Based Practice study has escalated following her Post Graduate studies in 2019. After acquiring a scholarship from the Strategic Research Alliance, Collette was able to finally pursue her dream.



The focus of Collette's MSc Thesis was 'An Evaluation of Safeguarding Children Supervision' and included a service evaluation. This aimed to evaluate how the regional arrangements for safeguarding children supervision for Special Community Public Health Nurses (Health Visitors and School Nurses) were implemented and experienced in the Trust.

The results demonstrated that formal planned supervision was identified as a valuable component of safeguarding children and was highly effective for supporting nursing practice. Practitioners in this study recognised the significance of preparation for supervision. Regular safeguarding children supervision was valued and appreciated by those participants interviewed within the Trust.

# Hospital Services.

- i.** **Medical Specialties**
- ii.** **Surgery**
- iii.** **Unscheduled Care**
- iv.** **Women & Acute  
Child Health**

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Thank you  
for all the  
kindness,  
care and  
support

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# Medical Specialties.

2021 continued to provide many challenges for staff across Medical Specialties. The COVID-19 Omicron variant swept through staff and impacted on many wards. Individuals and teams however demonstrated resilience every day and within the culture of collective and collaborative leadership we have overcome another challenging year!

## STAFF HEALTH & WELLBEING

Staff wellbeing was our priority. We recognised the importance of not only being resilient and having an ability to 'bounce back' from challenging situations, but also to recognise the need to look after ourselves and each other. The Nursing staff across the two Respiratory wards were surveyed to better understand their needs and a four month health and wellbeing programme, supported by Clinical Psychologists, was developed to include the following:

**Reflection and wellbeing**  
**Coaching**  
**Chi Me**  
**Stress Busting**  
**Red and Green days**

Staff acknowledged the support, and the programme gave individuals and teams tools and techniques to help recognise and reduce stress in their day to day activities.

### Combat Medical Technician's (CMT)

The Respiratory wards welcomed the additional support from the CMTs. This very new initiative quickly developed and demonstrated all the values of an integrated team working well, with one CMT reflecting - *'It has been an excellent experience and a pleasure working with everyone.'*

## KEEP CALM & CARRY ON LEARNING

Learning and development remained a priority for the Directorate.

Even with social distancing restrictions, the Clinical Educator was still able to support staff with valuable face-to-face learning opportunities including Deteriorating Patient, SBAR, Right Patient Right Blood, BLS and many others. In addition to this, many 'hands on' bedside learning opportunities, particularly with students and newly recruited international nurses were provided.



## USER FEEDBACK



**I can't express enough of how much I have appreciated the staff**

Despite the challenges of the continued pandemic, the teams recognised the importance of user feedback not only as a measure of how well they are doing, but also to help guide the teams in terms of making sure that our service improvement is reflective of the service user's needs.

**Staff are very positive and have time to sit and listen and explain.**

**I just want to say thank you for your kind and competent care.**

**Thank you for all the kindness, care and support not only to my husband but to myself within a very busy ward.**

## DIRECTOR OF NURSING - LEADERSHIP AWARD



Presented to Sister Norma Kenny, Respiratory Ward Sister in May 2021 for her outstanding leadership throughout the pandemic:

***“Norma led by example throughout the pandemic. She spent the majority of each shift providing direct patient care at the bedside, leading by example to ensure the provision of a high standard compassionate care.”***

## REGIONAL SQE NURSING PROGRAMME

Within Hospital services Leanne McWha (Gastroenterology Specialist Nurse) won the regional SQE Nursing Programme prize for her work in developing the Trust Hepatocellular Carcinoma (HCC) Surveillance Programme. They were very impressed with Leanne's application of QI methodology and the value of the project. Congratulations Leanne and really well done.



## ASB DECANT



On November 6 2021, Ward 17 (Endocrinology and Renal Inpatients), Stroke Unit and Elderly Care wards finally closed their doors and moved into the new Acute Services Building.

The safe transfer of patients was managed quickly and efficiently due to great team work and the willingness of staff and volunteers to go the extra mile.

Sister Audrey Christie and Dr Roy Harper were the last to leave their ward and hand the keys over to the estates team on what was an emotional day.





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## CANCER SERVICES

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Dr Cherith Semple has been awarded a Burdett Trust for Nursing Grant. The funding is to be used towards Nursing Improvement Projects in Digital Health.

Cherith plans to develop and feasibility test a nurse-led video-consultation clinic for head and neck cancer patients, with the integration of an electronic disease-specific holistic needs assessment tool.



Sheena Stothers has recently taken up post as Skin Cancer Nurse Consultant.

This is the first post of its kind within Northern Ireland.

## MACMILLAN UNIT



The new Macmillan Unit at the Ulster Hospital was officially opened on 18 October 2021 by the Health Minister, Robin Swann. The Macmillan Unit was designed by a Lead Nurse with the input of people affected by cancer and brings together chemotherapy and support services. It features a state-of-the-art chemotherapy unit with purpose-built assessment and treatment areas; a satellite pharmacy; and a Macmillan support centre.

## REGIONAL CANCER NURSE CENSUS

The Trust took part in a Regional Cancer Nurse Census in September 2021. This will provide information to inform workforce and education commissioning and succession planning to ensure that cancer nurses and future support workforce teams have the right knowledge and skills to deliver services for current and future cancer populations.



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## **BAND 6 DEVELOPMENT FORUM**

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A Band 6 Development Forum has been established to support new Band 6 Specialist Cancer Nurses to transition into their new roles. Catherine Crymble (Macmillan Head & Neck Clinical Nurse Specialist (CNS)) and Claire Black (Macmillan Clinical Educator) facilitate the sessions which focus on equipping these nurses to further develop the skills required to fulfil the key elements of their roles.

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## **PALLIATIVE CARE**

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Within the palliative care service there has been a new CNS led clinic developed as part of the Rapid Access Clinic in Ards. This clinic aims to improve continuity between the Acute and Community services facilitating earlier discharge and enabling patients to be managed at home or in an outpatient setting as an alternative to acute hospital admission.



### **PALLIATIVE CARE AWARENESS: OPIOIDS IN PALLIATIVE CARE PATIENTS**

A short education programme was developed between the Palliative Care Nursing team and the Palliative Care Pharmacist to share the learning from Adverse Incidents in relation to prescribing of strong opioids in syringe drivers. Remember - ***'Pause, Reflect and Recheck'***

# Bangor Outpatients.

*Services developed to improve the patient experience during the pandemic.*

## VENESECTION CLINIC

During the pandemic we were redeployed to wards and outpatient departments to help support in these areas/departments.

The staff returned in February/March 2021 to start a new service for patients with Hemochromatosis who had been on a very long waiting list to have venesections carried out.

This new service started to see 24 patients per day on the waiting list. This has continued as a purely nurse led service and we are now on top of the waiting list. This gives patients continuity of care and on-going treatment of their condition within a multidisciplinary team.

As a Nurse led service we managed the clinics in conjunction with Consultant's recommendations. We can control frequency of appointments and provide a contact base for patients if any issues occur.

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## BIOLOGICS

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The Biologics service faced a number of challenges over the pandemic due to nature of the treatment.

As Biologics treatment is immunosuppressant a lot of patients were worried about how they would get their treatment or should they remain on treatment. This created a lot of pressure answering these questions particularly around COVID-19 vaccinations, boosters and now anti-viral treatment.

The pressures of Brexit also had an impact on the supply of injections which again caused a lot of stress for both patients and staff alike.

We started a virtual clinic during the pandemic and this has been a success as it gave reassurance to patients and adopted a blended approach.

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## DERMATOLOGY

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We started a 'see-and-treat' red flag clinic with Deputy Sister Sharon McClatchey who was already trained in surgical procedures and have commenced further training of other staff to carry out biopsies. This has proved very successful as these patients can be treated on the day by a nurse freeing up time for the Consultants. The patients are happy with this as it means they have their biopsy carried out on the day and do not have to go onto a waiting list.

A new Roaccutane nurse led clinic was started in June and once again this has proved very successful. To start this clinic we had to ensure a member of staff had her nurse prescribing which Deputy Sister Sharon Moore completed and at present we are waiting on Staff Nurse Natasha Scott to start her training in September. This will ensure cover for clinic at all times.

## PESSARY CLINIC

This was already established but the waiting list had grown due to referrals from several services, closure due to redeployment and lack of theatre space which increased Consultant referrals. We decided to increase the clinic slots on alternate weeks to 15 patients with two Nurses seeing both review and new patients. This will continue for the foreseeable future and provides a very important service.

It has been a challenging year for all staff but we seem to be coming out the other side and still in one piece if not a little frayed around the edges.

The team all pulled together and supported each other with both tears and laughter but we got through it. The department is now more or less back to pre-COVID-19 numbers and in fact we have gained a few extra clinics.

To finish the year off Carol Dobbin - the department manager - celebrated a big milestone having completed 50 years' service in nursing to which the staff and the Trust celebrated with great gusto.

We will all continue to work hard and face each challenge as it arrives.

## PRE-REG NURSING PROGRAMME

A Band 3 HCSW Jackie Hewitt who following hard work and lots of encouragement from all staff was successful in securing a place on the Open University course to undertake her student nurse training. She has completed her first module and at present is out on placement. We wish her all the best from the Bangor team.

Another Band 3 HCSW Leigh Hennessy has completed her Proqual Level 3 within 3 months of coming to the department. Leigh also went on to complete her GCP (Good Clinical Practice) to enable her to upload data to BADBIR which is a clinical research tool for Biologics in dermatology. We would like to congratulate her on her achievements.

# Surgery.

Anaesthetics, Theatres and Intensive Care (ATICs) are celebrating our nursing staff across the Ulster (UHD), Lagan Valley (LVH) and Downe hospitals (DH) for stepping up during another year of uncertainty in 2021. Commitment to care, adaptability and professionalism were reflected in both those who provided training and support for redeployed staff, and in those who rose to the challenge of upskilling in order to work in an unfamiliar environment. We celebrate, appreciate and thank each and every one of you!

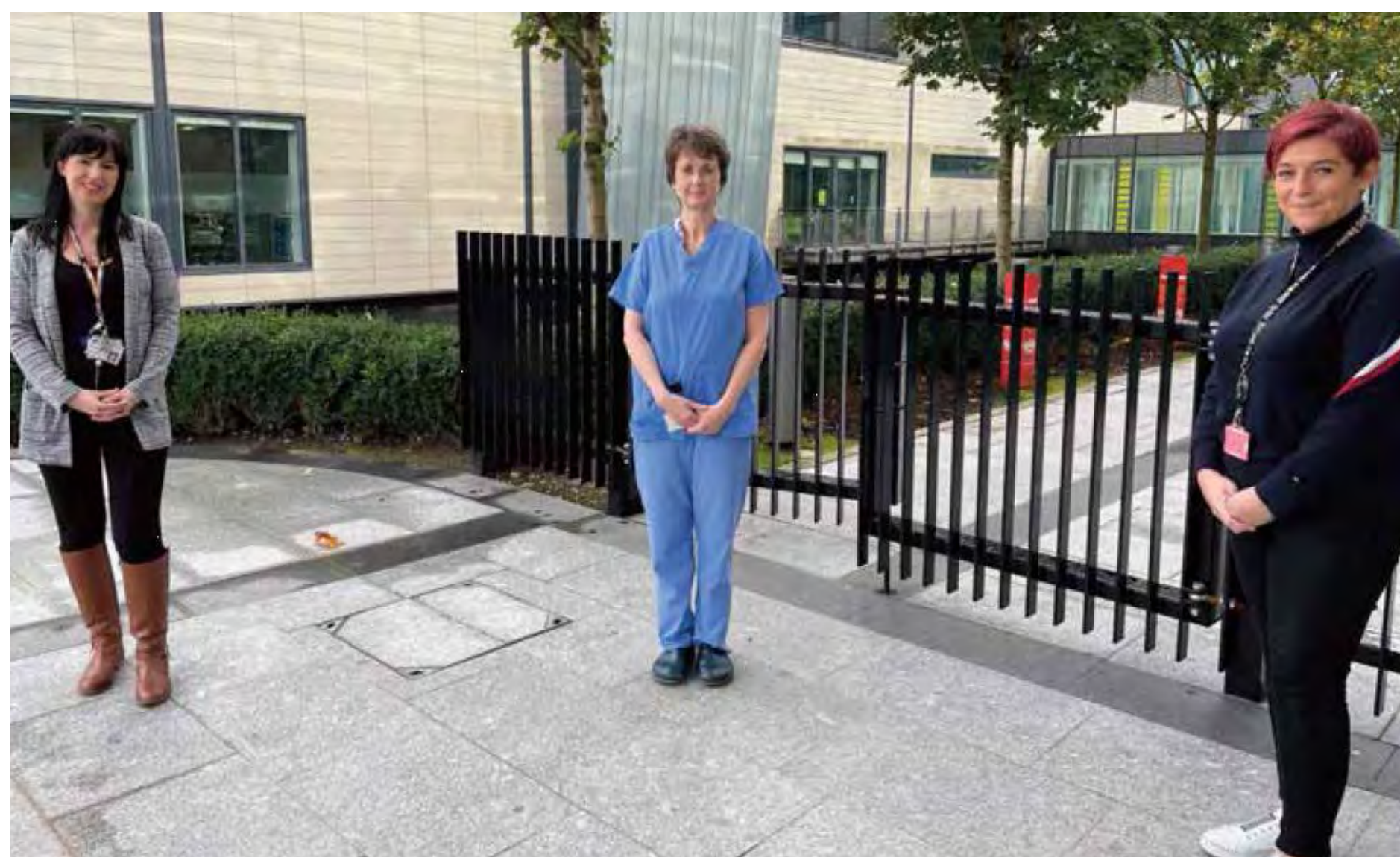


Urology (June 2021) – LVH Urology staff (pictured left).

This was the first time Thulium laser has been used in the whole of Ireland for LVH Day Procedure Centre (DPC).

# Surgery.

In October 2021, the Nurse Endoscopy team won an award from the Ulster Society of Gastroenterology for work carried out in developing an inpatient nurse endoscopy co-ordinator role. The team embraced new ways of working during the COVID-19 Pandemic by developing a dedicated inpatient Endoscopy Service which is run by Nurse Endoscopists with clinician support, delivering a safe, rapid and sustainable service. The service has improved outcomes for patients, expedited patient flow and provided educational opportunities for staff and trainees.



Nicola McCullough (Nurse Endoscopist), Carol Maier (Deputy Theatre Sister), and Katrina Batisti (Nurse Endoscopist).



The regional DPC opened last year; it is a centre which sits under the Trust but carries out regional operating lists for here, Belfast and the Southern Trust. All the patients who attend the DPC are pre-assessed by the pre-assessment unit the Trust. This has meant quite an increase in the workload for the nursing staff in the pre-assessment unit but all the nursing staff, in both Lagan Valley and the Ulster, embraced and rose to this challenge in an effort to help with the success of the DPC.



# Unscheduled Care.



**Staff at Downe Urgent Care Centre, Downpatrick; caricature board.**



Amy Kane - newly appointed Emergency Nurse Practitioner Downe Urgent Care Centre - stated she is excited at the recognition of achievement in completing her specialist practice course.

Amy is also very grateful for the opportunity to work with a fabulous team within Downe Urgent care and the Trust.

# Women & Acute Child Health.

## NEONATAL

Neonatal nurses celebrating World Prematurity Day...



...and Kangaroo Awareness Day



## OBSTETRICS & GYNAECOLOGY

The Tulip Service for Termination of Pregnancy was established without funding on an ad hoc basis. The service successfully runs twice weekly. As a result, this has a positive impact on women who can have their treatment carried out locally and no longer need to make journey to England.

As part of a SQE project, an e-book was produced to support women and their families who had experienced a miscarriage. This is a valuable resource of support and information.

During the pandemic, the teamwork displayed by Neely ward was exemplary as the ward experienced many changes during this time.

**Supporting Staff Caring For Patients Going Through Pregnancy Loss**  
Sini Cyriac (Deputy Sister Neely ward Lister hospital)

**Background**

- Working in Neely ward, Gynaecology, pregnancy loss is a common admission to the Neely ward. Newly qualified staff and also new international staff caring for pregnancy loss is a new skill. This is a very emotional topic for both the patient and staff.

**Aim**

To improve and increase adequate support to the staffs by 80% and above by September 2021

**Results**

A run chart was used to monitor level of support- PDSA 1 showed the median remained 3 from the baseline on from the questionnaire

**Outcome Measures**

The same Questionnaire used throughout project. The first question used a Likert scale to ask staff their perceived levels of support.

**Improvement Methodology**

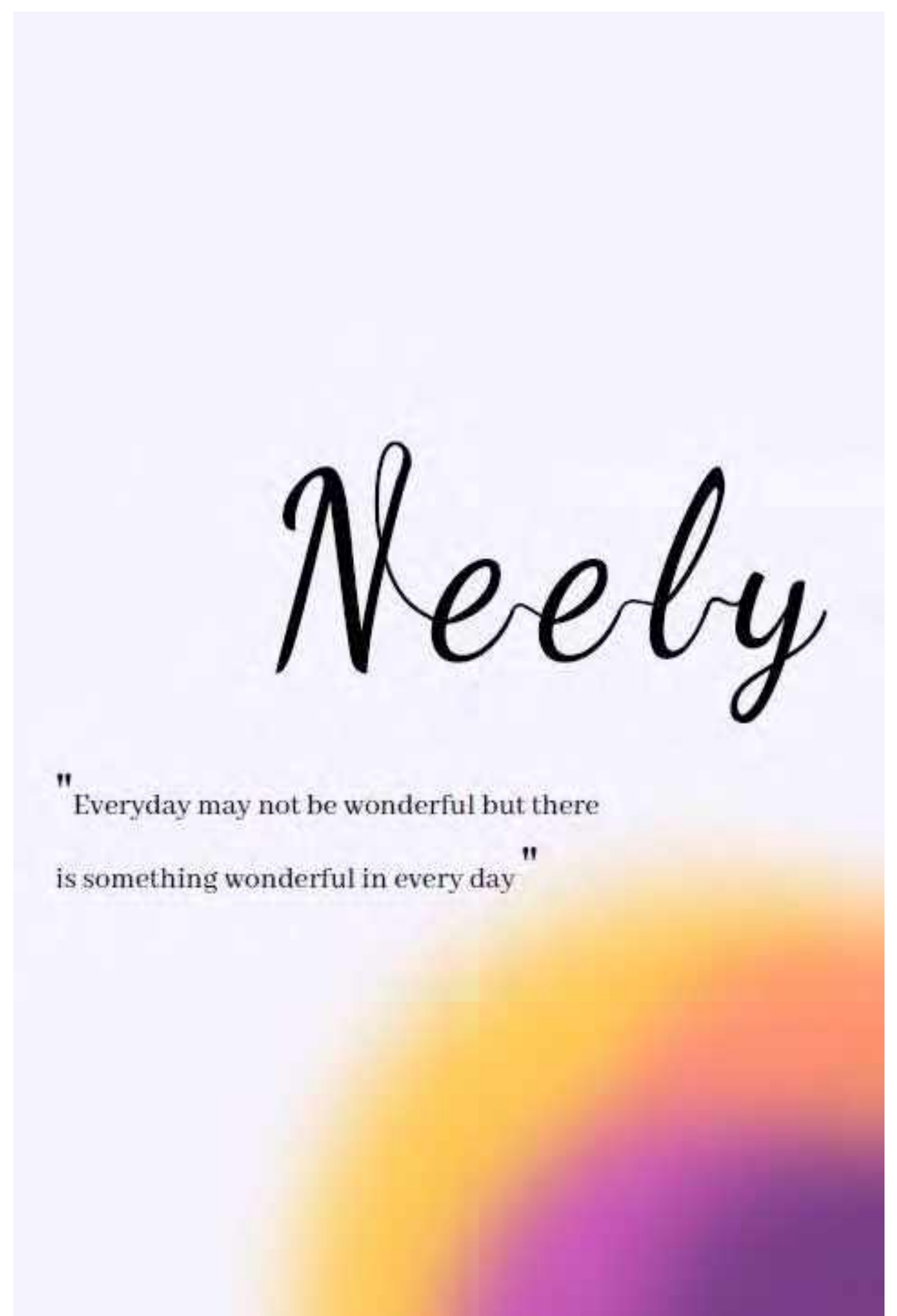
- PDSA Cycles
- PDSA 1- A formal debrief for staff on the ward to do individually or as part of a group was introduced.
- PDSA2- An eBook was created for staff. In that staff can access educational reading and videos, where to get further support, e-learning etc.

**Outcome**

Staff self evaluation on levels of support

**Next Steps**

- Providing practical support
- Role play
- Support from Bereavement midwife



## PAEDIATRICS

### ACHIEVEMENTS

Paediatric Diabetes Nurse Julie Steen completed her Specialist Practice Qualification in Diabetes in September 2021. Julie now spends her free time enjoying her paddle boarding.



Nursing Assistant Laura Kane completed Level 2 Proqual Certificate in Healthcare Support.



Senior Nursing Assistants Naomi Heywood (above), Simone McKee and Wendy Stephenson completed Level 3 Certificate in Healthcare Support.

### COMMUNITY MIDWIFERY

The Trust's Community Midwives have continued to provide antenatal and postnatal services to support those women who requested home births. In 2021, there were 29 home births in total in the Trust.



## MATERNITY

There have been a number of new posts created regionally for Maternity Services and the Trust have successfully recruited to these posts. Karen Gray has been appointed as Lead Midwife for Continuity of Midwifery Care. Karen's role will be to progress the roll out of continuity of midwifery care where teams of midwives will care for and follow women antenatally, during labour and postnatally. This will mean women will get to know their midwife and have a better experience of maternity services.

Serena Liggett has been appointed to the new post of Perinatal Mortality Review Tool/Risk Midwife. This role will embed the PMRT and improve the perinatal review process.

A Fetal Well Being Co-ordinator, Jo Quinn has been appointed and her input will help support staff with interpreting fetal heart traces as well as training in use of fetal monitoring equipment. Jo will also be working on the introduction of computerised archiving of fetal heart traces as well as a centralised fetal heart monitoring system.



**The Maternity Ward are piloting the use of self-administration of analgesia for women who have had an elective caesarean section. These women are given a key for a locked compartment in their bedside locker where they can access analgesia to improve management of post-operative pain.**

Ellen McIntyre a Midwife on the Global Leadership Programme has introduced monthly peer support for newly qualified Midwives. Each month there is supported learning and an opportunity to discuss any concerns.

Paperless blood results have successfully been rolled out in the Ulster Hospital Antenatal Clinic. This has reduced the amount of time required to sort and follow up on laboratory results. We plan to roll this out across maternity starting with the community areas.

**Labour Ward has introduced an induction of labour clinic to help women go into labour naturally reducing the need for intervention.**

## PROJECTS

# Nursing, Primary Care & Older People.



- i.** Infection, Prevention & Control
- ii.** Nursing Workforce, Learning & Development
- iii.** Primary Care & Older People
- iv.** Safe & Effective Care

# Infection, Prevention & Control.

The Global Pandemic of 2020 presented the biggest ever challenge to the Trust Infection Prevention and Control, (IPC) Service. Despite the exceptional circumstances faced, a responsive and supportive service to staff at the frontline across the organisation had to be provided.

Outreach IPC advice, support and training was offered and delivered to over 100 private nursing homes managing outbreaks of COVID-19. At the end of this period a survey was undertaken, overall the findings highlighted that the care home managers and staff were very grateful of the support given. There are plans to seek further resource to enable this service to continue.

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## IPC AUDITS

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Due to the on-going COVID-19 Pandemic the annual IPC Audit Improvement Plan included those audits which were considered a priority, such as social distancing.

As part of the rebuild of services and opening up again of much needed face-to-face outpatient clinics, day centres and getting staff back to offices, the team were involved in the support of risk assessments in many departments. This facilitated a plan to re-open services, with COVID-19 safe measures in place, such as hand sanitiser, distancing, signage and having supplies of the correct PPE available.



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## STAFFING

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During the year the IPC team (IPCT), numbers were halved by retirements and individuals moving on to other posts. Similar to other services, the team worked many extra hours and forwent annual leave to ensure cover throughout the year and to be a reliable point of contact. This included, for a time, an extension of the service over seven days. The provision of a 24 hour on call rota was also introduced and the benefits will be reviewed going forward.

Morale amongst the team was tested as staff across the Trust found it challenging to grasp the ever changing national and regional COVID-19 guidelines.

These were also 'new' to the IPCT and advice given could only ever be considered correct for that moment in time, (managing the situation on a case by case basis). Nevertheless, this tested and raised the profile of the team at all levels of the organisation.

Towards the end of the year there was opportunity for existing highly skilled and experienced IPC team members to apply for senior positions within the team. In conjunction with a successful new recruitment plan, IPCT numbers have increased.

The IPCT looks forward to developing the skills of their new members that is building on service delivery. It is envisaged that the additional staff will facilitate provision of high quality education, audit and improvement that ensures the safety of staff and service users alike across Trust facilities and the provision of expert advice to the Trust and Independent Care Home Providers.



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## TRAINING

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Face-to-face training became impossible due to social distancing requirements. Only small numbers of staff had the opportunity for face-to-face training with COVID-19 safe measures in place. The Infection Prevention and Control Team (IPCT) however still managed to train 598 staff in this manner, covering Personal Protective Equipment (PPE), hand hygiene and COVID-19 information.

The IPC team rapidly developed training videos and used e-learning to reach the goal of educating staff, particularly in the area of Personal Protective Equipment (PPE) application and removal, which was of the utmost importance to maintain staff safety.

A video on COVID-19 swabbing technique was also produced. These were placed on the Trust website i-Connect and YouTube. The PPE clips received almost 15,000 viewings and the swabbing video 7,000 views.

Given the sustained community transmission it was not possible to offer higher numbers of face-to-face training. This was unfortunate as this method provides a valuable net-working opportunity and a more free discussion environment. Online training and utilisation of other technology will remain a dominant resource to ensure Trust staff can access the essential IPC training to maintain the safety of themselves and patients.

There are plans to review the method of IPC training delivery to combine both methods going forward in 2022.



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## IPC SERVICE ASSURANCE ACCREDITATION 2020-2021

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A baseline assessment of compliance with NICE standards was undertaken and substantive compliance was achieved. A visit to the Trust hospitals was undertaken by members of the Department of Health Nosocomial Committee in May 2021 to review the Trust's management of COVID-19 cases and outbreaks. This included a review of systems put in place by the IPC and clinical teams in conjunction with the Trust's Senior and Executive Management team.

The final report was published and overall the findings were good, recognising the collaboration of the IPC and clinical teams in implementing COVID-19 safe measures and the benefits of 100% single rooms with en-suite facilities.

# Nursing Workforce, Learning & Development.

## PRACTICE EDUCATION TEAM

The main focus for the Practice Education Team (PET) in 2021 was to continue supporting those NMC registered staff that required preparation to enable both pre and post registration student nurses and midwives in practice to prepare for the new roles of Practice Assessor (PA) and Practice Supervisor (PS). The PET provided support via several modes to ensure staff supervising and assessing students had the correct knowledge, skills, and understanding of the students' curriculum leading to the development of confidence to raise and escalate concerns around professional issues. The PET have been proactive in partnership with managers and the universities to increase student capacity to 474 student placements throughout the Trust. This has significantly increased the need for support to PA's, PS's and all students. Student capacity remains a challenge regionally and the PET continue to actively scope and open new practice learning environments (PLE) in partnership with managers and their teams.

A suite of Support Sessions via Zoom were developed as a result of a Trustwide survey where we asked, they said and we did. These were advertised and facilitated by Practice Education Team, on topics such as 'How to provide Feedback using a Coach Approach' and 'How do I develop a Person Centred Practitioner'. Evaluations from the attendees at these sessions has been very positive, all of which informs the development of future sessions.

Continued preparation, training and support has been offered in practice upon implementation of the Pre-registration nursing Students, Electronic Practice Assessment Document (EPAD) and the Pre-registration Midwifery Students, Electronic Midwifery On-going Record of Achievement (EMORA).

The PET are engaged in other work streams including partnership working with the Open University (OU) to support Trust staff who wish to undertake the Pre-registration BSc (Hons) Degree in Nursing. All applicants are supported through the recruitment and selection process. Successful applicants are supported throughout their programme by the PET in collaboration with the Nominated Person, PA's, PS's and university to ensure all developmental and learning outcomes are met.

### **Next steps**

We will continue to increase student capacity within the agreed regional process, monitor compliance of the FNFM Practice Supervisor/Assessor Programmes and endeavour to ensure that the Trusts target of having all registered nurses within Trust prepared and ready to support Nursing and Midwifery students working under the FNFM Standards.

The PET will continue to support PA's, PS's and Pre and Post registration students by acting as a conduit between all three universities and practice to ensure there is good governance around the PLE's and that all student learning outcomes are met. This will enable successful entry for all pre-registration and applicable post-registration students onto the NMC register which will help build and strengthen the workforce within NI.





## VOCATIONAL TEAM

### Nursing Assistant Induction & ProQual Vocational Qualifications

Throughout the year, the Vocational Team continued to facilitate 4 two day Nursing Assistant Induction Training Programmes, which were attended by 97 Band 2 and 3 Nursing Assistants. Due to the restrictions of COVID-19 guidelines, it was not feasible for face-to-face training to take place and therefore training instead was delivered through the Zoom platform.

To achieve the Department of Health requirements which stipulate that all Band 2 and 3 Nursing Assistants are to undertake the ProQual Level 2/3 Certificates in Healthcare Support, an additional two Peripatetic Assessors were employed to assist the Trust to meet these statutory requirements. A new member of staff, Gillian Hughes will commence with the team as she is replacing Margaret McLeese who recently retired.

**INDUCTION AND  
DEVELOPMENT PATHWAY  
FOR NURSING ASSISTANTS**

**EMPLOYED BY HSC TRUSTS  
IN NORTHERN IRELAND**

## STANDARDS FOR NURSING ASSISTANTS

EMPLOYED BY HSC TRUSTS  
IN NORTHERN IRELAND



There have been 47 Nursing Assistants registered with the ProQual Awarding Body to undertake their Level 2/3 Certificate. This year 36 candidates have successfully completed and received their certificates. A further 56 Band 2 and 3 staff are actively working towards their certificate, with a number on the Trust waiting list.

We have nine registered nurses due to complete their work-based Assessor/Internal Quality Assessor (IQA) qualification who will help support the Vocational Team.

**Next Steps:** In order to meet the needs of the growing workforce the Vocational Team are planning to undertake a Scoping Exercise, to ascertain how many Nursing Assistants across the Trust are still required to undertake the ProQual Level 2/3 Certificates in Healthcare Support qualifications. The team will work with operational areas to support staff through this training.

We would like to take this opportunity to thank all our Nursing Assistants who continue to deliver person-centred, safe, effective and compassionate care to our service users and also to the nursing staff that continue to support the vital training and development of our Nursing Assistants.



## WORKFORCE, LEARNING & DEVELOPMENT

The Trust has recruited over 300 International Nurses through a combined regional and bespoke recruitment process. This has reduced nursing vacancies across hospital services.

There have been a number of successful recruitment events where attendees have had a chance to engage with nursing/midwifery staff and learn about the opportunities offered within the Trust.

The Trust organised a virtual careers events for schools interested in nursing. This was a regional wide event where 54 schools attended with over 500 individuals online. The event's feedback was very positive and will repeated later in the year.

# Primary Care & Older People.

## SEXUAL AND REPRODUCTIVE HEALTH SERVICE

The Trust's Sexual and Reproductive Health (SRH) team recently celebrated its first year in service. Historically the services in our area had been provided by the Belfast Health and Social Care Trust. Like all SRH services we have had to adapt our method of service delivery to fit a world facing a pandemic. There has also been the additional challenge of building a new team.



Improving access to services has been a focus for us. We have established a successful telephone assessment service and dedicated nurse email address for service users to contact us. Changing the model from 'walk-in' to 'phone-first' was made easier by COVID-19 restrictions and it has largely been successful, with service users able to access contraceptive advice and an appropriate method of contraception without having a lengthy wait to be seen in clinic.

We have faced some challenges such as expanding our clinics into all the previous locations. This is something we are continuing to build on. At present we have regular sessions in Lisburn, Bangor and Downpatrick and have been able to maintain our coil clinic in the Ulster hospital.





As a 'new' service, (and new staff) within the Trust we have spent the last year increasing our visibility and making strong links with our Family Nurse Partnership team, the named nurse for Looked-After Children, local GPs and the Tulip service. This has increased access to contraception for our most vulnerable service-users.

Thinking of our future goals, we are all keen to develop our skills further. We work closely with the Genitourinary Medicine (GUM) service in the Trust and share some staff members. We have the eventual goal of becoming an integrated service.

We recently received excellent results from our first patient feedback survey, and this has provided encouragement and will guide us in improving further in our second year.

## TISSUE VIABILITY

The Tissue Viability team have worked tirelessly to promote pressure ulcer prevention and management within the Trust again this year. The pressure on our colleagues in Acute and Primary Care this year has unfortunately restricted their availability for attendance at training. However, the Tissue Viability team have taken education to them in a COVID safe way!



In November 2021, Stop the Pressure day had the team getting creative with pressure ulcer grading education using apples to demonstrate depth of tissue damage! 3B won the Trust prize for most correct entries to the competition. Staff found this tool useful and a fun alternative to traditional training of the staging of pressure ulcers. Those who required more learning were directed to update their knowledge through the mandatory training e-learning package and Trust Zoom supplementary sessions.

The team will continue their training to support and engage staff in this vital aspect of our person-centred care.

Primary Care teams have had to rethink leg ulcer management through the pandemic, and the Tissue Viability team promoted the ethos of self-care strategies for patients and supported District Nursing and Treatment room staff to think about the options for patients in compression therapy to help their workload, patient concordance and wound management cost.



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## CELEBRATION

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### **Janice Colligan celebrates a fantastic 40 years in nursing.**

Janice commenced her nursing career in July 1981. She embodies everything that is unique and inspiring about nursing and nurse leadership. At a time when many would be considering 'winding down,' Janice remains energised and full of passion. She is in her final year of an MSc in Business Improvement which she has embraced with gusto. Her compassionate leadership is palpable, indeed infectious across staff groups.



One of her team members recently reflected that Janice remains “calm in all situations and truly, genuinely inspires and influences – she cares about others. Over the years, she has never changed – her goal is to improve patient care and share her passion with her teams!”



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## COMMUNITY DIABETES TEAM

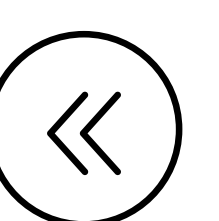
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Due to the global pandemic Diabetes Specialist Nurses were unable to deliver face-to-face education to domiciliary and nursing staff within the trust. As a result to keep all staff up to date the Community Diabetes Specialist Nursing Team developed online learning which included pre-reading, resource tools, e-learning and a one hour Zoom session with a presentation from Diabetes Specialist Nurses.

The team felt that it was vital to continue to provide education to nursing staff as there was a significant number of new staff in the District Nursing team. District Nursing also experienced an increase in diabetes referrals of a complex nature due to COVID-19 treatments and early discharges from hospital.

The approach taken allowed for pre-reading and e-learning to be completed when District Nursing schedules allowed. The Zoom sessions enabled consolidation of the pre-reading and e-learning materials and also allowed for individual questions and answer sessions.

The feedback was excellent and whilst everyone felt it was informative and well-presented and a resourceful effort during the pandemic the majority of staff indicated a personal preference to return to face-to-face education when safe in the future.



## COMMUNITY RESPIRATORY TEAM

In 2020 during COVID-19 the Community Respiratory Team were redeployed to work closely with General Practitioners in the COVID-19 Community Assessment Centres. It was during this time that the Community Respiratory staff identified additional educational requirements essential to General Practitioners (GPs) with regard to the process for enabling oxygen therapy to be delivered safely to patients in the community. Following this discovery the team developed tailored oxygen related educational material to present to GP's in the Trust.

Co-ordinating with the GP federations across the Trust the Team facilitated bespoke educational sessions via Zoom for both North Down and Ards and the Down federation members.

Within the education package the Team addressed learning topics such as:

- **The role of the Community Respiratory Team**
- **Respiratory Disease Management**
- **Impact of COVID-19**
- **Role of Home Oxygen Service and Review (HOSAR) Team**
- **Oxygen education including - Correct prescribing - HOOFA forms**
- **Oxygen safety**
- **Oxygen therapy such as, Long Term Oxygen Therapy**
- **Oxygen modalities available**
- **On-going community support provided by HOSAR**
- **Smoking and oxygen use.**



We received very positive feedback from those who attended the educational sessions and both the Community Teams and local GP's felt it helped develop an excellent working relationship between all disciplines involved

This in turn has had an excellent impact on care in the community for respiratory patients facilitating a multidisciplinary approach to their needs and putting the patient at the centre of their care. As a result complex and continuous assessments are now being carried out in a timely manner. This is having a positive impact on the safe use of oxygen in the community and the disease management of many patients within our care, in particular, palliative patients requiring oxygen therapy.

Both the Community Respiratory Team and GP Federations have agreed the value and necessity to continue having on-going training sessions of this nature. Future plans are to run training sessions regularly Trustwide.

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## ARDS MINOR INJURY UNIT

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Ards Minor Injuries Unit was the first to use Phone First for telephone with advice from an Emergency Nurse Practitioner (ENP) and to introduce an appointment booking service. The ENP will provide advice for simple first aid measures or arrange an appointment if patients need assessment and treatment. This has improved our work flows by screening patients and signposting to the most appropriate services after triage. To date the feedback has been largely positive and the service has been very successful.

Ards Minor Injuries Unit will be extending our scope of services to include minor illness presentations including Earache, Otitis Externa, Otitis Media Earwax, Sinusitis, Impetigo and Shingles. The team are grateful to Dr Lynn Donaghy (GP Out Of Hours Governance Lead) for her ENP training sessions as this has been a long term goal for our service development for patients.





## ENHANCED CARE AT HOME (ECAH)

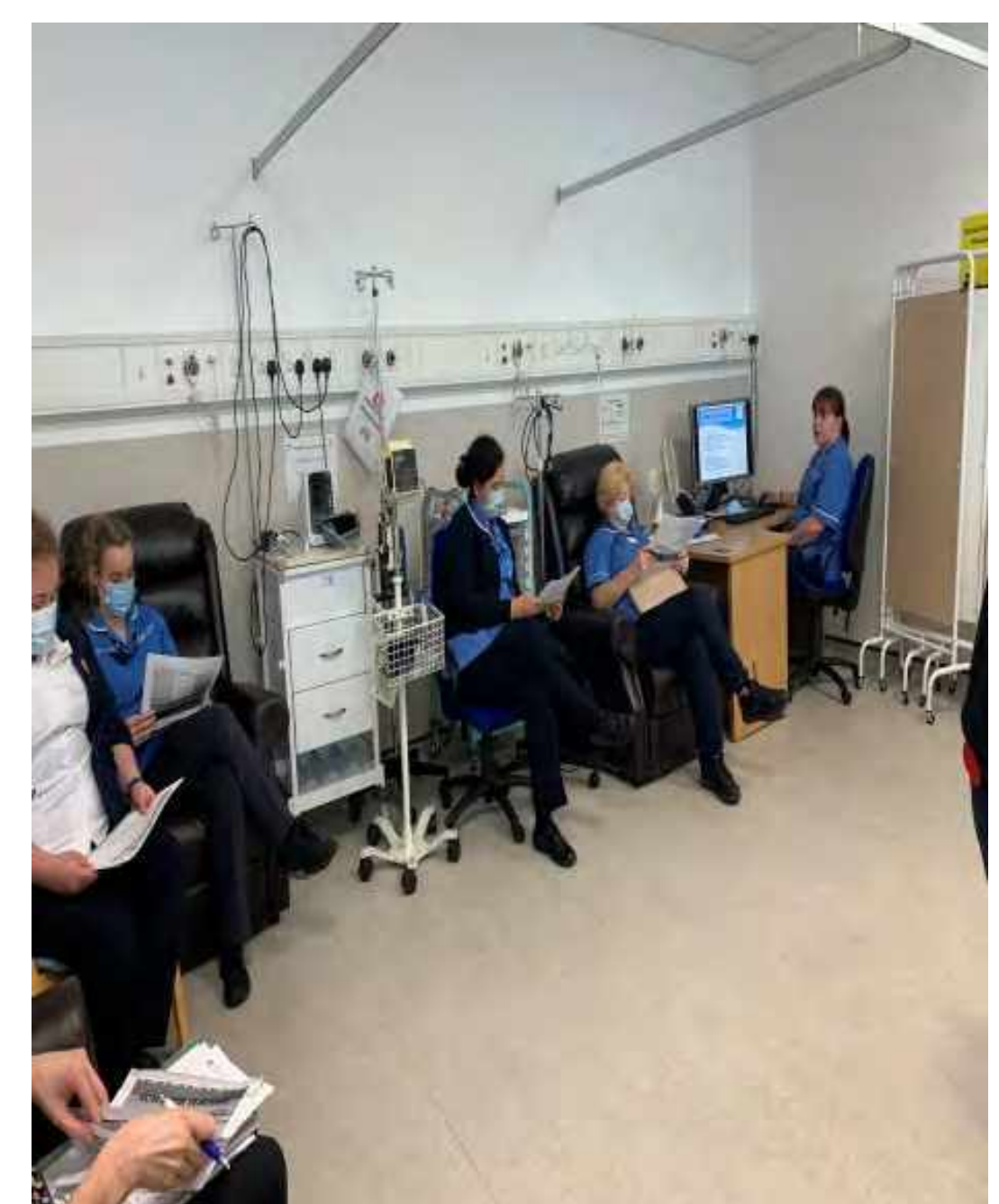
*'Transforming care...  
Improving lives ...People matter!'*

The Enhanced Care at Home Service provides person-centred care for individuals in their own home with acute illnesses as an alternative to hospital admissions. As we reflect over the last year the service has continued to develop and evolve in a very challenging way for everyone. We have continued to support the Care Homes through further COVID-19 outbreaks.



**Achievements for 2021**  
85% of completed ECAH interventions avoided hospital admission

We celebrated many different events throughout the year including International Nursing Day and supported our introduction of peer teaching within our teams by our staff nurses.



## MOVE TOWARDS HOSPITAL AT HOME SERVICE REGIONALLY

Throughout the year a regional approach has been agreed regarding ECAH 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.

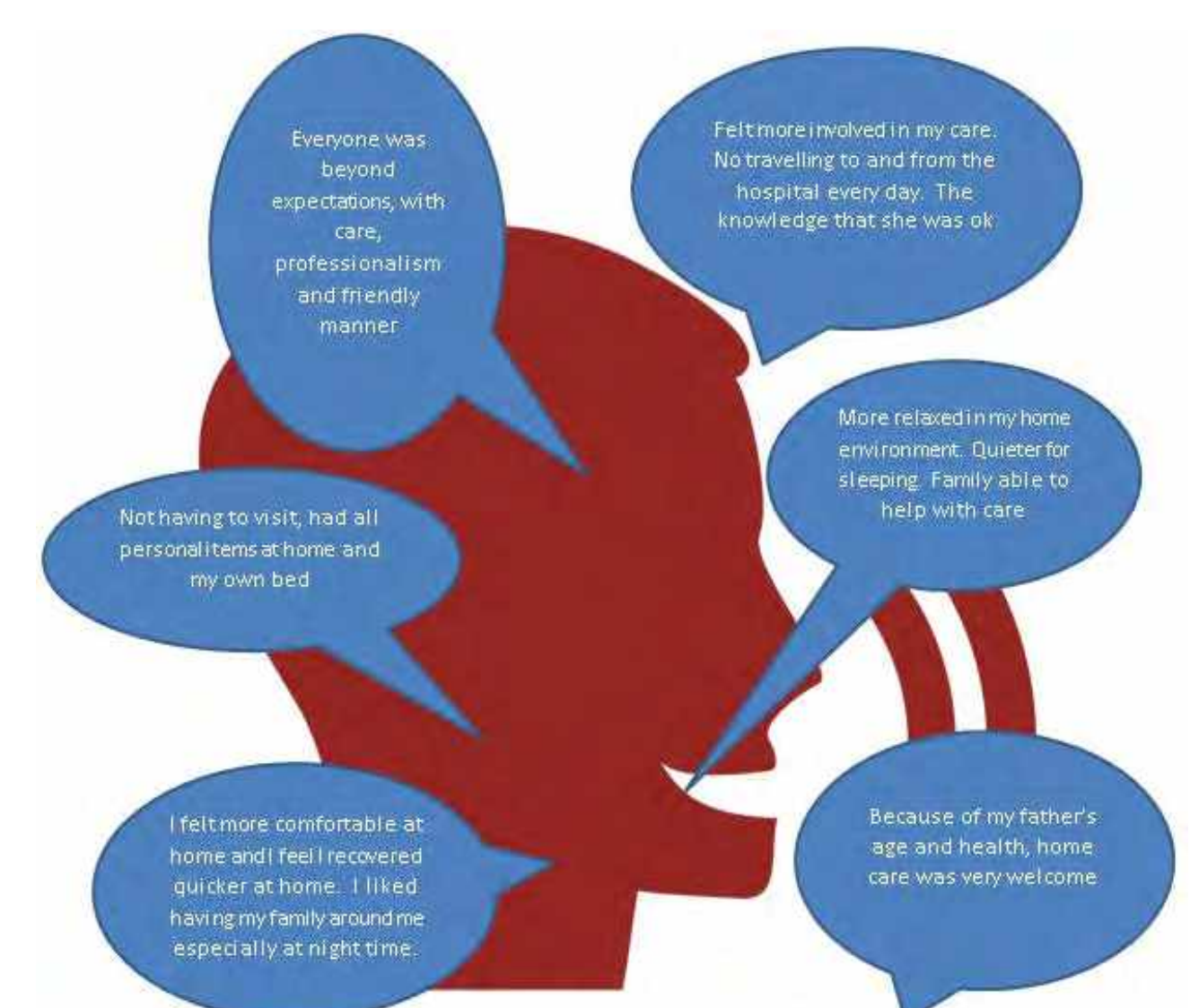


## INTRODUCTION OF THE NON-MONOCLONAL ANTIBODY SERVICE IN PRIMARY CARE – OUTPATIENT COVID TREATMENT CENTRE (OCTC)

Our final quarter of the year introduced the Outpatient COVID Treatment Centre for Non Hospitalised extremely clinically vulnerable patients who met the criteria for non-monoclonal antibodies which went live on 16 December 2021 with six days' notice from go live to first patient receiving treatment.

Securing accommodation, training and medicine supplies to safely introduce an aseptic clinical area enabled the service to be operational over Christmas including the bank holidays. The speed of implementation for all the patient pathways and emerging treatments that influenced our changes in practice was very challenging, to support the multiple pathways and teams involved. Demand has proved difficult as it has exceeded planning assumptions.

**The future** – includes working in partnership with Primary Care colleagues to mainstream access to treatments in Community.



**Patient impact -Putting the people at the heart of all we do**  
**Enhanced Care at Home –**  
**Feedback from Service Users**

# DISTRICT NURSING SERVICE

## Care Home Vaccination Programme

Following the success of the COVID-19 Vaccination Programme during 2020/ 2021, the Trust were once again tasked with the roll out of the booster vaccination for care home residents and staff as part of a planned programme to ensure protection for some of the most valuable in our society as we prepared for winter .



Vaccination teams were brought together from across the trust to deliver the booster vaccination to residents and staff across the whole Trust area in 111 care homes where there are approximately 3330 residents along with associated staff.

This required clinical and operational leadership of the vaccination team, the development and implementation of approved policies and procedures,

coordination and oversight of the vaccination delivery and ensuring staff had the appropriate skills and competencies to deliver against the requirement of the Patient Group Direction (PGD).

Limited supplies of the Pfizer vaccine were stored at the Pharmacy in the Ulster Hospital and every dose was tracked with a target of zero wastage. The challenges included the complexities of maintaining the cold chain and ensuring there was zero wastage.

Planning the roll out of the vaccine required close partnership working with the care homes identifying all those eligible. This was essential to ensure accurate information was obtained.

A route plan was created the day before. This was communicated in advance to all teams including Pharmacy, Transport, PHA and the PSNI.

A specially commissioned vaccine bus arrived on-site with the nursing team – each of the four localities had a lead nurse who led a team of highly skilled nurses from a wide variety of backgrounds. The use of the bus was essential to reduce foot fall in the care homes, to minimise the risk of COVID-19.

Prior to each session a nurse led safety huddle was convened, here staff were briefed on how the vaccine would be rolled out throughout the care home, then the residents and care home staff would be organised to ensure efficient safe throughput and to ensure minimum movement of the vaccine.

At every stage of the process there was contingency planning as there were a number of challenges presented.



Most challenges resulted from residents or staff not being available. This resulted in excess doses, so we had to utilise our reserve list from the following day, with a consequent knock-on effect, as the following day's totals had already been set. Despite careful planning and exceptional organisation we were hampered by COVID-19 outbreaks which resulted in last minute changes, this required daily risk assessment and decision making in conjunction with the care home staff and PHA.



Shortly after this the booster programme was rolled out to housebound patients and again the nursing teams pulled together to ensure the safe delivery of the vaccine and that everyone who was eligible to receive the vaccine did so.

The challenges presented in this programme were different due to the geographical lay out of the Trust. This programme required very careful detailed planning involving Community Nursing staff, Administration staff, Pharmacy, Transport, GP practices.

Effective communication at every stage was crucial to the safe delivery of the vaccine. Lead nurses in each of the four localities had responsibility to ensure the team received information in relation to administration of the vaccine and in particular the storage and transport of the vaccine whilst maintaining the cold chain.

As part of the Vaccination Programme Fishermen from Kenya, Uganda and the Philippines were included. Despite being away at sea all week they turned up for their vaccine in Ardglass and Portavogie. They were appreciative of our work and the inclusivity of their culture.

## COMMUNITY LOCALITY MANAGER AWARDED QUEEN'S NURSE TITLE



Denise Broderick, Locality Manager for Community Nursing in the Lisburn area is celebrating being awarded the prestigious title of Queen's Nurse (QN) by community nursing charity The Queen's Nursing Institute.

The Queen's Nursing Institute, which was founded in 1887 believes in the best possible nursing care for people at home and works with nurses and decision makers to ensure that good quality nursing care is available to everyone, when they need it. The Queen's Nurse title indicates a commitment to high standards of patient care, learning and leadership. Nurses who hold the title benefit from developmental workshops, bursaries, networking opportunities and a shared professional identity.

Denise Broderick, who is delighted to receive the Queen's Nurse title explained, "I feel very honoured and I look forward to being part of the Queen's Nursing Institute's regional NI group and be a voice for Community Nursing."

Dr Crystal Oldman CBE, Chief Executive of the Queens Nursing Institute said, ***"On behalf of the Queen's Nursing Institute I would like to congratulate Denise and welcome her as a Queen's Nurse. Queen's Nurses serve as leaders and role models in community nursing, delivering high quality health care across the country. The application and assessment process to become a Queen's Nurse is rigorous and requires clear commitment to improving care for patients, their families and carers. We look forward to working with Denise and all the other new Queen's Nurses who have received the title this year."***

## MENTAL HEALTH SERVICES FOR OLDER PEOPLE (MHSOP)

Congratulations to the Dementia Companion Service proud finalists at the RCN Awards 2021 Nursing Support Worker.



A wonderful black tie event was held at Trust Headquarters with our finalists and their families to mark this prestigious occasion and celebrate in SET style!

## DEMENTIA ACTION WEEK: 17th - 23rd MAY (DENIM FOR DEMENTIA)

To mark Dementia Action week staff throughout the Trust supported the Alzheimer's society in their annual fundraising event **Denim for Dementia** on 18 May 2021. A tea party was also held for patients and staff in the Downe Dementia Assessment unit.

Big thank you to all staff who took part raising vital funds and awareness for Dementia a fantastic £375 was raised for Alzheimer's Society which is the UK'S leading dementia charity.





RITA: Reminiscence Interactive Therapy and Activities



## RITA

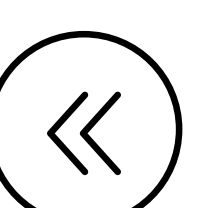
In 2021, the Trust introduced 6 RITA *Reminiscence Interactive Therapy and Activities* software systems in wards across our three hospital sites. RITA is an interactive touch screen system encompassing different activities to support the person with dementia / cognitive impairment in hospital. This meaningful activity and engagement allows patients to engage, interact and feel valued and has helped to improve our care and experience for our dementia patients.

Further funding for another RITA system has been secured via a Regional QI Project application to the RQIA. This RITA system will be introduced to our care homes' commencing early 2022. The aim of this regional QI project is to invest in solutions that enhance staff/relative and patient engagement through the use of Digital Reminiscence Therapy with the overall aim of enhancing the quality of care. RQIA is strategically placed to reinforce the needs of people with dementia and their acknowledgement on the value of this project reinforces the commitment currently being undertaken by the Dementia Service Improvement Leads. We are delighted to have RQIA endorsement and be working in partnership with our regional colleagues.

**Think RITA.....**

- Is your patient distressed, anxious or agitated?
- Is your patient suffering with any of the following conditions?
  - Dementia (or any other form of memory impairment)
  - Mental Health issue
  - Learning difficulty
  - Acute Brain Injury
- Is your patient prone to wandering/falling?
- Is your patient bored or restless?
- Is your patient feeling socially isolated?
- Is your patient showing signs of Delirium?
- Is your patient missing their family?

Ask for **RITA**, she can help!



## ACHIEVEMENTS



Congratulations to Terry Morrison, Adeline Gillen and Sheila Fella, three of our South Eastern Health and Social Care Dementia Companions who completed their Level 2 Award in Awareness and Certificate in Dementia Care City and Guilds. City and Guilds is the UK's leading provider of vocational qualifications, this course will equip them to deliver high quality person centred dementia care within the hospital setting.



Congratulations to Sr Lisa Giltrap, DAU and to Amy Whan, Mental Health Liaison Nurse OAPLS, who both successfully completed their Non Medical Prescribing courses, a great achievement!

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## UP, UP & AWAY

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### **Retirement of Brenda Arthurs, AD**

Brenda Arthurs retired in May 2021 after an illustrious career as a nurse leader both in Hospital Services and for six years in the position of Assistant Director for Primary Care. Throughout her nursing career of over 30 years she provided an excellent role model in her actions and inspired others in her commitment to provide high quality person centred care. Her friends, family and colleagues marked the occasion with Brenda and wished her every happiness in her retirement.

## SENSORY ROOM



Downe Dementia Assessment Unit were delighted to open their bespoke sensory room in September 2021.

The sensory room is a special environment for people living with dementia designed to stimulate the senses, promoting de-escalation and encouraging engagement well done to all involved in creating this valuable space which will be hugely beneficial for patients and staff.

# Safe & Effective Care.



HSC South Eastern Health and Social Care Trust

## Nursing KPI Workshop



Date: Thursday 24<sup>th</sup> June, 2021 – 9:15am – 12:45pm

### Nursing KPI Workshop

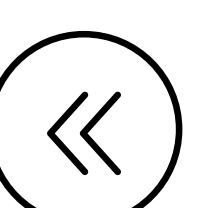
#### Agenda

- ◊ 09:15 – Welcome and Introduction – Nicki Patterson
- ◊ 09:30 – Qlikview, QlikSense & KPI Audits – Melanie Regan
- ◊ KPIs:
  - ◊ 09:45 – Falls – Gillian McKee & Lynn Whiteman
  - ◊ 09:55 – Omitted Medications – Erika Hughes
  - ◊ 10:05 – MUST – Elinor Welch
  - ◊ 10:15 – eNEWS2 – Jane Patterson
  - ◊ 10:25 – Nursing Documentation – Juli Reid
  - ◊ 10:35 – SSKIN Bundle – Jayne Carson
- ◊ 10:45 – Break
- ◊ 11:05 – Breakout Rooms – Eunice Strahan
  - ◊ 11:15 – Data
  - ◊ 11:55 – Shared Learning
- ◊ 12:35 – Feedback & Actions – Eunice Strahan

## KPI WORKSHOP

We were delighted to have our Director of Nursing, Primary Care and Older People, Nicki Patterson, open our virtual Nursing KPI Workshop: Reconnecting and Refocusing. This was important work that focused on nursing specific's and crucial contribution to safety, quality and experience.

The engagement and contribution of Audit and Improvement Manager, KPI leads and nursing colleagues Trust Wide was greatly appreciated. Discussions regarding deeper and more meaningful analysis of data and sharing learning were constructive and very beneficial.



## NIGHTINGALE CHALLENGE

### SEHSCT Nightingale Challenge Leadership Development Programme

It has been an honour and delight to share in the leadership development journey of the Trust Nightingales. This group of Nightingales expected a journey and in this year with the COVID-19 pandemic we could never had anticipated their journey.

Throughout the programme the Nightingales were challenged to think about their personal leadership and emotional intelligence. They also explored what collective leadership means for them in their nursing and midwifery context and what it takes to make confident decisions and engage effectively within and across organisational boundaries, given the strategic challenges.

We celebrated the completion of the programme in July with afternoon tea and certificates and listened with pride to reflections of positivity, motivation, learning and development from our Nightingales.



*"As a "Nightingale" I have had the privilege of meeting and listening to many influential leaders..."*

**'The Nightingale Challenge Programme opened doors for me in communicating and liaising with other colleagues...'**

**'The Nightingale programme has given me coping mechanisms which are transferable to a wide variety of situations.'**

*"I was inspired to undertake the nightingale programme to gain future knowledge and skills within leadership make relationships and learn from nurses and midwives from a variety of backgrounds."*

**"When I began the Nightingale Challenge in January 2020 I was keen to discover what leadership meant...I wanted to develop my leadership skills and abilities as this new role provided new challenges, responsibilities and opportunities. I was introduced to peers who shared the same worries, concerns and anticipation I had regarding leadership, this provided us with a great sense of camaraderie and community. As the year progressed traditional leadership styles were turned on their head, nursing as we knew it had changed, the red tape was thrown out, changes occurred quicker than any of us had seen before and it was fantastic to witness teams collaborating well together with a shared objective-patient care."**



Congratulations to Sr Katie Niblock who successfully completed the Northern Ireland Global Leadership Development programme. This inspiring programme helps to develop nurses and midwives leadership, policy-making, quality improvement and partnership working skills, in-line with the principals of both the global campaign Nursing Now and Nursing Now Northern Ireland.

*“Having not long begun my role as a Ward Sister I wanted to gain further knowledge and skills to be an effective leader and this inspired me to undertake the ‘Nightingale Challenge Northern Ireland, Global Leadership Development Programme’. “I wanted to learn from others, especially nurses and midwives from all around the world, I feel this opportunity is unique and invaluable. All the inspirational speakers we have had the privilege to meet and listen to on the programme have also helped me strive for better outcomes. It has given me an insight into global health issues and how we can help make a difference”.*

- Sr Katie Niblock



## NMP FORUM

26 May 2021 was a day of firsts! Our first all day Non-Medical Prescribing (NMP) Forum and our first ever NMP virtual forum, a double event and it was a tremendous success! Attendance and interest was really encouraging with over 100 attendees zooming in for the day.



Members of NMP committee and also NMPs delivered a wide, varied and exciting agenda including NMP training, policy, legislation, NMP practitioner, NMOP physio pilot, SMAC2 and antimicrobial prescribing.

Feedback was positive - 'informative', 'well presented', 'valuable', 'helpful' and 'motivating'.



Special thanks to Lucille Crossley for her administration support and Richard Earney for his technical expertise which ensured the smooth running of the day.



## YOU SAID, WE DID

Our first ever virtual 'You Said, We Did' study day encompassed a diverse and exciting agenda with afternoon sessions bespoke for acute and community staff, also a first.

The highlights of the day were the moving personal stories regarding sepsis from a staff member and 'Sepsis – A Mother's Story'. This very personal, powerful and emotive story told from a mother's heart and shared in a very professional manner had a deep impact on everyone. It clearly demonstrated how quickly sepsis can occur and the emotional rollercoaster experienced by a family; there was much to reflect on as health care professionals.

Special thanks to all our speakers for sharing their invaluable knowledge, expertise and personal stories which contributed to this very successful day.

We would welcome any request for the next agenda; the day is all about your needs.

FRIDAY 18 JUNE 2021	
09:15	Zoom / Care Taking Rules / Introduction <i>Eunice Strahan</i>
09:25	Sepsis 6 <i>Lisa Cazzo</i>
10:00	Sepsis – A True Story <i>Jennifer Hamilton</i> A Mother's Story <i>Gabrielle O'Neill</i>
11:00	Coffee Break
11:20	Pain <i>Simon Higgs</i>
12:00	10,000 More Voices <i>Emma Campbell</i>
12:15	COVID Learning Framework <i>Ruth Gray/Jacelyn Harpur</i>
12:40	Launch of Enteral Feeding Guidelines <i>Pauline Mulholland</i>
13:00	Lunch Break
<b>WORKSHOPS</b>	
<b>Acute</b>	
13:40	What's new in nursing documentation? <i>Alli Reid &amp; Jane Patterson</i>
14:00	Enteral: alert and new developments <i>Leaon McWha</i>
14:20	Care of dying <i>Denise Cranston</i>
14:40	Falls: reporting & policy <i>Gillian McKee &amp; Lynn Wightman</i>
15:00	Medical Air <i>Erka Hughes</i>
15:20	Pressure Ulcers <i>Jayne Carson</i>
16:00	Finish
<b>Community</b>	
13:40	Falls: reporting & policy <i>Gillian McKee &amp; Lynn Wightman</i>
14:00	Pressure Ulcers <i>Jayne Carson</i>
14:20	Insulin Errors <i>District Nurses</i>
14:40	What's new in nursing documentation? <i>Alli Reid &amp; Jane Patterson</i>
15:00	Care of dying <i>Denise Cranston</i>
15:20	Enteral: alert and new developments <i>Leaon McWha</i>

Please forward your name to [amy.harbinson@ctrust.hscni.net](mailto:amy.harbinson@ctrust.hscni.net) to book a place

## RESUSCITATION SERVICES



### TRAINING FOR VACCINATORS

Over 200 vaccinators trained in BLS in 2021, enabling them to take part in the Trust mass Vaccination Programme!



### LAUNCH OF THE RESUSCITATION PAGETIGER



New PageTiger launched within the Resuscitation Services department.



This online brochure provides staff with information on what courses are available within the Trust.



## ACUTE SERVICES BLOCK (ASB)

Resuscitation Services department assisted with the move to the new ASB in November 2021.

New crash trolleys were assembled and stocked for the new wards and departments!

## TRAINING DURING COVID

Over 3000 staff trained in resuscitation since April 2021!

This is despite COVID restrictions and winter pressures! The Trust now runs 11 Advanced Life Support courses annually!

Training was offered on Saturdays to accommodate demand.

Group specific training was also offered to staff within the Trust!

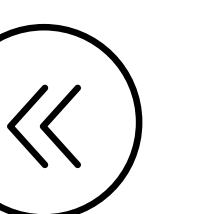
Emergency Department (ED) Nursing staff attended Paediatric Intermediate Life Support (PILS) training on a monthly basis. We received great feedback from staff. We now run group specific training for other areas.



# Planning, Performance & Informatics

## i. COVID-19 Vaccination Centre

“The spirit of the teams working in the vaccine centre was remarkable”



# COVID-19 Vaccination Centre

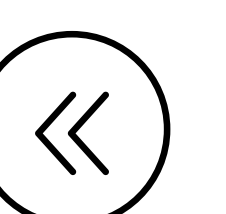


January 2021 welcomed the expansion of the Trust Staff Vaccination Programme located in the Acute Services Block, Ulster Hospital to include eligible members of the public increasing the number of vaccinations

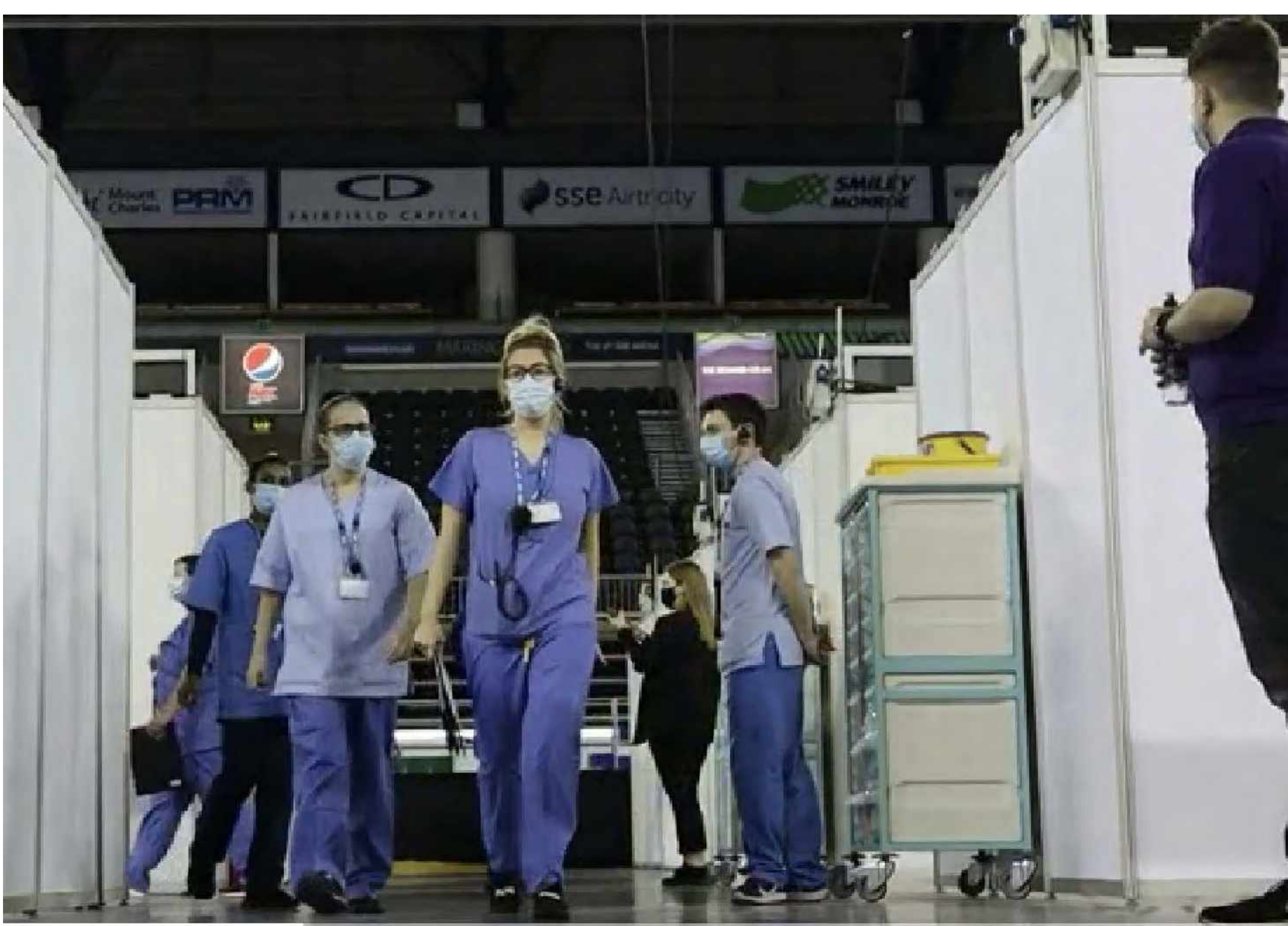
from 500 to 1,200 per day. Nursing, Medical and Allied Health Professionals (AHP) colleagues from across the Trust supported the programme. Retired colleagues also supported the programme and answered a workforce appeal to return to practice.

In February 2021 vaccine availability increased following an upturn in production of Pfizer as well as the approval of the Astra Zeneca COVID-19 vaccine.

In order to increase vaccination rates, a Mass Vaccination Centre for the Region was required and the Trust was asked by the Department of Health to lead this project. The Trust initially had eight weeks to implement this Mass Vaccination Programme however, this was able to be delivered and opened within six weeks. The Project Group was led by Roisin Coulter, the then Project Director, that worked to identify a suitable location and develop operational procedures which would facilitate the vaccination of up to 6,000 people per day. In order to deliver this ambitious number, more staff eligible to vaccinate were required.



The National Protocol for Vaccination was implemented which permitted selected groups of non-registered staff groups to deliver vaccines. Tanya Daly, the Trust Vaccination Programme Lead and her team of Lead Nurses supported these groups which included Military personnel, Medical Students and Veterinary Surgeons alongside Registrants in ensuring the safe and effective delivery of the vital COVID-19 vaccination.



The SSE Arena Vaccination Centre opened at the end of March 2021 initially for those 60 and under, not already vaccinated through the Trust or GP programmes. The Health Minister, Robin Swann speaking at the time that said ***“The mass vaccination centre at the SSE Arena signals yet another significant step forward in the roll out of the vaccination programme across Northern Ireland.”***



From the opening on 29 March 2021; 355,000 vaccines were administered and 1370 staff were on a roster working in the SSE Arena before the doors closed on the 22 August 2021. This was an emotional end to a phenomenal experience and was marked by a celebration where the team were accompanied out of the SSE Arena by Irish dancers and a piper.



This was a remarkable achievement which was been made possible by the work of the committed staff in the centre and those members of the public who came forward for vaccination. This mammoth undertaking was never before seen in Northern Ireland and the delivery of this ambitious project was testament to the willingness of all those involved to go above and beyond during a time of already increased pressure across all Healthcare settings.

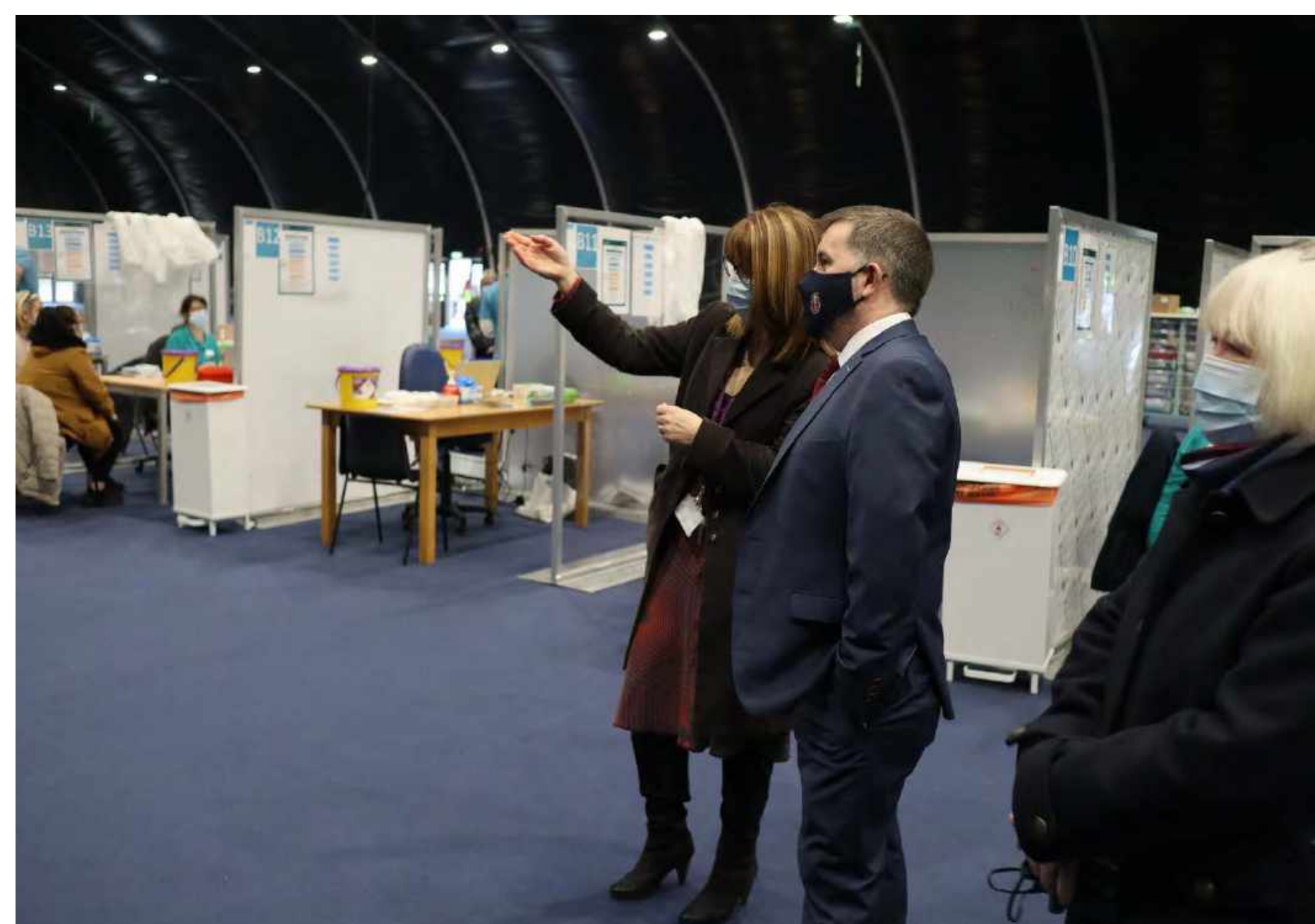
One of the stand out themes across the Vaccination Centre was motivation - the spirit of the teams was remarkable as most people had chosen to work there, spurred on by the common purpose to contribute to the COVID-19 vaccine response. The friendships and camaraderie that was forged will have long lasting impressions for many involved.



The Trust Vaccination Service adopted many other delivery models to promote uptake of the COVID-19 vaccinations - from mobile pop-up clinics across many Trust locations that included shopping centres, Custom House Square, and the Balmoral Show. Many people came forward to avail of this service within their local communities.



A further call from Department of Health in early December 2021 in response to increasing spread of the COVID-19 virus and need to roll out booster vaccinations as a priority, saw the same ambitious and enthusiastic response with the Trust setting up the Titanic Exhibition Centre, Belfast as a mass vaccination venue opening on 21 December 2021 for an intended four week period.





South Eastern Health  
and Social Care Trust

THANK YOU  
FOR  
YOUR HARD WORK  
&  
DEDICATION  
TO THE TRUST  
THROUGHOUT  
2021

