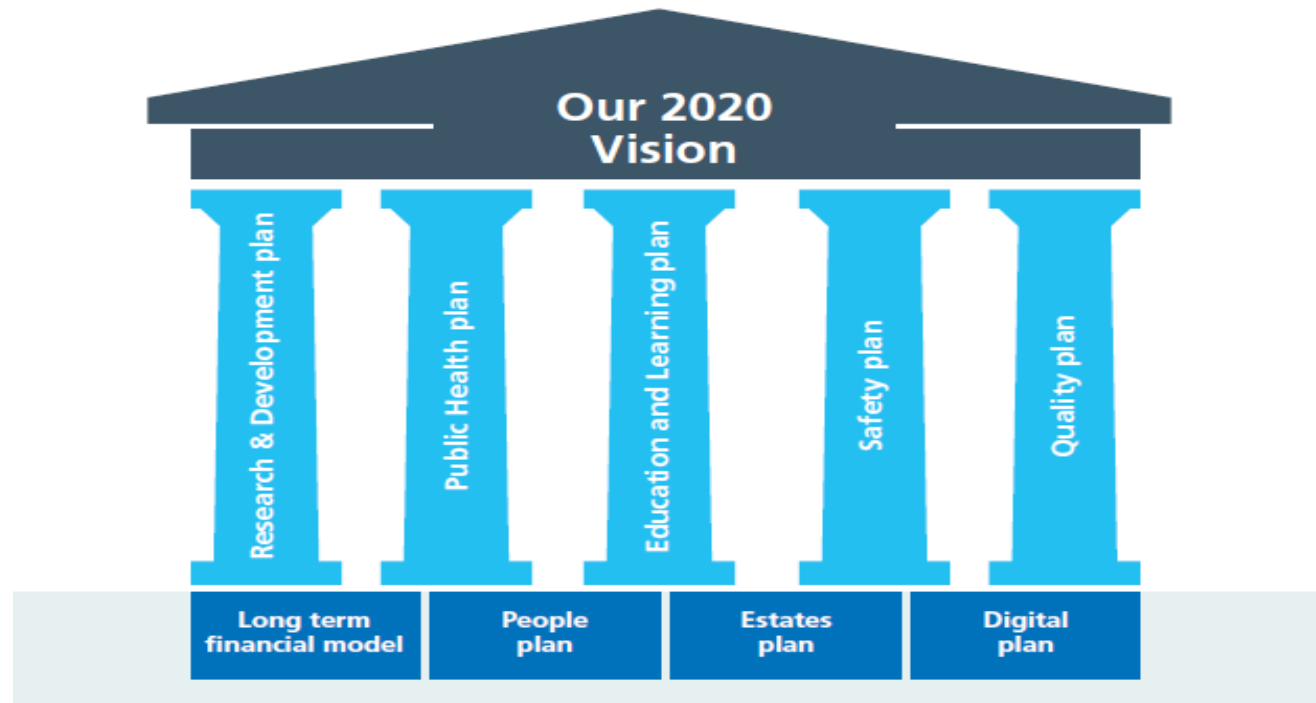


Welcome to SWB TeamTalk

WHILST MANAGING A PANDEMIC, KINDLY

Becoming renowned as the best integrated care system in the NHS...



TeamTalk Agenda

1.00pm: “Not just COVID-19” briefing

1.10pm: **w**elearn from Excellence

“Looking after your skin beneath PPE”

1.25pm: COVID-19: Restoration and recovery

1.40pm: Your questions answered

July priorities: welearn from excellence

Launch of Quality Improvement Poster Contest

The third annual **we**Learn Quality Improvement Poster Contest is now open.

This is an opportunity for teams and individuals to have their quality improvement work and innovation celebrated and recognised, plus the chance to win a £5,000 prize.

Prizes will also be available for 'highly commended' posters and the one that gets the popular staff vote.

For more information see the annual **we**Learn Quality Improvement Poster Contest guidance [on Connect](#). The final closing date for poster submissions is 16 October.

Rainbow of Kindness

We would like to create a Rainbow of Kindness to reflect so many stories that have appeared throughout the past few months of the COVID-19 pandemic.

Your stories of kindness will be used to create a rainbow that will be displayed across our sites.

Please send your stories to Claire Hubbard either by internal post to Trust HQ or email Claire.hubbard2@nhs.net.

July priorities: welearn from excellence

Great work needs rewards – get your QIHD accreditation

Since the introduction of QIHDs in 2015, we have seen the number of multi professional teams grow and develop; focusing on quality conversations and introducing improvement and innovation.

- To show how each QIHD team is using their time, there is an accreditation programme that spans entry level all the way up to gold.
- Within the past month six teams have achieved an increase in their accreditation level and have moved up the League Table, and we are seeing some great work come out of this protected time.
- Congratulations to Trauma & Orthopaedics for becoming our second Gold team, joining Children's Therapies at the top of the League Table.

If you would like to know more about getting accreditation, please speak to or email Angharad Macgregor, angharad.macgregor@nhs.net for more information.

weLearn GEMS

- Congratulations to connected palliative care, complaints and the tissue viability teams. All have submitted a learning GEM, and following evaluation by a panel have received certification. The learning will be publicised across the Trust.
- GEMS are valuable pieces of learning that have taken place. They can be identified by any colleague, and can come from a variety of sources: for example, audits, incidents, learning from excellence, complaints or observation.

If any team has an idea for a GEM, have any questions or need any support please contact swbh.welearngems@nhs.net

July priorities: Star Awards 2020 – last chance to get your nominations in

The nomination portal for this year's Star Awards is [now open on Connect](#). Although our awards ceremony may be different this year, we will still be recognising outstanding achievement through our annual awards scheme. We have **21 categories** this year including a special award for this year only that recognises nurse/midwife of the year, as this year is the special International Year of the Midwife and Nurse.

Please take the time to think about individuals and teams that you can nominate. This reflects the whole year, not just activities during the COVID-19 pandemic. There is no limit to the number of nominations you can make.

3 July is the closing date for nominations. Nominees then go through a short-listing process and the winners are selected by a judging panel that includes patient and Group representatives.

Nominations are particularly required for: **Digital Leader of the Year, Prize for Innovation , Patient Safety Award, Learner of the year, Award for Equality and Diversity Champion, Excellence in research prize, Excellence in education prize and Clinical Team of the Year (Children).**



July priorities: Children's ED receives a £1.2m facelift

Our new-look children's emergency department (ED) has opened and will lead to more efficient and streamlined care for our young patients.

- The £1.2 million development has taken eight months to build and is based at City Hospital and is officially called the Children's Emergency Care Unit (CECU).
- All children will be seen in one area which will mean patients will have access to paediatric and ED colleagues in a more timely manner.
- The area is separate from the emergency department where adults are treated - so it will be safer and more child friendly in décor and ethos.
- The updated facility boasts an animal theme with facts about each one in the cubicles and waiting areas making it a more comfortable and interesting environment for youngsters.
- The Trust invested in the new facility to ensure the best care is delivered in line with national guidelines.
- It replaces a separate paediatrics assessment unit (PAU) based on D19 at the end of the main hospital spine and children's ED which was co-located within the main accident and emergency department at the front of the hospital.
- The unit will be led by nurse Marie Hinks and it is estimated that 18,000 children, aged from birth to under 16, will use the facility each year.

July priorities: Absence recording – changes for all line managers to note

Many thanks for all of your hard work with the information that you have provided on a daily basis regarding absence during COVID-19.

- As we all move into the recovery phase and BAU, it is imperative that we maintain our focus on returning and supporting staff appropriately.
- To enable HR to support you with this, it is important that **managers update either ESR or E-Roster** (depending on the current system that you use) directly with all absence on a daily basis.
- Therefore with immediate effect managers are no longer required to submit absences and returns to the current COVID-19 inbox. This inbox closed on 22 June.
- In order to continue to support managers with absence management we will have a dedicated team of staff who will continue to follow up on all open absence cases on a daily basis. This will continue to assist manager and the Trust with the accuracy of the data. Your GDOP has been asked for a list with the name and contact details of all managers for each department that this team of staff can liaise with on a daily basis as required.

July priorities: Personal Development Reviews by 31 July 2020

It remains a requirement to have completed your Personal Development Reviews with your team members by the end of July. Thank you to those of you who have already met with your manager/colleagues for the discussion on performance during 2019/20.

Your PDR can be completed via webex – it does not have to be an “in person” conversation.

It is vital that **all objectives for 2020/21 are SMART** so that they can be evidenced and measured during and at the end of the year. As we move towards financial reward for high performance, this becomes even more important. This year we are centrally collating all objectives. **When you submit your PDR score and date on Connect you can now input the objectives.**

It is important every year, but particularly this year, to make sure that your PDR conversations include a discussion about employee wellbeing, with consideration to employee’s wellbeing goals and the support that might be needed during the next 12 months.

Please remember that you cannot achieve more than a score of “2” if your mandatory training is not 100% compliant.

July priorities: Mandatory training – are you up to date?

All colleagues must ensure they are 100 per cent up to date with completing all of their mandatory training by the end of June 2020.

Most training can be completed via e-learning and face to face elements have been adapted or changed to virtual methods to ensure safety during COVID-19 as follows:

- Safeguarding Children Level 3 – virtual online classes set up via WebEx which can be booked in the usual way via ESR
- Safeguarding Adults Level 3 – virtual online classes set up via WebEx which can be booked in the usual way via ESR
- Basic Life Support Practical – an adapted practical assessment which also takes into account social distancing
- Moving & Handling Practical – additional material and virtual assessment
- Fire Workplace Training – a video has been provided for colleagues to view

For further details on which courses to undertake and how to access them please follow this link: <https://connect2.swbh.nhs.uk/learning-development/mandatory-list/>

For more information and help updating training records please contact swbh.landd@nhs.net.

Looking after your skin beneath PPE

Tissue viability team

- Staff wearing PPE masks for long periods developed pressure damage to nose and skin irritation to face.
- Skin Clinic Stations and Mobile Skin Clinics to wards.
- Offered prevention and management strategies in the form of advice, dressings, creams in line with SWB guidance for skin protection.

- A key breakthrough to reduce the skin irritation came from observation and listening to colleagues.
- Residue from Clinell wipes was causing irritation.
- Worked with Infection Control team.
- Linked with Dr Thompson to create Rapid Access Dermatology clinics for staff.

- Supply Team moved fast to provide the skin protection products to wards.
- Wider MDT involvement with Dermatology and Occupational Health within the Trust to establish innovation and share best practice.
- Shared nationally with our Tissue Viability colleagues.

July 2020

- We are still available for support to staff
- Advice available on Connect

Contact us on ext 3278 or email: tissueviability2@nhs.net

COVID-19: Surge and beyond

COVID-19: Operation Mary Seacole – Improving care with research

Research has been at the centre of efforts to improve care for people with COVID-19 infection.

- At the start of the surge in the UK, there were a number of potential treatments, which were being tested around the world.
- Our Trust has opened a broad portfolio of studies for patients with differing severity of symptoms.
- The RECOVERY study is a randomised controlled drug trial for patients who are ill enough to be admitted to hospital. To date 11,579 patients have been recruited in 179 Trusts around the country. The unprecedented speed with which this study has recruited has resulted in two of the treatment options reporting results.
- Last week it was announced that the hydroxychloroquine arm would stop recruiting as there was no benefit for hospitalised patients taking it. In contrast dexamethasone, one death would be prevented by treatment of around eight ventilated patients or around 25 patients requiring oxygen alone.
- **In light of the findings regarding dexamethasone, the four UK chief medical officers have recommended that it is reasonable for practice to change in advance of the final paper.**
- There was no benefit among those patients who did not require respiratory support. A press release with more information can be found [here](#).
- We have recruited 108 patients to this study, this has been a team effort with recruitment taking place in most COVID wards and multiple teams.

July 2020

COVID-19: Operation Mary Seacole – Risk assessments for colleagues now published

We have finalised the new COVID-19 risk assessment tool for colleagues.

- This covers assessment of the risk level within the current service/work setting as well as individual risks including gender, ethnicity, age and underlying health condition.
- The outcomes of that assessment lead to clear actions to reduce the risk of COVID-19 for individuals.
- You should undertake this risk assessment via occupational health if you consider you are in a higher risk group.

This can be organised by email on swbh.riskassessmentoh@nhs.net or via phone on 0121 507 3306. Read the risk assessment document [here](#).

The Trust is determined to build on our successful work to prioritise workplace safety. That is all protections stay in place but PPE is now truly personal.

COVID-19: Operation Mary Seacole – Antibody testing – make sure you book your test

Antibody testing is now available for **ALL** colleagues so make sure you book your appointment now.

- It's a simple test which is to find out whether you have previously had coronavirus and may have some degree of immunity.
-
- Grab your test chance now and make that call. Over 5,900 colleagues have been tested so far!
- We have now opened up our services to partners from care homes, schools and social care – because we are one system.
- Inpatients will also receive antibody tests from this week.

To book an appointment call 0121 507 6104 option 2. You can find out more in this questions and answers document. For more information please [click here](#).

COVID-19: Operation Mary Seacole – Working from home – updated guidance

Revised interim guidance on working from home has been published and is valid up to 31 July.

- Three things are required for people working from home which are: Complete your PDR via Webex; Talk to your line manager if you feel you can do 85% of your role from home and you are not currently WFH; and, arrange to spend a full day on site once a week or fortnight. People who are shielding should continue to WFH and are not required to come to site once a week or fortnight. As shielding guidance changes you should arrange an occ health risk assessment before returning to work on site. You can read the full guidance [here](#).
- If you are WFH you may have received a laptop or desktop to take home. You must log onto this computer whilst still on Trust premises to ensure you can connect to the SWB network. Your computer will not work at home unless you do this. This cannot be resolved remotely so you need to return to site to sort it. Contact the IT Helpdesk 24/7 on extension 4050.

COVID-19: Operation Mary Seacole – Social distancing – looking after your wellbeing

Social distancing doesn't only apply when you are standing in the queue of a supermarket or getting your lunch, social distancing is now a way of life as we manage our response to COVID-19. Make sure this is observed whatever you are doing.

- Remember the two metre rule. Whether you work in an office or ward, you should be taking steps to limit close contact with colleagues.
- Make good use of the available spaces and technologies we have available and keep yourself safe and well.
- The health and safety team are out on the ground assessing office spaces against the guidance issued by the Government on safe working spaces.

Answering your questions