



# Children and Young People's Services Newsletter

September 2019

## SAFETY AND QUALITY—SPECIAL EDITION

### This Newsletter Covers the following Quality and Safety Initiatives in CYP

- **Safety & Quality Conference June 2019**  
[Highlights of the Day Video](#) included.
- **Collective Leadership in CYP—12th April 2019**
- **Draft Paediatric Safety & Quality Strategy 2019-2024**
- **Paediatric Annual Report 2018 for CYP**

### Safety & Quality Conference Children & Young People's Services

Friday 7th June 2019



Approximately 167 delegates attended a very successful CYPS Safety & Quality Conference which took place on Friday 7<sup>th</sup> June 2019 in Dromantine Conference Centre.

The aim of the Conference for staff in CYP Directorate to come together to share the excellent ongoing work within the teams in relation to Safety and Quality .

Multi Disciplinary Organising Committee was formed in January 2019. The Conference theme was to “Share the Learning” across Children and Young People's Directorate incorporating CYPS Staff and service user/ carer participation. The Conference consisted of 4 sessions:

- Engaging Service Users
- What Matters to You?
- Break Out Sessions
- Sharing the Learning



Dr A Khan, Associate Medical Director welcomed everyone to the Conference and outlined the CYP Safety & Quality Journey to date. Mr Shane Devlin, Chief Executive opened the conference with opening remarks and Mr Paul Morgan, Director of Children & Young People's Services presented awards and made the closing remarks.



If you would like to share any professional information or social activities for next newsletters please forward any news to:  
[briege.mccann@southerntrust.hscni.net](mailto:briege.mccann@southerntrust.hscni.net), [orla.heaney@southerntrust.hscni.net](mailto:orla.heaney@southerntrust.hscni.net), [linzi.hughes@southerntrust.hscni.net](mailto:linzi.hughes@southerntrust.hscni.net)

Dr A Khan—[ahmed.khan@southerntrust.hscni.net](mailto:ahmed.khan@southerntrust.hscni.net)

# Safety & Quality Conference Organising Committee

**Dr A Khan**, Associate Medical Director CYPS

**Mrs Julie McConville**, Assistant Director CYPS.

**Dr David Grier**, Consultant Paediatrician.

**Dr Julie Lewis**, Consultant Paediatrician.

**Dr Heather Hanna**, Consultant Psychiatrist.

**Mrs Marita Magennis**, Clinical & Social Care Governance Co-ordinator for CYPS .

**Mr Daphne Johnston**, Head of Service, Social Services Workforce Development & Training Team.

**Mrs Grace Hamilton**, Head of Community Paediatric Services.

**Mrs Bernie McGibbon**, Head of Acute Paediatric Services.

**Mrs Briege McCann**, Clinical Governance/ QI Admin Support

## Mile Walk

We had an early start (8.40 am) with a Mile Walk led by Walking Co-ordinators Andrea McAlinden & Christina Morris from Health and Wellbeing who kindly led a walk around the beautiful grounds of Dromantine Conference Centre. Delighted with the turnout and everyone really enjoyed it.



## Safety & Quality Conference

**Children & Young People's Services**  
**Friday 7<sup>th</sup> June 2019**

### PROGRAMME



### CONFERENCE THEME

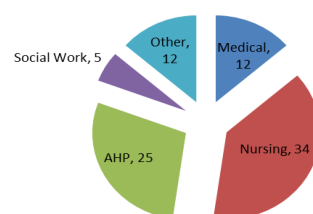
*"Sharing the Learning"*

Please [Click HERE](#) for details of Programme

## Music—On the Spectrum

Conchur White, Creative Therapy Support Worker facilitated the music session bringing along "On the Spectrum" Jake Craig and Ryan Dickson Singer/Musicians to open the Conference. This was an absolute brilliant beginning of the conference which gave the delegates a great buzz and welcome. Delegates absolutely loved it

Participants in Attendance





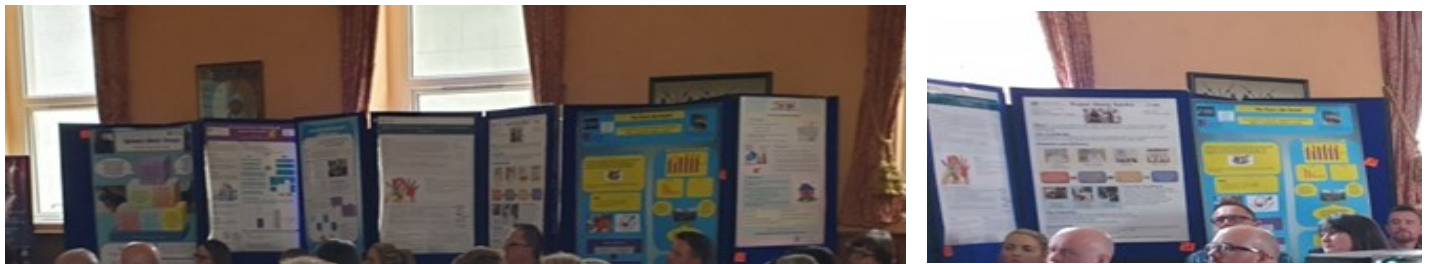
## Professional Bodies Representation

The Conference was attended by John McBride and Mark Hannigan from Royal College of Paediatrics and Child Health. Nina Daly from U Matters—Health & Well Being, SHSCT. Allison Shaw NISCC. Fiona Carroll Royal College of Nursing. Gerard Enright and Ronan McBride from SHSCT Quality Improvement. Encompass Representatives attended with Stand for the afternoon Session.

Attendance of these professional bodies provided great support and very useful information for delegates who were absolutely delighted with this resource on the day.



## POSTER PRESENTATIONS



An excellent selection of poster presentations (approximately 40 posters) were presented showcasing the excellent work carried out in Children & Young Person's Directorate. An excellent showcase of some of the excellent work ongoing in CYP Directorate.



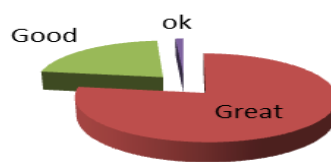
## Delegate Feedback - Venue, Hospitality and Communication

Feedback in relation to the venue, hospitality and communication regarding the Conference was all reported to be great in the majority.

### Venue



### Hospitality



### Communication regarding the event



# Session 1 – Engaging Service Users

The Presentations in this session were carers and service user participation sharing their very powerful stories. A very special mention of thanks to those service users/carers who attended and presented.

**(Please click on presentation name for link to slides)**

[ID CAMHS Improving Patient Pathways “it’s just behaviour?”](#) - Dr Heather Hanna, Consultant in ID CAMHS, Siobhan Rogan, Advanced Practitioner ID CAMHS

[Inter Disciplinary Feeding Clinic—Parent Sharing her story](#)—Charlene McGuigan, Dr Laura McKibbin, Speciality Doctor, Joanne Presheo SLT & Sallianne Giles SLT

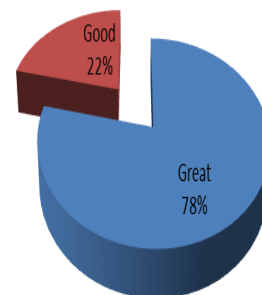
[A Co-produced Service Improvement Initiative within Bluebell House Children’s Residential Facility](#)—Aisling Mitchel, Debbie Cairns, Donna Grant

[Trauma Informed Yoga for LAC/Children with Autism](#)—Francesca Leyden, Assistant Director of Social Work Governance workforce Development & Training

[Learning from Serious Adverse incident](#)—Margaret O’Connor, Parent and Dr Julie Lewis, Consultant Paediatrician, Marita Magennis, Clinical & Social Governance Co-ordinator



Session 1 - Service User Engagement

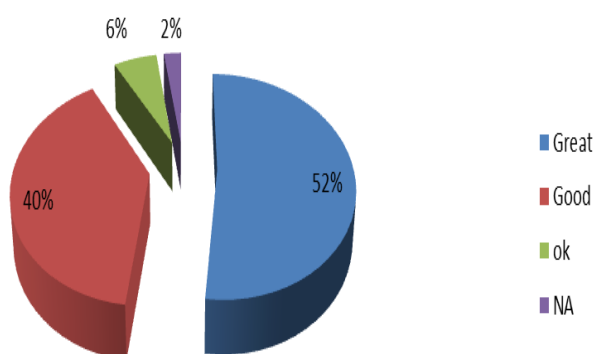


Feedback from this session was excellent with delegates finding it very informative recognition of the braveness of the parents who shared their stories. This led to direct improvements in clinical care such as the introduction of Sepsis 6 and the benefits of assessment of Multi Disciplinary Team for feeding problems.

## Session 2 – What Matters to You?

This session was facilitated by Dr Khan, Associate Medical Director this included WMTY background, progress to date within CYPS directorate such as changing for children, welcome pack, discharge leaflet, newsletter, epilepsy service, staff safety survey and clinical guideline update. At this session staff were encouraged to complete WMTY feedback for 2019.

Session 2 - WMTY



[Please Click Here for Presentations](#)

**Feedback for this session was very positive**



#WMTY19

HSC Southern Health and Social Care Tr.  
Quality Care - for you, with you

**SESSION 2**  
**CYP Safety & Quality Conference**  
**Dromantine Conference Centre**  
**Friday 7<sup>th</sup> June 2019**



Facilitator for this Session is Dr A Khan, AMD. Consultant Paediatrician

**The Journey So Far**— Dr A Khan, Associate Medical Director, Consultant Paediatrician

**Changing for Children**— Mrs Bernie McGibbon, Head of Acute Paediatrics

**Discharge Leaflet**— Mrs Linzi Hughes, Deputy Sister Blossom CAH

**Welcome Packs**—Ms Orla Heaney, Deputy Sister Daisy Unit DHH

**Paediatric Newsletter**, - Briege McCann PA HOS/Clinical Guideline Governance QI Support

**Epilepsy Services**—Dr Funston, Consultant Paediatrician, Alison Robinson, Paediatric Epilepsy Nurse Specialist

**Senior Safety Walks**—Dr A Khan, Associate Medical Director, Consultant Paediatrician

**Clinical Guidelines**— Dr A Khan, Associate Medical Director, Consultant Paediatrician



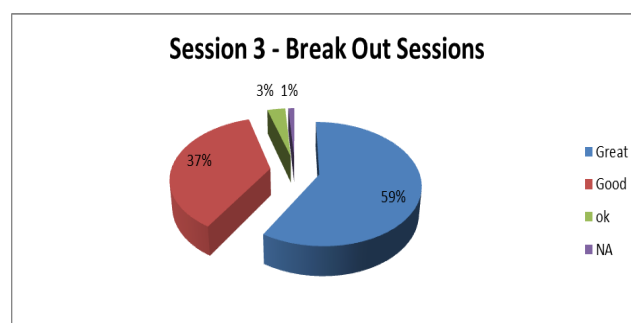
# Session 3 – Break Out Sessions

The breakout sessions are as follows—

(Please click for presentation)

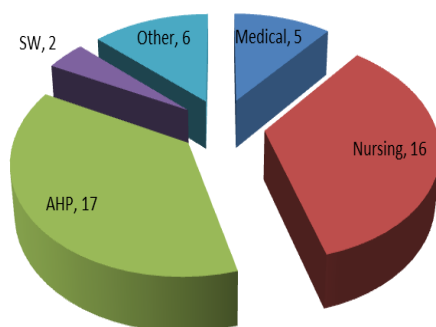
1. Simulation—Dr B Aljarad, Clinical Director, Dr J Lewis Consultant Paediatrician—*No presentation for this practical session*
2. Human Factors—Dr A Khan, Associate Medical Director, Patricia Gillen
3. Coaching Workshop—Marita Magennis, Daphne Johnston
4. 10,000 Voices, Linda Craig, PHA
5. Quality Improvement—Paula Tally, Clifford Mitchel

Five break out session ran during this hour long session. These ran side by side for 30 minutes each and were very well received and feedback was extremely positive from all delegates. Delegates did however feel 2 workshops in the one room was somewhat distracting and this feedback will be taken on board in future events

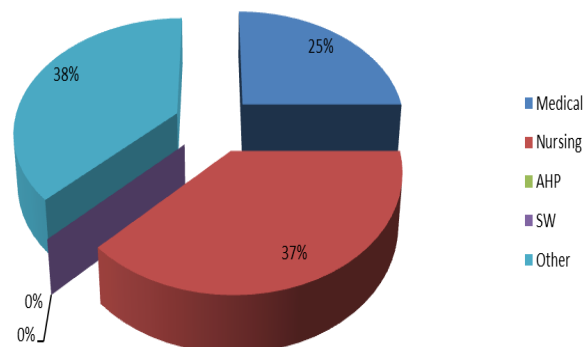


The feedback from workshops give an indication of the number of staff outlined below who wish to access training. This will be progressed through the implementation of the Paediatric Safety and Quality Strategy.

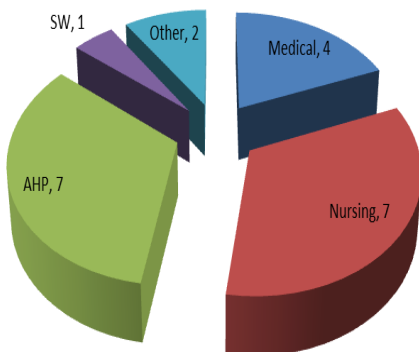
**Staff Interested in being Trained in Quality Improvement**



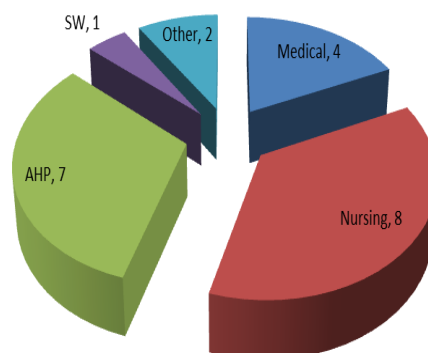
**Staff Interested in being Trained in Mentoring**



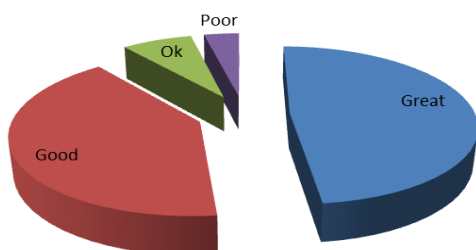
**Staff interested in being trained in Coaching**



**Staff interested in being trained in Human Factors**



**Activities at the Event**



**PIPs Charity Collection—£85.04**  
collected for PIPS Charity at the  
Event in lieu of lunch



## SHSCT Choir

SHSCT Choir entertained the delegates with beautiful songs and music after lunch. A very relaxing and entertaining session which was very much appreciated by all delegates in the feedback.





## Session 4 – Sharing the Learning –

Sharing the learning was an excellent session allowing CYP Services to showcase their quality improvements across the Directorate. Presentations from a wide variety of health professionals including physiotherapy services, Neonatal, CCN Services, CAMHS, ASD, Dental, Dietetics and Allergy Services. These were 6 minute presentations with two 15 minute sessions for panel questions. Feedback for this session was very positive.

**(Please Click presentation below for powerpoint)**

### Improving Quality Physiotherapy Services in Special Schools via Parental Engagement—

*Melanie Johnston, Paediatric Physiotherapist*

### Family Centred Care in Neonatal CAH—Una Toland, Ward Manager/Seanna McKerr, Staff Nurse NNU

### What to Expect when Attending Autism Services for Assessment—

*Denise Carroll, ASD Co-ordinator Autism Services*

### Safety, Delegation and Competence—Una Hughes, CCN Services Training Co-ordinator

### Community Autism Awareness—Chris Millar, Lead Social Worker, CAMHS ASD

### Oral Care at End of Life—Deirdre Conlon, Senior Community Dentist

### Teenage Allergy Clinic Survey—

*Dr Linda McDonald, Speciality Doctor Paediatrics, Dr Lorraine Bell, Paediatric Dietician*

### Drop in Review Clinic—Paediatric Nutrition & Dietetic Service—

*Lucy McAteer, Lead Paediatric Dietitian*

### Less Invasive Surfactant Administration—Colm Darby, ANNP Neonatal Unit

### Streamlining Multi Disciplinary Autism Assessments—

*Fiona Jennings, ADIS Team Leader, Claire Wright Specialist SLT*

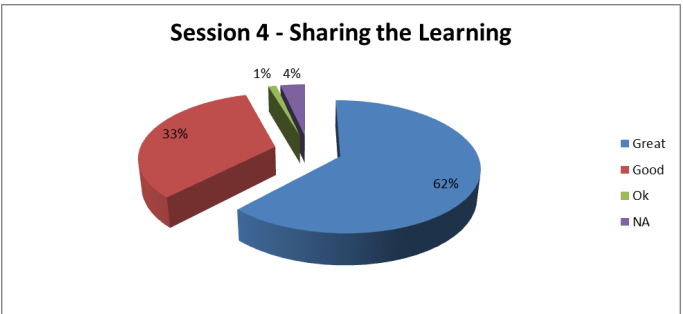
### Pain Relief for Children having Dental Extractions under GA—

*Cindy MacCormac, Community Dental Officer*





Feedback was very positive from this session showcasing the excellent projects undertaken in Children & Young Person's Services. Also pictured below are some pictures from the day.





# Poster Competition and Prize Giving

There were poster presentations on show at the Event and there were 33 posters on show. Delegates were invited to vote for their favourite poster. Presented by Mr Paul Morgan, Director of CYPS.

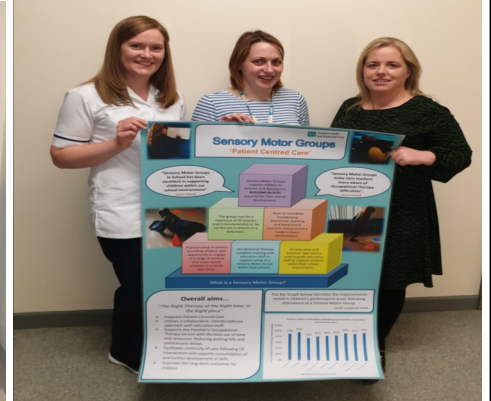
**Joint First Prize went to:** Autism Services, The Oaks, St Luke's Hospital, Armagh

**Joint First Prize went to:** Valerie Magowan and Team, Occupational Therapy

**Runner Up Prize went to:** Dr David Grier, Consultant Paediatrician



## Winners pictured with their Winning Posters.



## Acknowledgements of Key Speakers at the Conference.

Many thanks to Mr Shane Devlin, Chief Executive & Mr Paul Morgan Director of Children and Young Person's Directorate for their continued support.

## Presentation of Award

Briege McCann, was presented with an outstanding contribution award to Safety and Quality in children and young person's services and received a bouquet of flowers and certificate. Presented by Mr Paul Morgan, Director of CYPS and Dr A Khan, Associate Medical Director/Consultant Paediatrician



Please [Click Here](#) for Highlights of the Day Video

**#WMTY & Safety & Quality**

# Collective Leadership Workshops

A Collective Leadership Workshop for CYP was organised on 12th April 2019. This was facilitated by the Paula O'Kelly from the Leadership Centre, Maxine Williamson Deputy HR Director, SHSCT and Dr A Khan, Associate Medical Director. The aim of this workshop was to identify and agree how the CYPs Directorate can continue to enhance the care they provide to achieve the best outcomes for their children and young people click link to see programme [LINK](#)

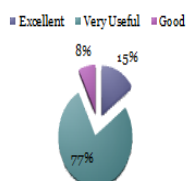
A draft paediatric Safety & Quality Strategy was discussed [LINK](#) We encouraged staff to provide feedback. This strategy is due to be launched in Autumn 2019. We encourage everyone to get involved in any opportunities to contribute to the development and progress this strategy.

Next Collective Leadership Workshop planned for Friday 11th October 2019.

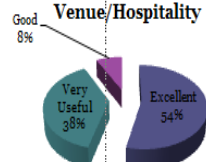


## Feedback Form CYP Collective Leadership Workshop 12<sup>th</sup> April 2019

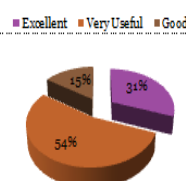
### Did You Find the Workshop Useful?



### Please Rate Venue/Hospitality



### What did you feel about the Content of the Workshop?



Discussion around management roles and their links involving patients, service user, multi disciplinary teams, regional benchmarking, management/ community groups and voluntary providers and stakeholders.



# RESULTS FROM DISCUSSION AT COLLECTIVE LEADERSHIP WORKSHOP

## Staff Roles/Responsibilities

Staff felt their role was to ensure in compliance with safe and effective care through audits/visible leadership /robust governance arrangements/evidence based practice and role modelling and supporting front line staff. Facilitation of CPD, management, empowering of front line staff.

### Priorities outlines were

- Right staff/training to enable development of patient led services
- Recognise good practice and appreciate staff
- Increase efficiencies/drive quality improvement

### Three Key Success identified were

1. Development of nurse Led Services to improve patient outcomes
2. Enabling care to be delivered in the right place at the right time through collaborative working
3. Improved integrated across the service

## Collaborative & Working Priorities

- Senior Leader Forums
- Staff & Service User Engagement – e.g. what matters to me, changing for children. Senior Safety Walks, New ways of working e.g. diabetic clinics
- Developing common purpose – quality and safety strategy – communicating the vision
- MDT working sharing power, delegation, recognising others contribution
- Collective Leadership
- C4C project
- Primary care hubs/interacting managed care network
- Hyponatremia children's/active shared learning

## Responsibility of ALL

- Management of Patient Flow
- What's app group for team to share ideas and feedback “social” events for team (on site/off site)
- Timely decisions taken at lowest competent level to avoid unnecessary delay and lost opportunities
- Building resilience
- Value contributions
- Collation and acting of feedback
- People accountability and ownership
- “Ideas” on team agenda
- Leadership training for all

## Other Comments

- More Workshops
- Facilitators were fantastic – so engaged with workshop content and discussion
- Half day sessions would be better
- Very well organised workshop

# Draft Paediatric Safety & Quality Strategy 2019-2024

## VISION:

To support all staff to compassionately deliver safe and effective care to meet the health needs of children and young people. This will be delivered in partnership with service users and their carers in a suitable and safe environment.

### [Link to Paediatric Safety & Quality Strategy Version](#)

Focus groups planned over July and August prior to the next Planned Collective Leadership Day 11th October 2019 inviting all staff to come along to a lunchtime session to gather feedback from front line staff within Acute and Community Paediatrics Department, Refreshments will be served at these sessions..



**You are invited to a CYP Focus Group**

**We would welcome Views and Input to the**

**Safety & Quality Strategy  
Children & Young Person's Directorate  
2019-2024**

Date	Time	Venue	Facilitator
23 <sup>rd</sup> July 2019	12.30-1.30 pm	MDT Room DHH - confirmed	Julie McConville
29 <sup>th</sup> July 2019	12.30 -1.30 pm	MDT Room CAH – confirmed	Bernie McGibbon
5 <sup>th</sup> August 2019	12.30 -1.30 pm	MDT Room CAH - confirmed	Marita Magennis
14 <sup>th</sup> August 2019	12.30 -1.30 pm	Tutorial Room 1 DHH - confirmed	Dr Khan
30 <sup>th</sup> August 2019	9.30 –10.30 am	Community Paediatrics John Mitchel Place	Briege McCann
30 <sup>th</sup> August 2019	12.30 -1.30 pm	Community Paediatric SLT Room LURGAN Community Paediatrics – confirmed	Julie McConville

Please confirm your attendance to [cyp.qi@southerntrust.hscni.net](mailto:cyp.qi@southerntrust.hscni.net) to whichever Focus Groups you can attend by 10 days before date of Meeting.

# **Paediatric Safety & Quality Report 2018**

**Children & Young Person's Services Directorate  
Southern Health & Social Services Trust**

[Link to Safety & Quality Report 2018](#)

**Dr A Khan**  
Associate Medical Director

**Mr Paul Morgan**  
Director CYP

**Children & Young Person's Directorate**