

# SAFETY & QUALITY IN CHILDREN & YOUNG PEOPLE SERVICES

AHMED KHAN

AMD - CYPD

# JOURNEY SO FAR...

DHH

[https://www.youtube.com/watch?v=KxjcUrw\\_WHQ](https://www.youtube.com/watch?v=KxjcUrw_WHQ)

CAH

<https://www.youtube.com/watch?v=B7bx8z7C7O4>



# S.A.F.E. - 6 KEY THEMES



**LEADERSHIP IN  
SAFETY & QUALITY**



**SIM & HUMAN  
FACTORS**



**EARLY DETECTION &  
RESCUE OF THE  
SICK CHILD**



**PATIENT SAFETY  
THROUGH SHARED  
LEARNING**



**MEDICINE SAFETY**



**SAFEGUARDING  
CHILDREN &  
YOUNG PEOPLE**

2016-17:

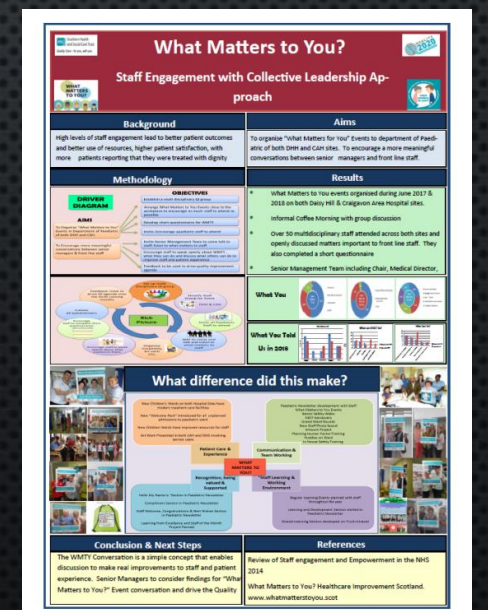
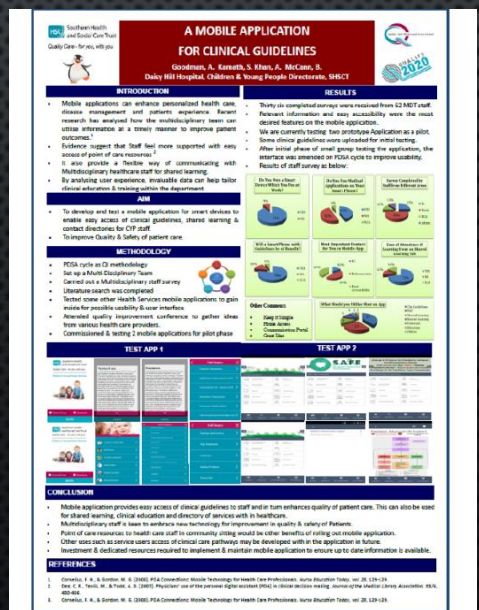
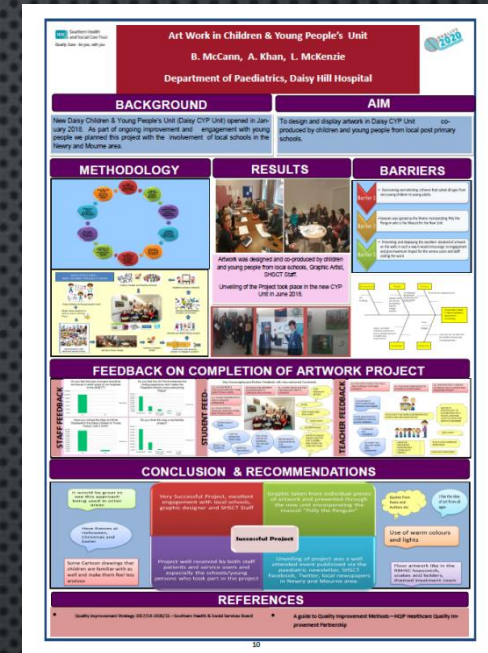
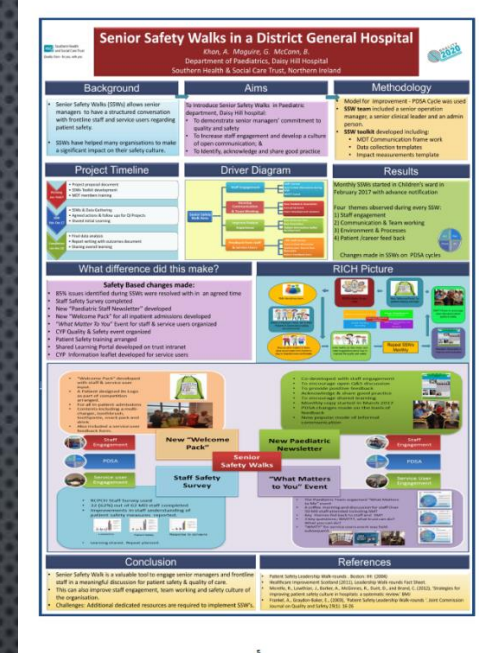
**S.A.F.E. INITIATIVE**

*(SAFETY AWARENESS FOR  
EVERYONE)*



# S&Q PROJECTS

- BY MDTs
- INVOLVEMENT OF SERVICE USERS
- SHARED LEARNING LOCALLY
- PRESENTED REGIONALLY AND NATIONALLY





## Quality Improvement Updates in Neonatal Unit Craigavon Area Hospital

Neonatal CAH are currently progressing through The Baby Charter Audit tool "Helping to make family centred care a reality on the neonatal unit"

The charter is based on 7 key principles of Human rights and the UN rights of the child. Current systems and processes are rated as Green Amber or Red and an action plan is being devised with timelines which will outline how we would like to improve our delivery of family centred care in Neonatal Craigavon.

Neonatal Craigavon has completed and submitted to the Neonatal network their first RQIA self-assessment audit report.

Over the next 6-12 months we hope to progress environmental improvements within the unit in relation to refurbishment of staff changing room and rest room facilities, and progress improvements to the layout and design of the current milk preparation room.

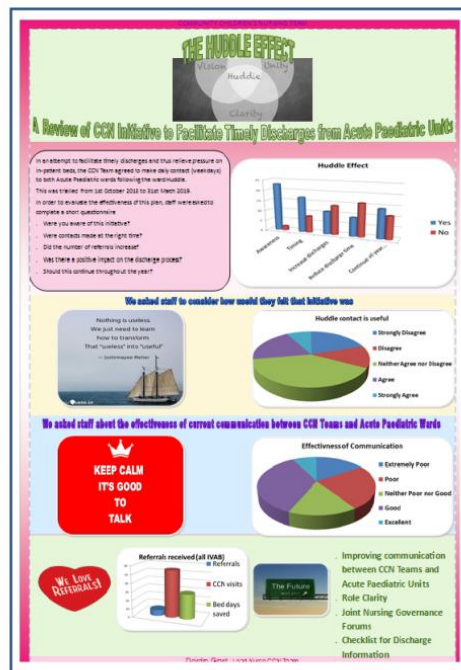
With the appointment of additional Consultant Microbiologists and antimicrobial prescribing pharmacists the re-establishment of antimicrobial ward rounds will be evident.

### Service User Feedback Summary

Blaine Mc Carthy SHSCT PPI team has put together the following service user feedback summary

See Next Page for Poster

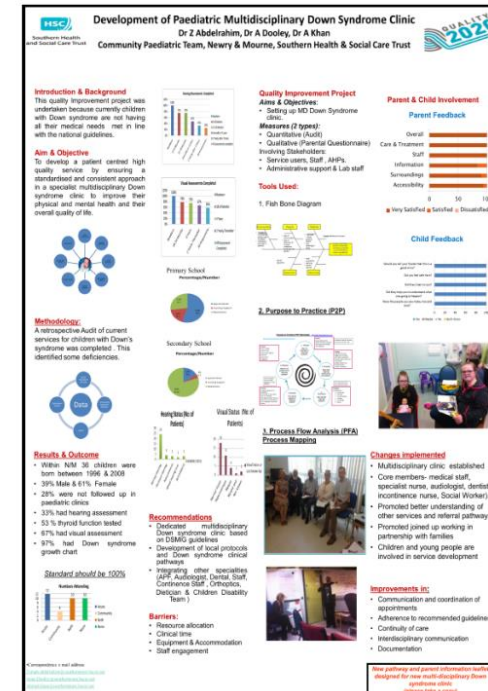
32



35



24



27

# ACROSS THE TRUST BY MDT



# “WHAT MATTERS TO YOU ?” EVENTS



# *“WHAT MATTERS TO YOU?”*

## WHAT STAFF TOLD US:

- BE VALUED AND LISTENED TO
- SAFE PATIENT-CENTRED CARE
- COMMUNICATION & TEAM WORKING
- ENVIRONMENT AND RESOURCES
- STAFF DEVELOPMENT & WORK LIFE BALANCE





*“WHAT MATTERS TO YOU ?”*  
AS A SERVICE USER



# SAFETY & QUALITY REPORT



## **Paediatric Safety & Quality Report 2018**

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

Dr A Khan  
Associate Medical Director

Mr Paul Morgan  
Director CYP

Children & Young Person's Directorate

## Contents

	Page
• Opening of New Paediatric Departments in CAH/DHH	3
• Senior Safety Walks	4
• What Matters to You? Events	6
• Art Work Project—DHH	9
• Clinical Guidelines Project	11
• A Mobile Application for Clinical Guidelines	14
• Paediatric Newsletter	16
• Welcome Packs Project	18
• Safety Climate Survey DHH	19
• Safety Climate Survey Community Paediatrics	21
• Nursing Huddle—QI Project	23
• Down Syndrome Project—Community Paediatrics	26
• Audit of MD Down Syndrome Clinic—Community Paediatrics	28
• Star Project—Daisy Children & Young Person's Unit	30
• Jessie Medicine Card - Blossom Unit CAH	31
• Neonatal CAH Quality Improvement Updates	32
• The Huddle Effect - CCN Team	34
• Evaluation of Sleep—Workshop for Patients—Community Paediatrics	36
• Staff Achievements and Celebrations	38
Children and Young People's Recognised for Excellence	
Acknowledgements of Staff Recent Achievements	
Cash for Kids—Fundraising Day at Blossom Centre	
CYP Quality Improvement Project recognised UK Wide	
Peer Vaccinators—Flu Vaccine for Staff	
Epilepsy Fun Night Held at Jumpbox Banbridge	
Dr Lewis and SIM Team from DHH	
CYP Staff Attend Trust Board Meeting	
Winner of Psychiatrist of the Year at RCP	
Congratulations to Julianne Lee at the RCN Congress	

# SAFETY & QUALITY CONFERENCE

- 2<sup>nd</sup> year
- Theme: *Sharing the Learning*
- Over 165 MDT delegates
- Over 40 presentations & talks
- Over 30 QI posters
- <https://www.youtube.com/watch?v=Kz5icTleIB8&feature=youtu.be>
- “WMTY?”- Staff engagement
- Human Factors Training
- Coaching Session & 10,000 Voices
- Donation collection to trust charity- PIPS



**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.
- Draft Paediatric Safety & Quality Strategy 2019-2024
- Collective Leadership in CYP—12th April 2019
- Paediatric Annual Report 2018 for CYP



Southern Health and Social Care Trust  
Quality Care - for you, with you

**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)



# SERVICE USER ENGAGEMENT

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=KZ5ICTLEIB8&FEATURE=YOU\\_TUBE](https://www.youtube.com/watch?v=KZ5ICTLEIB8&FEATURE=YOU_TUBE)

## 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.



## 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



## 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.



## 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 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.



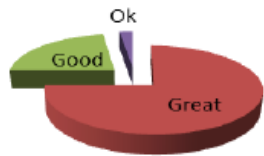


# CONFERENCE FEEDBACK

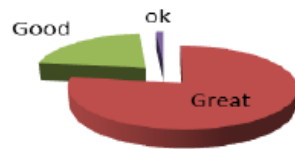
## Delegate Feedback - Venue, Hospitality and Communication

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

### Venue



### Hospitality

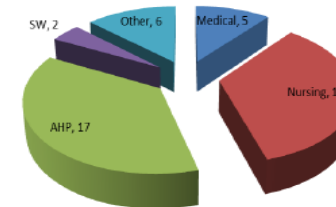


### Communication regarding the event

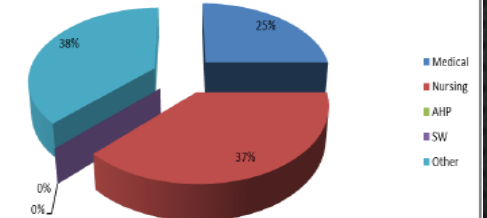


The feedback from workshops give an indication of the number of staff outlined below who wish to access training. This will be progressed through the implementation of the Paediatric Safety and Quality Strategy.

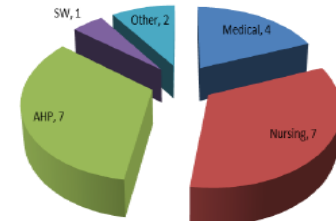
### Staff Interested in being Trained in Quality Improvement



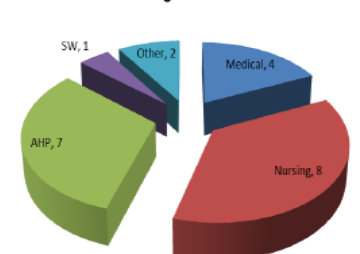
### Staff Interested in being Trained in Mentoring



### Staff interested in being trained in Coaching



### Staff interested in being trained in Human Factors



# COLLECTIVE LEADERSHIP WORKSHOPS

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	Bemie 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.

## Collective Leadership Workshops

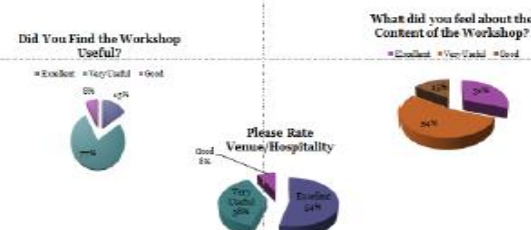
A Collective Leadership Workshop for CYP was organised on 12th April 2019. This was facilitated by the Paula O'Kelly from the Leadership Centre, Maxine Williamson Deputy HR Director, SHSCT and Dr A Khan, Associate Medical Director. The aim of this workshop was to identify and agree how the CYP Directorate 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



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



# PAEDIATRIC SAFETY & QUALITY STRATEGY (2019-2024)



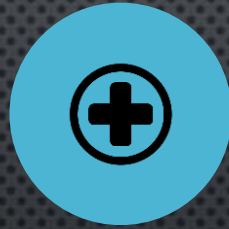
# SAFETY & QUALITY STRATEGY: PURPOSE



FRAMEWORK  
FOR Q&S



DEFINING OUR  
VISION &  
PURPOSE



SAFETY &  
QUALITY  
FOCUSED CARE



PRIORITISING OUR  
EFFORTS &  
RESOURCES



STAFF & SERVICE  
USER  
ENGAGEMENT



# COLLEAGUE ENGAGEMENT

IN 2019:

- 2 COLLECTIVE LEADERSHIP WORKSHOPS
  - 6 STAFF FOCUS GROUPS
  - SAFETY & QUALITY CONFERENCE
- 
- ATTENDED BY MULTI-PROFESSIONS TEAMS
  - PURPOSE: TO SHARE THE DRAFT STRATEGY AND GATHER VIEWS, SUGGESTIONS AND INPUT
  - FOLLOWING THESE SESSIONS, THE STRATEGY WAS REVIEWED - TAKING ACCOUNT OF VIEWS AND SUGGESTIONS



# SERVICE USER/PARENT/CARER ENGAGEMENT

- PARENTS/CARERS' VIEWS WERE SOUGHT VIA THE USE OF A QUESTIONNAIRE ACROSS BOTH HOSPITAL AND COMMUNITY SITES
- CHILDREN AND YOUNG PEOPLE VIEWS WERE CAPTURED THROUGH QUESTIONNAIRES AND THE USE OF GUIDED CONVERSATION WITH PLAY THERAPISTS AND NURSES



# DIRECT FEEDBACK FROM STAFF AND PARENTS/CARERS

## **STAFF VIEWS:**

- GENERALLY AGREED WITH THE STRATEGY
- SUGGESTED USE OF WORD **WILL** RATHER THAN **SHOULD**
- 5 YEAR STRATEGY PLAN IS REQUIRED
- MIDWAY REVIEWED E.G. 3RD YEAR

## **PARENT/CARERS:**

- PARENTS KEPT INFORMED
- SIMPLE EXPLANATIONS – NO MEDICAL JARGON
- CONCISE HONEST INFORMATION
- SPEAKING TO AND ENGAGING CHILD/YP
- REGULAR UPDATES
- GOOD TEAM WORK

# DIRECT FEEDBACK FROM CHILDREN & YOUNG PEOPLE

asking ~~are~~ are you okay and always checking  
on you.

Something to watch and do

Kind.  
Caring.  
respecting

less nervous

FOLLOWING THIS FEEDBACK, THE STRATEGY WAS REVIEWED BY THE  
CORE GROUP TAKING ACCOUNT OF VIEWS AND INPUT PROVIDED



# SAFETY AND QUALITY STRATEGY (2019-2024)



THIS STRATEGY IS BUILT ON THREE PILLARS.  
THE **HEART**, **HEAD** & **HANDS** OF THE SERVICE.



## HEART: CHILDREN & CARERS

The delivery of safe and effective services is dependent on:

- ◉ Safe and effective care
- ◉ Effective communication
- ◉ Positive care experience



## HEAD: ENVIRONMENT & SYSTEMS

The delivery of safe and effective services is dependent on:

- ◉ Appropriate work environment
- ◉ Technology enabled change
- ◉ Safe systems



## HANDS: STAFF ENGAGEMENT & SAFER STAFFING

The delivery of safe and effective services is dependent on having:

- ◉ An engaged workforce
- ◉ Culture of learning
- ◉ Safer staffing



*“SAFETY & QUALITY MATTERS TO US”*

- [HTTPS://WWW.YOUTUBE.COM/WATCH?V=B29EG3IGPrU&FEATURE=YOUTU.BE](https://www.youtube.com/watch?v=B29EG3IGPrU&feature=youtu.be)