

Celebration of Nursing & Midwifery 2020

Celebrating Nursing and Midwifery
achievements within the South Eastern
Health & Social Care Trust during 2020.



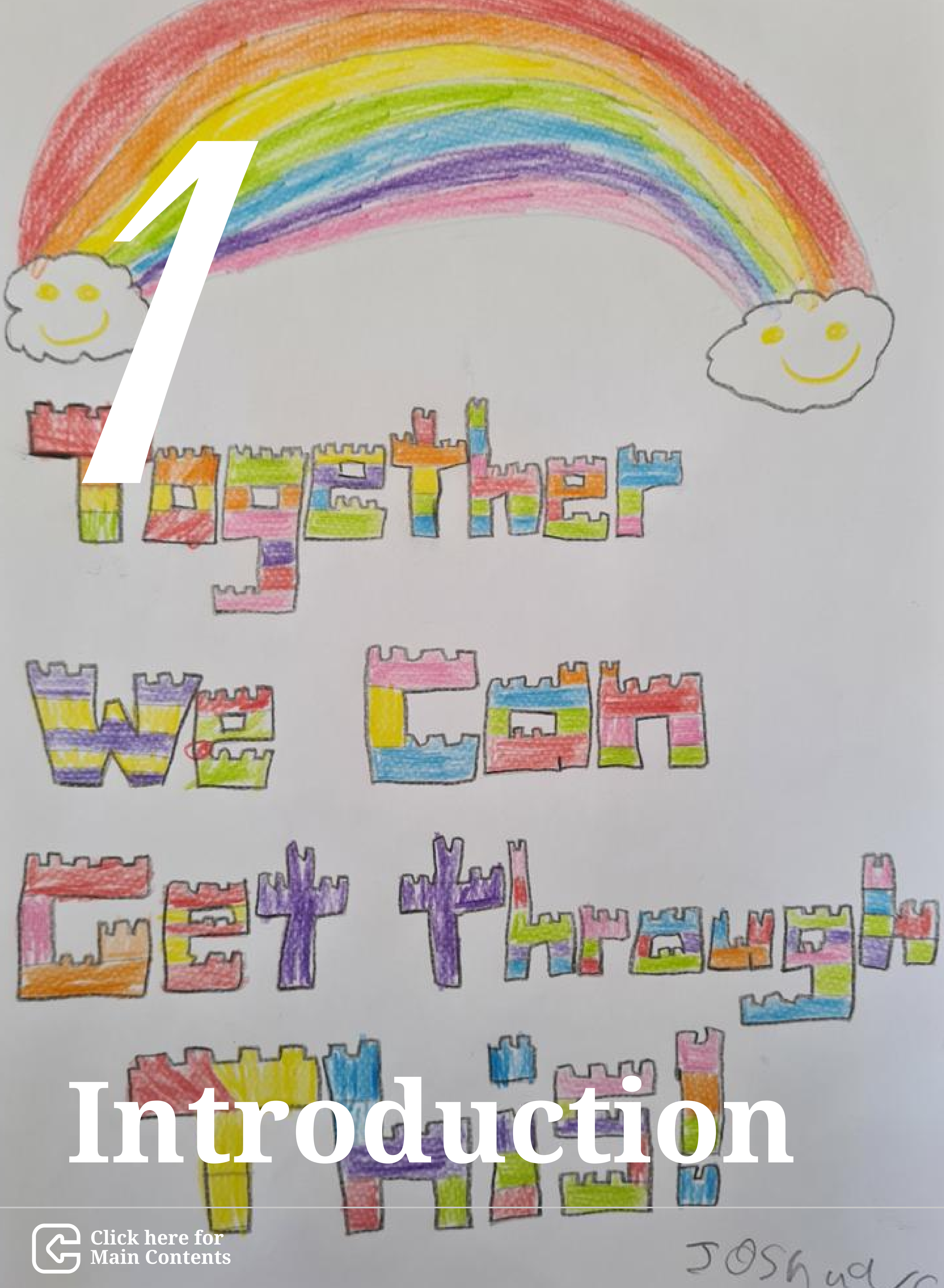
2020
INTERNATIONAL YEAR
OF THE NURSE AND
THE MIDWIFE



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Please note that as this report spans January - December 2020, some of the images are pre-COVID and may not reflect current guidelines such as social distancing, PPE etc.

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Introduction

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Dear all,

At the start of 2020, the International Year of the Nurse & Midwife, we could never have imagined how things would be.

I want to thank every nurse, midwife and health care support worker for the dedication and professionalism you have all shown, and continue to show, during this very challenging time.

I have seen and heard many examples of nurses, midwives and those who support them excelling in the areas where they normally work and in areas unfamiliar to them and beyond their comfort zone, delivering and often leading services, with head and heart.

This year, given the exceptional circumstances in which we find ourselves, I would also like to take the opportunity to thank those who have stepped forward to join our nursing workforce at this time; student nurses, those who have responded to the workforce appeal and those who have returned from retirement. Those who have volunteered to support the most vulnerable in our communities in our local care homes and their colleagues working there have also demonstrated their commitment to the core values of nursing.

As you are caring for others and, in our current circumstances, perhaps being with them at the end of their lives when their families cannot be, I know that you will continue to care for one another. It is also a source of great sadness for us when we hear of colleagues from our profession who have lost their lives as a result of this virus. COVID-19 is having a personal impact on us all in our work and at home. Never has it been more important for us to look out for one another and remember **"it's OK not to be OK"**.

1. Introduction.



I am privileged and proud to be the Director of Nursing for nurses, midwives and health care support workers and I know that your contribution is highly valued by your Chief Executive, the executive management team colleagues, your multidisciplinary team colleagues and most importantly, the patients, families and communities who you serve.

Thank you and stay safe.
Nicki Patterson

"We *will* beat this pandemic and we *will* celebrate 2020 as the Year of the Nurse & the Midwife."

**- Charlotte McArdle,
Chief Nursing Officer**

2. COVID-19.

"I am very fortunate that I had a good work team...to support me and I relied on that heavily as we muddled our way through the mess of covid and redeployment."

"...The NHS clap - felt valued and proud to be a nurse..."

*"I'm not ready to discuss my COVID experience yet, as I have not processed all aspects effectively for my own psychological needs. It is **without doubt, the most stressful time of my nursing career**, as I felt ICU was tested the most, looking after the sickest patients in an enclosed environment, where the most simplest of procedures was hampered by PPE, heat, exhaustion, thirst and communication difficulties."*



"If I had been asked, 3 to 4 months ago, what I thought would be the most stressful/impactful experience I would encounter over the COVID spike, my answer would have been very different than the answer I would give now. In reality it wasn't the fear of nursing extremely sick patients, the fear of PPE and its effectiveness, it wasn't the fear for my own health or that of my family, or the fear of this unknown entity but it was managing the fear of others! The anxiety of staff being moved areas, new patient cohorts, new and unfamiliar conditions I had to nurse/treat and trying to blend with another unfamiliar team. These issues had a massive impact on me. Keeping staff safe, caring about their mental health, being available to them and communicating all the changes in such a fast moving environment was challenging. I have to say, all the staff I work with stepped up, and just before we were sent back to our usual location, I felt everyone had worked very hard on relationships and up-skilling themselves to deal with the different and unfamiliar conditions they were having to treat. I have learnt a lot about myself and that I am very resilient and can manage strange and unfamiliar situations."

***"COVID-19
came in like a
wrecking ball
with little to
no warning"***



"...This is the 1st time in 20 years of nursing that I have disliked my job, simply due to the pressures placed upon the staff on the ground. When I take a deep breath and look at the bigger picture and at everyone struggling, the pressures on other areas it's hard to see where support can come from."

"Having others being redeployed to our team to help our residents. This was a great support to team and residents and worked well for all of us. Being able to support virtual communications between our residents and families, this was so important for them while they were apart."

“As a final year student nurse at QUB, I 'opted in' to help the NHS during a period of pandemic. I got placed in A&E, I have been treated like a valued member of the team from day 1. The staff have all been so friendly and I will be sad to leave once my 14 week placement is finished. It has been strange going from a 'student' nurse to a Band 4 and it took a while for some to understand, that I am no longer supernumerary but I am still to be treated as a student. I feel proud that I was able to come out and help when I was needed the most.”

“After returning from sick leave due to family illness I returned to work apprehensive. One of my first shifts was dealing with an end of life family. This was a difficult time as the wife was accepting that her husband was not responding to treatment but the daughter was still wanting a positive outcome. Both family members were extremely upset and were supported throughout this. I feel that the team were empathetic to the needs of the family members and kept safe at all times during their visit. On the same day I discharged a patient to the ward which was a very positive and memorable day for me.”

“I am proud of the nurses and sisters' who showed up every day with me, ... and instead of complaining, crying or running away, they stood beside me and supported me .”

“As an ICU nurse I am very proud of the team I am part of. We all pulled together and accepted responsibility not only for the extremely critically ill patients but also to support staff that were redeployed in what was an incredibly stressful situation for both them and us. I felt supported by my immediate managers...who went above and beyond to put initiatives into place to keep me safe and improve communication etc. I am proud of the nurses and sisters' who showed up every day with me, locked themselves into the closed ICU in full PPE for 13.5 hours almost every shift and instead of complaining, crying or running away, they stood beside me and supported me both in the tasks and challenges faced but also emotionally.”

“It was frightening at first, fear of the unknown, fear of becoming ill, fear of bringing illness to your family. Also feeling of duty, this is my job and I want to do my best for patient and fellow workers at this difficult time. Greatest impact was to see how everyone worked together to support patients and each other, to see, maybe for the first time in a long time how the people at the front line were recognised and valued for their importance in this battle and were given the resources and support to get on with it.”



"I feel proud that I was able to come out and help when I was needed the most."



"PPE to the extent we have to wear it is so hard to cope with all the time, it's very draining and very warm to be in all the time. We had a very heavy work load before but it just makes it much more difficult. Also trying to remember all the new procedures and being aware of COVID-19 at all times is hard as well as everything else that you are implementing on a daily basis. I also feel that it has had an impact on our staff team as a whole unit. Everyone is much more tired than normal. Staffing levels have suffered throughout this time due to sickness and people shielding etc and everyone has to pick up extra just to function. It is also hard having so many new faces on the ward that have not done this type of work before it puts a lot more pressure on everybody. I am proud of myself and my team for coping the way they have over this challenging time. It is a very new experience for all of us and I think everyone has risen to the challenges that we have faced. It was also nice that people actually realised the need for nurses and what we actually achieve on a daily basis and it was nice to have acknowledgement for that. I have definitely learned a lot throughout this experience and realised that I am a lot stronger than I initially thought."

"Through discussion with PPT who were carrying out swabbing / testing for COVID-19 in community I agreed that my team of Community Learning Disability (LD) Nurses would undertake the testing of clients with a learning disability. We quickly moved from working 9-5 Monday to Friday to providing cover 7 days a week. This was very challenging as we are a very small team. My team were also involved in the PHA testing initiative and over a period of 3 weeks we went into residential and nursing homes within our area and tested all residents with a learning disability. We worked alongside the PPT who carried out testing of the staff. I strongly believe that our success rate in carrying out testing with clients who have a learning disability was down to the fact that in most cases the client was familiar with LD nurse and relationships had already been well established therefore clients trusted us. Another factor being LD nurses also knew their clients well. The LD nurse had the skills, knowledge and experience of working with people who have a LD."



"I believe that our department was well prepared and organised before the real pressures started. I remember feeling overwhelmed with the amount of information that was provided daily. I felt frustrated at times due to the amount of staff we had on duty. Other nurses re-deployed to us and it felt like a lot of people for very little space. I felt protected and supported throughout the pandemic. I think I was surprised we were never really busy as it didn't hit as bad as we thought it was going to be. Overall it was managed well."

3

Primary Care & Older People

- 1 Primary Care & Elderly Services
- 2 Nursing Workforce
- 3 Safe & Effective Care
- 4 Infection, Prevention & Control

1 Primary Care & Elderly Services

Care Home: ECHO Network



Project ECHO (Extension of Community Health Care Outcomes) is a not for profit international organization which aims to improve practice by gathering a community of professionals together online to share best practice through teaching and case based learning. It provides learning and support by using zoom technology. It is based on a Hub and Spoke model with the Hub consisting of a multi- disciplinary team with specialist knowledge, while the Spokes are network members with a shared interest.

The South Eastern HSC Trust (Trust) Care Home ECHO network was established in 2019. The Trust facilitators worked collaboratively with Project ECHO to build a knowledge network with Care Homes . The sessions were held on a monthly basis and fostered a spirit of peer learning in a safe and non-judgemental environment. Through teaching sessions and case presentations the Spokes had the opportunity to discuss any cases which they have found challenging and determine the best course of action together.

This network continued through the COVID-19 pandemic in 2020 changing to a weekly meeting to provide an opportunity for staff working in lockdown situations to safely engage with other professionals, gain knowledge, exchange examples of good practice and sign post each other to useful resources.

3. Primary Care & Older People.

It enabled staff to pause, reflect and be together in what for some staff had been isolating and fearful times. They realized others shared their experiences and were encouraged to continue to deliver care effectively and safely to their patients and residents.

In September 2020 the network returned to a monthly programme. A COVID-19 update was included in each session as the pandemic progressed to continue providing timely and relevant information to staff.

Grieving: Influencing factors

- Quality and type of relationship with the person who has died
- How, when and where the person died (e.g. sudden or expected, traumatic, painful or peaceful)
- Age, gender, personality and level of understanding of the grieving person.
- Cultural and religious beliefs and influences
- Previous experience of significant loss

The programme included a wide range of interesting topics such as: Ambulance referral pathway; Diabetes update; Advance Care Planning, Oxygen Management; Drugs used in the T34 Syringe Pump at End of Life; Recognizing the Deteriorating Patient. Future sessions will include Tissue Viability and Falls Prevention.

There have been many challenges throughout the year as the lockdown situation continued and Care Homes navigated out breaks of COVID-19, and the vaccination programme.

Attendance fluctuated at each session but the availability of Moodle for those who were registered provided the opportunity for staff to access the information at a time which was suitable for them.

Plans are now in place to continue the South Eastern HSC Trust Care Home network through 2021 -2022 thus embedding this invaluable resource into clinical practice. Care Homes will be continually encouraged to register, providing their staff with an opportunity to expand and enhance this knowledge network thereby ensuring they have the knowledge and skills to provide high quality care to their residents. To date we have **181** participants registered.

District Nursing Service: Support to Care Homes

2020 has been defined as a year like no other. For the District Nursing Service working across the four localities of the South Eastern HSC Trust much was different and yet much remained the same. The service was presented with the challenge of how to continue to deliver core business and how to develop new ways of working in the midst of a pandemic. The opportunity for the service to take responsibility and contribute to population health presented at the outset of this event. As crises within the care home sector escalated, partnership working was needed to ensure the provision of safe and effective nursing care was maintained across this sector.

District Nurses responded to an initial urgent call for help in one nursing home who were short staffed with many ill residents and then built upon this by constructing a team of nursing staff that voluntarily redeployed to bridge the gap and maintain this population in their place of care. Working within this context provided district nurses the opportunity to work in partnership with fellow registrants and to show leadership stepping up and facing the challenge that was presented in the light of COVID-19. This was not an example of doing for or taking over from care home staff this was partnership working in conjunction with the private sector colleagues.



Innovation is contextual for District Nursing staff this was a different environment, unfamiliar surroundings culturally distinctive and was the first time a response such as this has been called for. The initial response helped to remove fear within the team with regard to providing direct patient care for patients with COVID-19. A Trustwide team of nursing staff and health care assistants was subsequently developed to supplement the provision of care in other nursing homes across the Trust through a coordinated approach. Many district nursing staff from across the Trust were part of this initiative working with other professional groups.

The District Nursing Service was pivotal when the vaccination programme was to be delivered to people living in residential, nursing and other community settings. As skilled vaccinators many have contributed to programmes to administer both the Pfizer and the Astra Zeneca vaccines, rising to the challenge and welcoming the opportunity to be part of history.

Core business has continued to be delivered, community nurses supporting community nurses to take on additional workload, bridge gaps, work across boundaries and make a difference and be part of history throughout this challenging yet rewarding time.

Care Home: Vaccination Programme

An announcement by the Health minister on 7 December 2020 confirmed that care home residents and staff would be prioritised in the first phase of the COVID-19 vaccination programme.

Within South Eastern HSC Trust, there are 111 registered care homes with approximately 3329 beds distributed across an area of 425 square miles. Mobile teams of trained nursing staff led on the vaccination programme to ensure all those eligible received the vaccine. The teams were supported by administration staff, medical staff and other multidisciplinary teams and liaised closely with pharmacy teams to ensure safe delivery of the vaccine.

The complexities of this program were further challenged due to the specific requirements in managing the Pfizer vaccine. The vaccine is very sensitive to movement and needs to be kept between two and eight degrees. The project lead confirmed numbers expected to be in attendance on the day of vaccination with the Ulster Hospital Pharmacy department. The Pharmacy staff prepared the number of doses required and the transport team who had been trained specifically delivered the vaccine to the care homes in refrigerated vans.



3. Primary Care & Older People.

Planning the roll out of the vaccine required close partnership working with the care homes in identifying all those eligible for the vaccine. All providers were contacted by Trust representatives to arrange and coordinate administration of the vaccine. It was vital that providers were aware of expectations and management of the vaccine. In addition they needed to ensure lists of staff and residents to be vaccinated were accurate. We had the use of two specially adapted vaccination buses on a daily basis that were used to vaccinate staff in larger care homes, this was in an effort to reduce footfall in the care homes therefore reducing the risks of cross infection.

Phase 1 of the program commenced on Sunday 13 December 2020. There were on average eight teams deployed daily to care homes and between 500-700 doses administered daily. Phase 1 completed on 23/12/20 with approximately 6,000 first doses safely administered.

The intention was to commence Phase 2 in January 2021, the plan was to mirror Phase 1 and roll out over a 10-day period however a significant number of care homes had gone into outbreak from end of December. This accounted for approximately 20% of the homes.

The management of this required on-going risk assessment and enhanced communication with care homes and Public Health Agency (PHA) to make a decision on a case by case basis taking into account the size of the care home and number of staff and residents affected and characteristics of the outbreak. The outcome of the risk assessment determined whether to proceed with the vaccinations or reschedule.

Despite the challenges faced the vaccination program was successfully completed.

The commitment and dedication to the delivery of the Care Home vaccination program was remarkable. There were numerous people from many POC across the Trust who came together to deliver a seamless service in a skilled and professional manner; the delivery of the vaccine has protected the most vulnerable in our society.

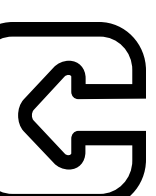


District Nursing Service: Peer Vaccination



A number of district nurses took to the road as peer vaccinators in September 2020. The bus transported local district nursing teams that enabled mobile clinics to achieve a higher uptake of flu vaccines in frontline Healthcare workers, across the Trust and within in the Independent sector.

As peer vaccinators we actively encouraged frontline staff to receive the flu vaccine to help them to protect themselves, their families and the vulnerable patients in their care. We worked alongside a number of healthcare practitioners from a wide diversity of professional backgrounds. Without this diverse way of working, it would not have been possible for us to have vaccinated over 800 frontline staff on the bus and locally across the integrated care teams.



Neighbourhood District Nursing (NDN)

The District Nursing service is an essential part of the health and social care system, and often makes the difference between people being able to stay at home rather than being admitted to hospital or nursing home care. The District Nursing team assesses care needs and delivers a wide range of nursing interventions to people in their own homes or close to their home. They play a key role in supporting independence, managing long term conditions and providing palliative and end of life care.



A new regional NDN model is now being rolled out within the trust. The aim of this model is to “ improve the safety, quality and experience of patients by developing a ‘one team’ approach to care, provided by a NDN team 24 hours a day. Care will be delivered within a designated community aligned to GP Practices, with the ethos of home being the best and first place of care". The NDN models has at its core an emphasis on collective leadership and the development of self-organising teams and are supported by a Coach and Data Quality Officer. Population health and health promotion is also a focus within the model.



To date the NDN model has now been rolled out within the Downe locality and work has begun with 2 District Nursing teams within the Ards and North Down localities. To enhance the one team approach, District Nursing teams have extended their working hours. A recent staff survey highlighted improvements in patient care, in particular with palliative patients on caseloads and that flexibility within working patterns was valued by the majority of staff. The District Nurses teams are now involved in community profiling and this is now being undertaken in partnership with the wider Multi-Disciplinary team. Health improvement plans will be developed on the information gathered.

The teams have also focussed on developing expertise within each team with many of our staff having accessed courses to enhance care needs in their particular area.

We are looking forward to the year ahead to further progress the model!



Mental Health Services for Older People

Nightingale

Ward 11, Lagan Valley Hospital (LVH) Sister Katie Niblock, is a current participant in the Northern Ireland, Global Leadership Development Programme. This prestigious programme, designed to build and develop a cadre of strong, politically astute young nursing and midwifery leaders well positioned to play a full part in strengthening nursing and midwifery in Northern Ireland and beyond. The current pandemic may have thwarted Katie's plans to travel to Canada to gain a deeper insight into global health perspectives on making a difference, but Katie has not let this hold her back. She has recently completed the United Nations Certificate on the 'Sustainable Development Goals', along with Institute of Healthcare Improvement modules on Quality Improvement. The on-going support of local and global mentors, is fully utilising her learning to make service improvements in her ward. The benefits of this are already being felt, as the number of compliments on Care Opinion (Ward 11 being a pilot South Eastern HSC Trust site) regarding care and treatment is testament to.

On her blog for the Nightingale challenge Katie shared this reflection on the past year:

“Professionally I have learned how to be much more flexible and to adapt to changes; how to lead staff through difficult and uncertain times; and how to lead by example, to show support and appreciation to all the staff. Trying to keep morale high on the ward has been very important. I feel that the opportunity to be part of the Nightingale Challenge Northern Ireland Global Leadership Development Programme has really helped me achieve this.”

We look forward to hearing 'What Katie will do next'!



ECHO Project



In April-June 2020 as part of the COVID-19 South Eastern HSC Trust Community Nurse and Nursing Home ECHO Programme, Fiona Rooney and Tracey Kane (Dementia Service Improvement Leads), in partnership with Mental Health Services for Older People (MHSOP), medical and liaison colleagues delivered information sessions to support staff in understanding and responding to changes in behaviour in people with dementia. Project ECHO is a successful initiative to offer sharing of information, training and support networks throughout the Trust.

Vaccination Programme / COVID-19 Response

As part of the South Eastern HSC Trust vaccination programme, MHSOP adopted a team approach; including Acute and Community staff, and Brenda Arthurs (Assistant Director Primary Care). All these staff played a vital role in assisting the Trust vaccination programme. Patients with extended length of stay in the Downe (DH) Dementia Unit, LVH Dementia Ward 11 and nursing home residents had their vaccine successfully administered at local level.



Personal Achievements



Congratulations to Emma McCay who successfully completed her MSc Advanced Nurse Practitioner (ANP) – Older adult pathway/ MHSOP. The commissioned course is full time study at Ulster University and includes three clinical days and two study days over two years to achieve ANP competencies. This is an exciting opportunity for nurses who wish to progress clinically rather than follow management pathway. Trainees and ANPs wear grey scrubs in the acute hospitals – stop and ask us more about the course if you see us!

MHSOP appointed a new Cognitive Behavioural Therapist (CBT) to the team. Dawn McCullough - pictured second from the left - joins Dr Joanne Younge, Associate Specialist, in improving access to Psychological Therapies for older adults. CBT is a talking therapy recommended by National Institute Clinical Excellence (NICE) for treating depression and anxiety disorders. Dawn took up the post in Newtownards in July 2020 having previously worked as a Community Mental Health Nurse within MHSOP. She obtained a PG Diploma in CBT from Queens University Belfast (QUB) in 2018.



Linda Dornan, Dementia Navigator, completed the post graduate course “Working well with people with Dementia” at QUB. Linda undertook this three module course to enhance her role as a dementia navigator. She said **“I was keen to learn more about dementia and how to care for people to ensure the advice and information I was offering my clients and carers was evidence based”**. Lectures were delivered by Queens’s staff and visiting lecturers but a lot of information was shared with other nurses on the course who had a wealth of knowledge and experience in dementia care.

Enhanced Care at Home

“Transforming care ... Improving lives ... people matter!”

The Enhanced Care at Home (ECAH) Service has been developed through an Integrated Care Partnership (ICP) to provide person-centred care for individuals with acute illnesses in their own home as an alternative to hospitalisation, additionally facilitating early discharge. This last year has proved to be unprecedented and very challenging for everyone. As a team we have risen to the challenge supporting COVID-19 testing at the beginning of the pandemic and supporting Care Homes to maintain COVID-19 positive residents in their own homes throughout this time.

In May 2020 the Department redirected and repurposed our ECAH teams across the Trust to provide the necessary skills and expertise to older people in the care homes sector. ECAH in collaboration with the Primary Care Medical Director provided acute clinical in-reach to Care Homes. The team triaged and prioritised residents for escalation through clinical reviews and assessments; face to face and via telephone. Interventions included end of life pathways. This initiative was linked to the Care Home Hub.



During the period April 2020 to May 2020, the team supported 87 care home residents Trust wide. This significantly increased from October 2020 with 406 residents in care home being supported – an increase of **366%**.

As a team, we asked the care homes for feedback regarding our interventions. The info graphic below demonstrates what this meant to the Care home managers and their staff.



91%

OF COMPLETED INTERVENTIONS AVOIDED HOSPITAL ADMISSIONS FROM NOVEMBER 2020 TO JANUARY 2021

6,204

BED DAYS SAVED BETWEEN NOVEMBER 2020 AND JANUARY 2021, AS A RESULT OF ECAH INTERVENTION

"Going forward the ECAH model is still evolving, as we strive to improve our service. Currently we have two senior nurses who are currently undertaking the Advanced Nurse Practitioner 2 year course in preparation for the new challenges ahead."

Patient Feedback.

“Excellent, friendly and supportive”

"The nurses who have attended me have been excellent, friendly and supportive. I wouldn't have received better treatment in hospital. I feel I get better a lot quicker getting my treatment at home. Long may it continue."

“Beyond expectations”

"Everyone was beyond expectations, with care, professionalism and friendly manner. Felt safer at home due to COVID-19. Being able to carry on normal life while still receiving an excellent standard of care."

“Made me feel safe”

"The staff acted professional but with care and compassion and should be congratulated on this invaluable service. All of the nurses who came to me were extremely caring, attentive and made me feel safe and looked after. I would recommend this service as it takes away the fear of being away from family and home while being sick."

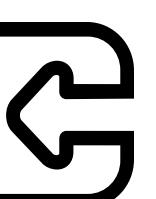
Treatment Room

Treatment rooms remained open throughout the upheaval of the COVID-19 pandemic. We constantly adjusted to the pressures of different ways of working, anxiety amongst patients and staff and maintaining safety. At the start of the pandemic we had to consider which treatments were essential, as we worked to reduce footfall into our clinical areas. This was to reduce the risk to patients and staff alike.

We engaged with our GP colleagues to agree which treatments could be temporarily stood down or delayed. Appointments were introduced across all treatment rooms. This was essential to manage the footfall to our services, maintaining social distancing. Many patients were very anxious about attending for appointments, especially during the first lockdown. Treatment room staff frequently reassured patients that we were reducing footfall and that appointments enabled us to manage our workflow and minimise the wait to be seen, when attending the treatment room.



We also reassured them that we were adhering to the guidelines for PPE & cleaning down surfaces, after each patient. Patients continue to express their satisfaction with our appointment system. Throughout this pandemic Treatment room nurses have frequently been the human contact for our patients, many of whom have been left isolated during lockdowns. Treatment room staff worked across localities, to maintain safe effective care. It has been incredible to see nurses supporting each other across various locations, stepping outside comfort zones.



Specialty Nursing

The onset of March 2020 saw major changes for the Specialist Nurses in the Community. The services: Tissue Viability, Continence, Diabetes, Sexual Health, Family Planning & Respiratory were initially stood down and all clinics cancelled as they were not considered urgent at this time in view of the looming pandemic that was about to impact our patients, the Trust and the country.



In response to the pandemic “GP Assessment Centres” or “Hubs” were set up across the Trust as General Practitioners (GPs) required support to enable patients presenting with COVID-19 symptoms to be safely assessed in a controlled setting, treated if possible to return home or redirected to the Emergency Department (ED) if more urgent care was prescribed. This interaction prevented inappropriate attendances and blocking of ED and their capacity.

A number of managers were tasked to find suitable locations for these Hubs once

agreed, PPE (which had been an issue initially), medicines, supplies and equipment were installed within a one week schedule in all three sites in Ards, Downe and Lagan Valley Hospitals.

Who would staff the Centres?

The response was to redeploy Specialist Nursing Teams. Staff were worried about the potential impact on them and their families carrying the infection home. There was naturally fear and apprehension with all staff in the Trust, however, everyone played their part and stepped up to the challenge.

Team Leads of each of the services remained as a point of contact to monitor any urgent calls or queries from their service patients. With the remaining staff, the centres were fully functioning seven days per week from 8.00am - 10.00pm by the 1 April 2020 and we were ready for the first surge.

There were GPs, Nurses, Administration staff, Paramedics and for the initial surge Physiotherapy staff from the Respiratory Team also supported us, while working alongside colleagues from Pharmacy, Unscheduled Care and GP Out of Hours.



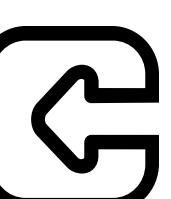
Staff huddles took place several times daily to update, redirect and reshape at short notice depending on the service/patient needs at any given time.



All processes and procedures were in place and operationally the Hubs became ‘slick’ with the experience of seeing patients and responding quickly and appropriately. The collaboration and team working were exceptional.

Specialist Nurses set up training and learning sessions on their specialist subjects for GPs during quiet periods and the information was appreciated and well received. It also forged new improved working relationships between the GPs and nurses; and also between nurses in different specialties who normally didn’t come in contact with each other in a working capacity.

There was also time to take a short break and celebrate International Nurses Day and Florence Nightingale’s Birthday. It helped to keep the staff spirits up.



3. Primary Care & Older People.

During the summer months due to COVID-19 movement restrictions, patients attendances slowed and at this point, Specialist Nursing patient enquiries were on the increase. The decision was taken to reduce the numbers of permanent staff from all specialties in the Hubs, returning them to their perspective services.

As September 2020 approached and the onset of the second surge, the focus moved to launch an advertising campaign to recruit bank nurses and locum GPs to fill any vacant shifts. Extensive recruitment, training and induction of bank staff followed on from this. Also added to our teams were students both nursing and medical who were employed as Health Care Assistants in addition to our contracted Health Care Assistants.

They have seen this as a real asset and networking experience for their current training programmes. As well as student experience, all commissioned training programmes for qualified staff continued throughout the pandemic. None were stood down at any point and our own students allocated to the teams have also attended the Hubs and have appreciated the additional experience.



Christmas passed us by in a blur as we approached the third surge, it was business as usual as all staff at this stage knew the process well.

Specialist Nurses in the Hubs also offered support to the Nursing Homes during their period of increased pressure and staff shortages.

A number of our nurses have taken the opportunity to avail of further training and are actively administering and delivering on the COVID-19 Vaccine programme.

Work has slowed again in COVID-19 Hubs but for the present time there is no exit strategy. Specialist Nursing are currently focusing on rebuilding their specific specialist nursing services and looking ahead to a brighter, healthier new working year in 2021/22.

Tissue Viability and Lymphoedema Collaboration

The Healthy Legs Initiative, a joint Tissue Viability and Lymphoedema project, has continued to develop since its inception in 2018. Now in its fourth year, we continue to provide education and support to our colleagues in Primary Care, to deliver best practice using a care pathway, in a Health Promotion and Treatment clinic within GP surgeries.

Our aim is to promote early identification and management of lower leg oedema, to reduce symptom deterioration which may lead to hospital admission due to cellulitis, development of leg ulceration or lymphoedema, as well as preventing the unnecessary use of diuretic and antibiotic therapy.

Achievements.



Staff redeployment in TVN and lymphoedema teams and COVID-19 restrictions in all GP practices aiming to reduce foot fall, prevented the running of any Healthy Legs Clinics from March 2020. However, working alongside the GPs in the Covid Assessment Centre in Ards allowed the Chronic Oedema Nurse, Vivienne Murdoch, to continue education and gain support from those not currently involved in the initiative.



More than **370** patients have been offered appointments and have been assessed, educated and provided compression hosiery to prevent deterioration of leg oedema or venous disease.



Feedback from GPs in several areas has been very positive, and has been used to secure funding through Local Enhanced Service for a further year.



Prior to the unfortunate halt in clinic delivery, **29** GP Practices had commenced Healthy Legs Clinics. Funding to utilise Trust treatment room staff to run the clinics, where practice nurses were unavailable, had delivered an increase of **17** more participating practices.



The Chronic Oedema Liaison Nurse role provides ongoing support to the nursing and Practice staff involved in the Healthy Legs Clinics beyond the initial set up. As a point of support, the practices can contact her with any more complex queries. She has revisited several clinics recently, supporting new staff employed through the Federation Practice Nurse initiative who will be delivering Healthy Legs clinics as part of their remit.



2 Nursing Workforce

Celebrating the Developing Practice in Healthcare: End of an era

The Developing Practice in Healthcare (DPHC) programmes, run in collaboration with HSC Trusts and Ulster University, have been available to nurses and midwives in South Eastern HSC Trust since the 2010/11 Academic year. The focus of the programmes is on the practitioner (student) learning from and in practice, with the underpinning ethos being the development of person-centred practice and cultures. Students are required to not only evidence achievement of learning, but are also required to demonstrate the translation of this new knowledge into developments in practice through portfolios of evidence – a win for the individual and the organisation. With accreditation available at BSc (Hons) and MSc level, the modules and degrees are designed for practitioners across the range of healthcare settings. Unfortunately the programmes are no longer available to new students; with the final two staff from South Eastern HSC Trust due to complete their studies in the 2020/21 academic year (one at BSc Hons and one at MSc level).

As the programmes come to an end, it's time to reflect back and celebrate the achievements of our South Eastern HSC Trust Nurses and Midwives who have been students on this innovative programme. These achievements would not have been possible without the dedication of students and the more than 15 practice-based facilitators over the last 10 years. With the support and guidance of these practice-based facilitators, who are also recognised teachers with Ulster University, a total of 105 practice-based modules have been successfully completed by SET nurses and midwives. This has resulted in a total of 21 staff graduating – five with BSc (Hons), one with a PG Certificate, seven with a PG Diploma and eight with an MSc Developing Practice in Healthcare. An additional 12 staff have gained academic credit for stand-alone modules. Since completing their undergraduate and postgraduate degrees, 19 of these staff have also gained promotion; thereby clearly demonstrating personal, professional and organisational needs have been met through practice-based learning.

A big thank-you to all the facilitators on the programmes and congratulations to all students – you know who you are - may you continue to be inquiring, innovative and person-centred; and flourish in your professional lives!

Intravenous Drug Preparation Room



In April 2020 a small team of redeployed nurses and midwives, along with colleagues from Pharmacy set up an intravenous drug preparation service. This innovative scheme was in response to anticipated pressures on the Ulster Hospital Intensive Care Unit from the COVID-19 pandemic. The aim of the service was to assist with the increased workload of nursing staff and to minimise drug wastage;

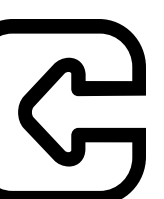
changes in pharmaceutical guidance allowed intravenous drugs to be prepared away from the immediate clinical area.

Rooms were identified on the ground floor of the Inpatient Ward Block (IWB), work stations created and the equipment necessary was quickly assembled. The service ran 8.00am – 4.00pm, seven days a week and soon widened its scope to provide pre-prepared intravenous drugs to all wards in the IWB.

Processes developed by Pharmacy meant that the preparation, storage and delivery of the drugs was safe and efficient, providing assurance for the clinical staff using the drugs.

By the time the service closed at the end of June 2020, more than 8,000 individual doses of drugs had been prepared and delivered.

There was positive feedback from ward and pharmacy staff – the service was described as, ‘really valuable’ and ‘a fabulous service’ with many voicing the opinion that it would be beneficial during winter pressures or other periods of stress on clinical areas.



3 Safe & Effective Care

2020 Nightingale Challenge Northern Ireland

Nurses and Midwives Global Leadership Development Programme

Six nurses and midwives from South Eastern HSC Trust were successful in obtaining places on the Nightingale Challenge Northern Ireland Global Leadership Development Programme launched at the beginning of 2020, International Year of the Nurse and Midwife. The aim of the programme was to develop nurses and midwives leadership, policy-making, quality improvement and partnership working skills, in-line with the principles of both the global campaign Nursing Now and Nursing Now Northern Ireland. By doing so a cadre of strong, politically astute young nursing and midwifery leaders would be developed and well positioned, to play a full part in strengthening nursing and midwifery in Northern Ireland and beyond.

Our Nightingales have been empowered to work in innovative ways and have demonstrated their creativity leadership, advocacy and partnership working skills.



“I have built up professional relationships through networking with other young nursing and midwifery leaders from all around the world.”

“We were encouraged to ‘look at ourselves again and again and strategically take the steps that are needed to become the change-makers, leaders and policy shapers we were meant to be.’”

“My ambition is to ensure all patients’ needs are met by focusing on ‘what matters to them’ not ‘what is the matter with them’.”

SEHSCT Nightingale Challenge Leadership Development Programme



February 2020 also saw the launch of the SEHSCT Nightingale Challenge Leadership Development Programme. Positioned within the framework and principles of Nursing Now, the programme focused on building the foundations of young nurses and midwives in systems leadership in Northern Ireland and beyond, understanding effective leadership skills, policy and influence, partnership working and how to learn from and share learning with others.

The programme was delivered by Karen Hunter, Principal Consultant, HSC Leadership Centre and consisted of a three module programme ‘All about Me’, ‘All about us – Leading Teams’ and ‘All about the world’. The Nightingales throughout the programme were challenged to think about their personal leadership and emotional intelligence. The programme, due to the pandemic, moved successfully from face to face delivery to virtual. The intention was to provide a wide variety of experiences such as national and international conferences, Field Hospital Leadership Day with Ministry of Defence and the potential of a visit to Kiwoko Hospital, Uganda, however as a result of the pandemic not all these experiences were achieved.

During the programme the Nightingales 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. Opportunities were also afforded virtually to learn about the experience of nursing and midwifery in Zambia and Uganda as well the current issues, challenges and successes within nursing and midwifery in the UK. Guest speakers included Rodney Morton, Director of Nursing, Midwifery and Allied Health Professionals in the Public Health Agency; Catherine Hannaway, Global Health Consultant and Programme Director, Nightingale Challenge Northern Ireland Global Leadership Development Programme; and Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI).

Nursing Now is being extended for a further six months and we look forward to continuing to share leadership journeys with our Nightingales.



Oak Tree Commemorates International Year of the Nurse & Midwife



In 2018, Ards and North Down Borough Council awarded the Freedom of the Borough to Health and Social Care staff, and at that time the Council gifted an oak sapling to staff who attended their reception event in the Walled Garden in Castle Park.

Nicki Patterson, Director of Nursing, had kept and nurtured her sapling since then and when it came to 2020, the first ever global International Year of the Nurse & the Midwife, it seemed an appropriate tribute to plant the tree in the grounds of the Ulster Hospital in recognition of the contribution of all nurses and midwives and to honour this special year.

Oak trees have also been planted on the Downe and Lagan Valley hospital sites to mark this event in recognition of all nurses and midwives.



Nurses and midwives make up the largest numbers of the NHS workforce and are highly skilled, multi-faceted professionals from a host of backgrounds that represent our diverse communities. 2020 is a time to reflect on these skills, the commitment, compassion and expert clinical care they bring and the impact they make on the lives of so many. This year is also an opportunity to say thank you to the profession, to showcase their diverse talents and expertise and to promote nursing and midwifery as careers. The courageous work of nurses, midwives and other healthcare workers in the face of coronavirus does honour to the Year of the Nurse and Midwife 2020.



Resuscitation Services



The ALERT course is a multi – professional course designed to teach healthcare staff a structured and prioritised approach to the assessment and management of critically ill patients.

During COVID-19, the Resuscitation Officers changed the delivery of ALERT to virtual lectures followed by face to face scenarios to limit face to face time and allow the course to continue to run safely. The feedback was excellent from the course and ward managers were delighted that training continued throughout the pandemic.

useful course

Informative, loved the course!

great way to learn!

Well presented

covered everything, feel better, prepared!

Excellent session



AWARE is a developmental programme for healthcare support staff to improve recognition and response to deteriorating patients. It responds to an increasing focus on the role of Healthcare Support Staff in development of competent performance.



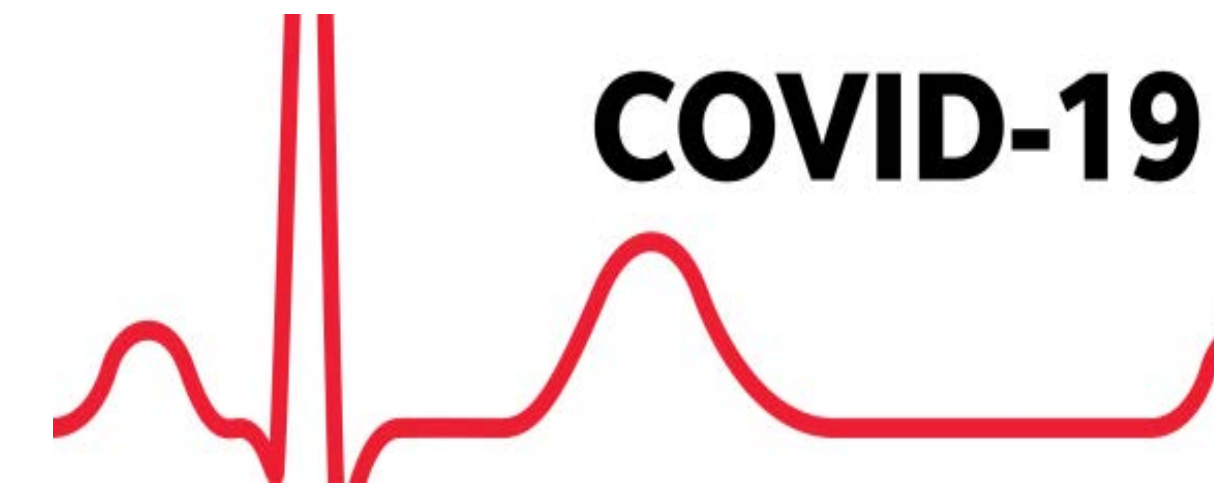
This course was changed during the pandemic to a completely virtual course which not only allowed the course to continue but also allowed the team to increase numbers to meet demand. This was very successful with excellent participation from the candidates despite the virtual platform. The feedback from the candidates was excellent.

I really enjoyed it and felt it was extremely well organised and presented. It was great to hear from other speakers as well. I learnt a lot. Thank you

I have never used zoom before but this was very good. Interaction was good.

I think it was brilliant and everyone should be able to do it!

Enjoyable course, well presented!



2575

STAFF ATTENDED "RESUSCITATION TRAINING" IN 2020

This was a great achievement as the resuscitation services department were redeployed for over 3 months during the first phase of the pandemic.

'Face to Face' Basic Life Support training continued throughout the pandemic. This ensured mandatory training was carried out and all social distancing rules were adhered to.

Our training was updated to include new guidelines in regards to COVID-19.



Basic Life support training was provided to vaccinators in December 2020.

This enabled the vaccination programme to roll out in Care Homes and the Ulster Hospital vaccine centre. Training was offered at weekends to facilitate this! Staff enjoyed the training and benefitted from training offered at the weekend.

4 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, the biggest achievement was to continue to provide a responsive and supportive service to staff at the coalface across the organisation. Outreach IPC advice and support was also provided to over 100 private nursing homes managing outbreaks of COVID-19.

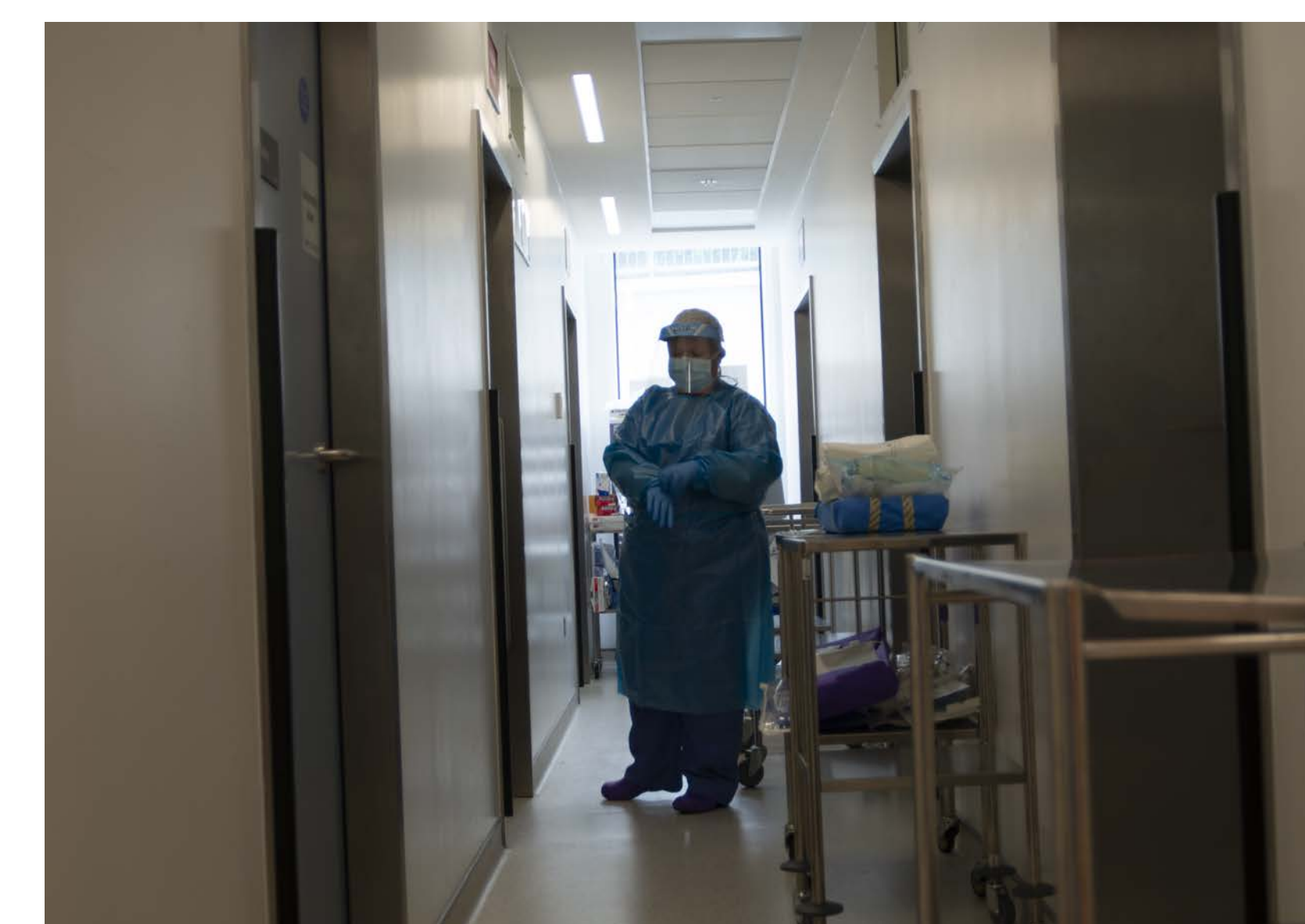
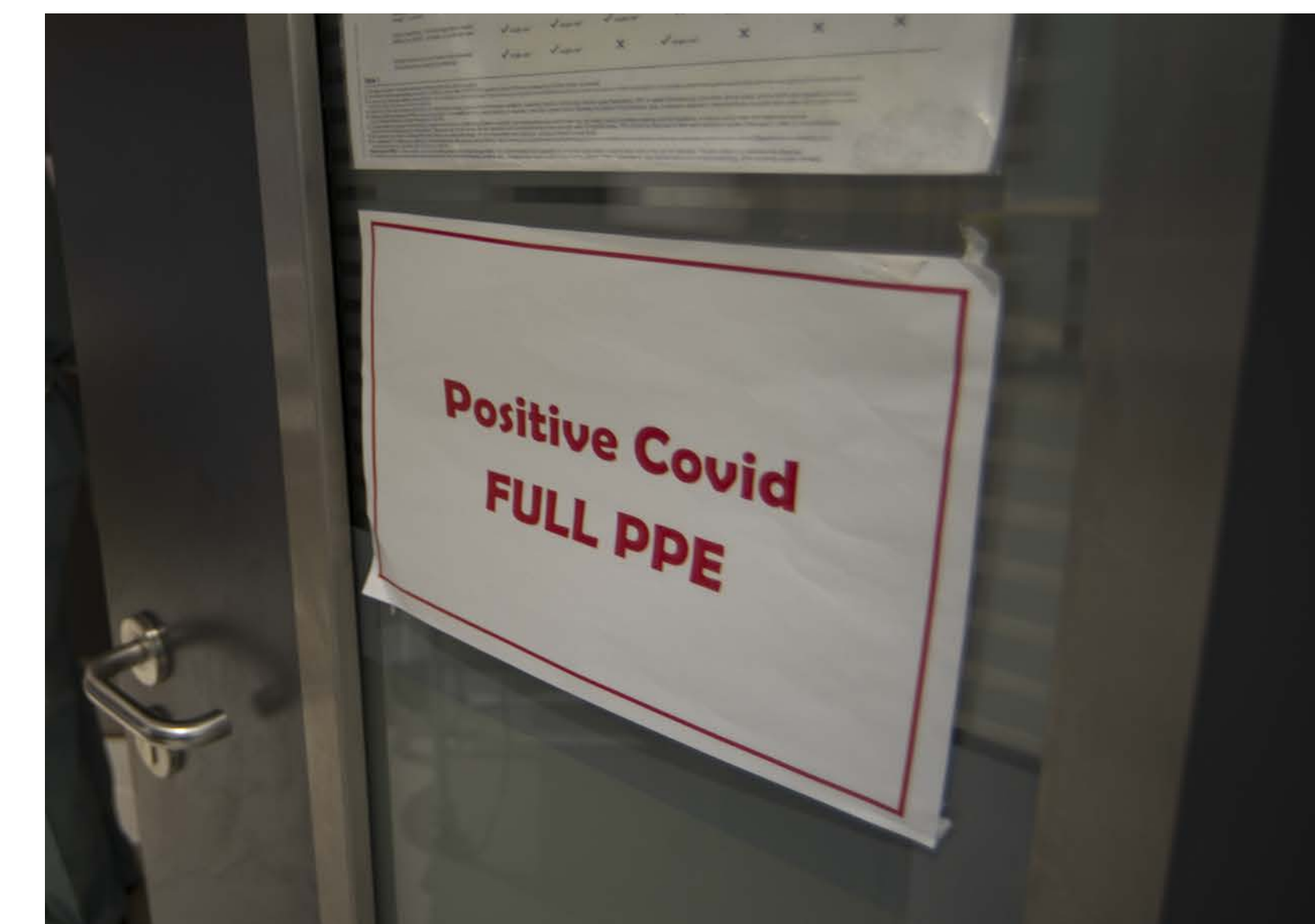


During the year the team numbers were halved by retirements and individuals moving on to other posts. In spite of this, and similar to other services, the remaining IPC members worked many extra hours and forwent annual leave to ensure cover throughout the year and be a reliable point of contact. This included an extension of the service over seven days and provision of a 24 hour on call rota.

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 IPC team and advice given could only ever be considered correct for that moment in time, (managing the situation on a case by case basis). Within the team itself however, members supported each other through this most demanding and often challenging time.

Many areas of IPC work such as audit and improvement plans had to be shelved during the year. Face to face training became impossible due to social distancing requirements. To combat this, the IPC team rapidly developed training videos and used e-learning to reach their 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.

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 successful new recruitment, IPC team numbers have increased. The IPC team looks forward to developing the skills of their new members and resuming their full service providing high quality education, audit and improvement that ensures the safety of staff and service user alike across Trust facilities and the provision of expert advice to the independent care home providers.



4

Hospital Services

1

Medicine & Cancer Specialties

2

Surgery

3

Unscheduled Care

4

Midwifery

5

Acute Paediatrics

1 Medicine & Cancer Specialties

The Directorate has had a particularly challenging year, however given the scale of the response required; our staff have stepped up to ensure the provision of high quality compassionate care. Our teams have faced and risen to the challenges of the COVID-19 pandemic with utmost professionalism and incredible leadership, as staff faced unprecedented pressures both personally and professionally.

The single room accommodation in the Inpatient Ward Block (IWB) provided the necessary environment to safely manage the COVID-19 inpatients on the Ulster Hospital (UHD) site. Elderly care teams and Respiratory nursing teams merged to provide first class care outside of the Intensive Care Unit (ICU) environment and undoubtedly improved patient outcomes and reduced pressure on ICU capacity. Across Lagan Valley (LVH) and Downe Hospital (DH) sites maintained acute medical services with designated COVID-19 inpatient wards on all three sites despite the challenges of absences due to COVID-19, and the physical environment.

All three sites continued to maintain as much of their 'normal business' as possible, including work within the Hubs, Rapid Assessment centres, Frailty services and specialist services e.g. Renal.

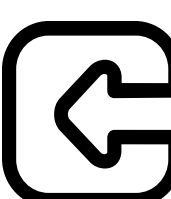
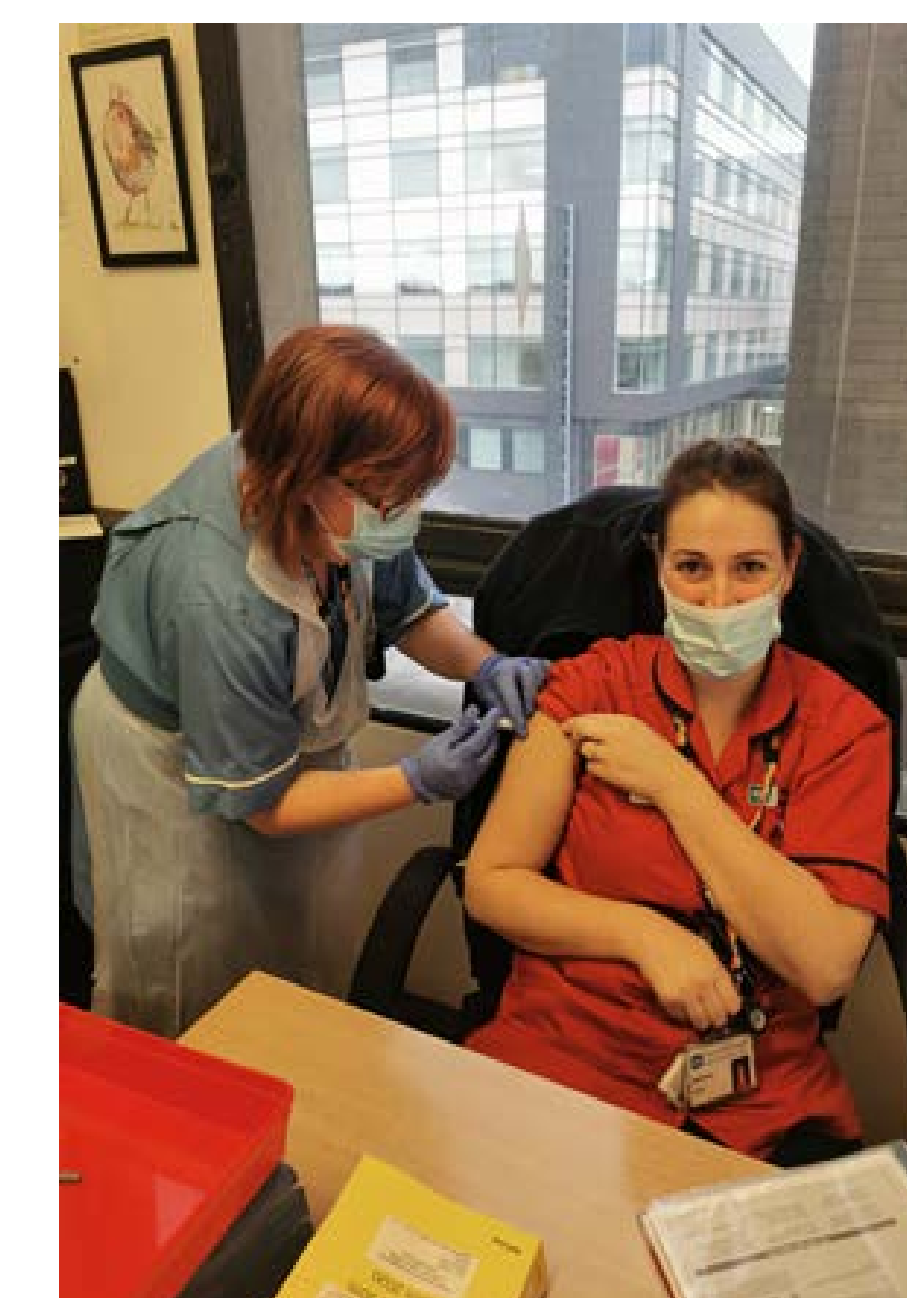


The Rapid Assessment Centre in DH has expanded closely with the development of the Urgent Care Centre providing direct rapid access for the local population. LVH opened a Cardiac Rapid Assessment Centre and also a General Rapid Assessment Centre focusing on Respiratory and Frailty. Frailty Services across UHD and LVH continued to strengthen, with the appointment of medical, nursing and Allied Health Professional staff, and LVH commencing specialist Frailty inreach and outreach services and ambulatory one-stop clinics.



Outpatient nurses, clinical nurse specialists across all areas and non-ward based nurses have been agile and accommodating in their response to COVID-19 throughout the year. They have been receptive to redeployment during all three COVID-19 surges by undertaking additional training prior to their redeployment to support ward based inpatient services and adopting new ways of working by providing services at virtual clinics and supporting patients during their most vulnerable period.

During the pandemic Ward 1 (Downe cohort ward) commenced a Tree of Hope. On discharge, each patient treated for COVID-19 placed a butterfly on the tree recognising their recovery. The team chose a butterfly as around the world it is recognised as representing endurance, change, hope & life. The Tree of Hope came to represent the positive impact the team and their hard work, dedication and commitment had for their patients and their families.



Achievements

✓ International Nurses

We continue to welcome our international colleagues to our nursing family, supporting ward based teams as we prepare to rebuild our services and move into the new Acute Services block. Since April 2020, 119 international nurses have successfully completed their OSCE training programme, with 91% success rate on first attempt, and 100% success rate on second attempt. We also actively encourage the learning and development of all of our staff supporting them to develop their clinical knowledge and skills through short courses and specialist practice.

✓ Advanced Nurse Practitioners

Two senior nurses have completed their Advanced Nursing Practice in Older People, with five more progressing this year on to Year Two of the programme, and a number preparing to commence their ANP studies later this year. We very much welcome this career pathway for nurses, and how this will enhance patient centred care, as well as support staff at ward level.

✓ Cavell Star Award

The nursing staff in Coronary Care LVH were honoured with the prestigious Cavell Star Award having been nominated by a colleague (temporarily appointed under the workforce appeal) for their exceptional care and compassion shown to patients and colleagues during the recent COVID-19 pandemic.



✓ Support to our Charitable Partners

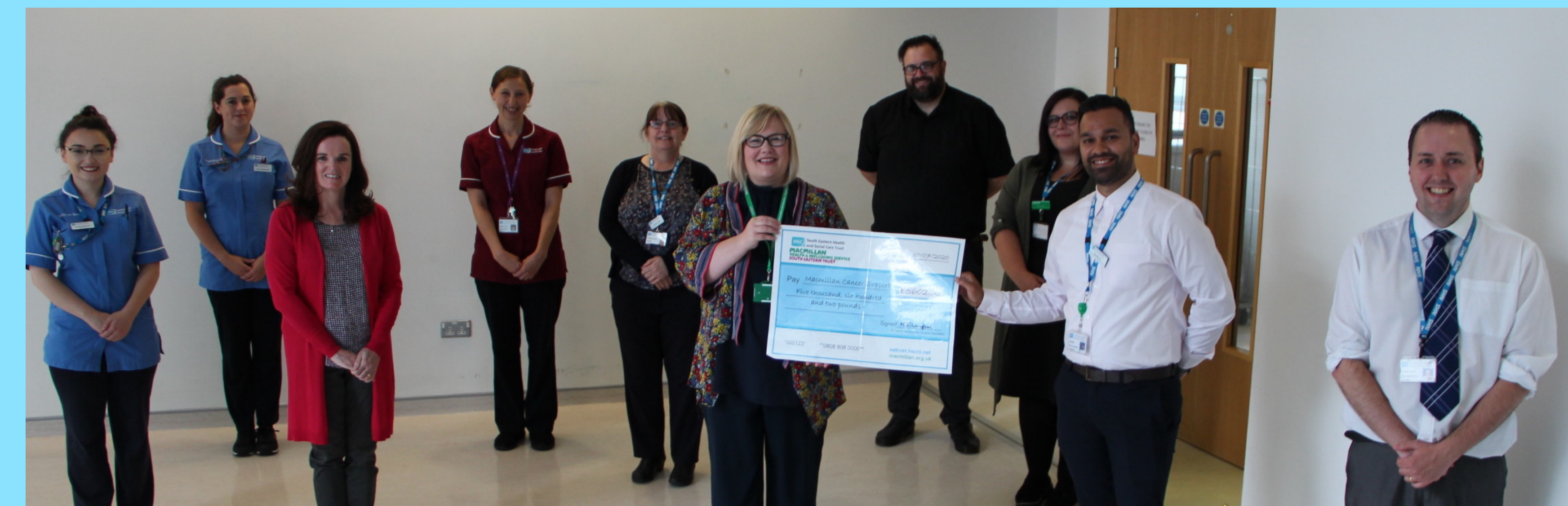
Many of the teams have supported our charitable partners by raising money at a time when donations to charities were badly impacted by COVID-19.

The staff in LVH continue to support Pretty 'n' Pink Breast Cancer Charity by supporting the Bra Fund.

Pretty N Pink have teamed up with Original Used Clothing Co to offer a bra recycling service. Original Used Clothing Co will donate to Pretty 'n' Pink £1.00 for every kilo of bras. These bras will then be recycled and shipped to third world countries for use by the ladies in those countries who cannot afford the luxury of having a bra.

The Palliative Care Team at Lagan Valley North Wing, LVH accept Bra donations for Pretty 'n' Pink.

Additionally staff in Ward 14 LVH kindly donated their Christmas card money to Pretty 'n' Pink raising £100 for the charity; this money was donated via Lorraine Collins Palliative care Nurse LVH and Trustee of Pretty 'n' Pink Breast Cancer Charity.





Prehabilitation

Cancer Prehabilitation is an exercise, nutrition, emotional support and wellbeing programme designed by a team of professionals and exercise experts, based on latest research. The aim is to help patients cope with cancer treatment and feel better, physically and emotionally. It is designed to help people take an active role in their cancer care and live as well as possible with and beyond cancer.

The pilot continued despite COVID-19 and was developed through a close partnership with the cancer team, promoting team, planning, councils and Macmillan and is an exemplar of community planning in action.

The service is available to patients within Head and Neck, Lung and Colorectal services during the pilot programme. A robust evaluation with University of Ulster is planned and the programme has the potential for scaling regionally. This programme has the potential to demonstrate significant reduction in post-surgical bed days and clinical complications and also improved health and well-being for patients at a critical time.



Macmillan Chemotherapy Unit

Work has continued on the new Macmillan Chemotherapy Unit despite the pandemic with plans for completion in June 2021. The new multi million pound state of the art chemotherapy unit is the product of a partnership between Macmillan Cancer Support and the South Eastern Health and Social Care Trust who are working together to invest over £3m in chemotherapy and support services at the Ulster Hospital.

Patient representatives have been present at every meeting and also been involved at every step of the project from the design of the unit to choosing the artist during the tendering process and consequent artwork selection and even production.

**MACMILLAN
CANCER SUPPORT**



The new unit will feature purpose built assessment and treatment areas, a satellite pharmacy and a Macmillan information and support centre over two floors on the site of the existing Care of the Elderly building close to the hospitals main entrance.

The new facility is on track to open by the end of July 2021.



✓ Florence Nightingale Foundation Travel Scholarship



Our Complex Skin Cancer (CNS), Sheena Stothers, secured this reputable scholarship to scope out an existing Sentinel Lymph Node Biopsy service in an eminent centre of excellence in skin oncology in the UK.

Information was gathered on the structure of setting up such a service to include the pivotal role of the CNS and the need to ensure a cohesive and collaborative approach from each stakeholder involved in the process. Sheena was able to share the knowledge she gained to inform the establishment of a service in South Eastern HSC Trust.

✓ Collaborative working with Promoting Well-Being Team

During the first COVID-19 surge Cancer Services, Information (Planning) and Health Development worked together to develop a Shielding Service for over 2000 cancer patients, with the following elements:

- i. Help with food delivery – contacting local shops, sorting payment and volunteers
- ii. Telephone based regular emotional support with our Psychology Assistants
- iii. Pharmacy delivery



✓ RECOVERY Trial

Jenny Foreman, Clinical Research Nurse in Cancer Services, held media interviews with UTV Live in June 2020 highlighting her role in this national clinical trial that aimed to identify treatments that may be beneficial for adults hospitalised with confirmed COVID-19.



Jenny said, ***“It has been a national effort where patients have given their time at their sickest, whenever they’ve been in hospital with COVID-19 to participate in research. Without the research we’re unable to answer the question whether treatments are effective, and we always say today’s research is tomorrow’s standard of care.”***

✓ Haemovigilance Team - RECOVERY Trial

Convalescent Plasma (CP) is the name given to anti-body rich plasma collected from people recovering from an infection as a potential treatment for others. As part of the national RECOVERY Trial (Randomised Evaluation of COVID-19 Therapy) the Ulster Hospital was selected as one of the 177 NHS Hospitals from across the UK to participate in the Convalescent Plasma arm of the trial. Participant numbers grew quickly as our joining date coincided with the start of surge two of the pandemic.

The Haemovigilance Team worked closely with the Clinical Research Nurses to provide training, support and guidance to all staff involved in the trial, from the taking of the pre-transfusion sample to the administration of the CP.

Updates to existing protocols for the issue of CP from Blood Bank and the transfusion of CP were expedited so as the plasma would be readily available for patients when required.



Within the Ulster Hospital 61 patients were recruited to the trial, 31 were randomised to receive CP and a total of 58 units of anti-SARS-CoV-2 rich CP was transfused.

Although CP has been used successfully in the treatment of other diseases where vaccines or other medication are not available, it was soon evident that CP did not improve survival or clinical outcome for patients with COVID -19 and this arm of the RECOVERY trial was stood down.

This was hugely disappointing for the team and the many patients recovering from COVID-19 who had given up their time and overcome fears about coming back into the hospital environment to donate plasma, however everyone should be proud that due to their efforts a key question on treatment options for COVID-19 was answered.



3 Surgery

Lagan Valley Day Procedure Unit is now the regional Day Procedure Centre (DPC) which serves all trusts throughout Northern Ireland. This is a great achievement for our staff and the Unit as a whole and we look forward to the future developments of the DPC and what opportunities it will bring.



Nightingale Challenge

To celebrate 2020 as the Year of the Nurse and the Midwife, the Nightingale Challenge aims to equip and empower the next generation of nurses and midwives as leaders, practitioners and advocates in health. This is an excellent opportunity for nurses in the perioperative setting to develop their leadership skills. The course is designed to support, encourage and motivate our nurses during the year of the Nurse but also as we face tough challenges ahead. It is an opportunity to share collective learning, keep up to date with beneficial training and to create life-long relationships throughout the wider professional community.

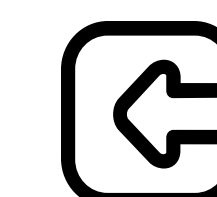
The Green Pathway

Nursing staff in surgery have been instrumental in developing a COVID-19 safe pathway for patients who are undergoing elective surgery in the Ulster hospital. Patients are required to isolate and have a negative COVID-19 swab before their surgery. They are then admitted to hospital following a green route and remain in Ward 5C, a “green ward”. throughout their inpatient journey. The success of the pathway has been due to the hard work and commitment of several different nursing teams including Day Of Surgery Admission (DOSA), Theatres and Recovery staff, 4C and 5C, proficiently supported by their administrative colleagues.



Virtual recruitment evening

In November 2020, Surgery took part in an online recruitment evening to promote the diversity of opportunity available within Surgical Specialties. Two newly qualified staff nurses spoke about their different routes into the nursing profession, one through Queens University (QUB) and the other through the Open University programme. The Lead Nurse and Clinical Educator for Surgery spoke about the roles available for new staff and the support and training opportunities on offer.





Redeployment of staff

Testimonial from SN Louise Polin - Downe DPU

"As an Endoscopy nurse in the Downe hospital, I was settled after four years and studying a related postgraduate course in Queens University Belfast, when COVID-19 struck. What started off as a real challenge, being redeployed to ICU Dundonald, soon became a real privilege in being part of a team looking after critically ill patients, suffering the affliction of COVID-19 and its complications.

I was embraced by the staff, trained up, and became a valuable asset to their team in no time. Management worked diligently to accommodate everything. The moral obligation of the ICU staff was especially harrowing as the onus was on them to attend to all phases of the COVID-19 illness trajectory, in addition to mentoring redeployed staff from various backgrounds.

My initial compulsory redeployment became a voluntary one in the second wave. As the third wave approached I had no hesitation in travelling back to assist the ICU team once again. My journey over the year encompassed helping patients, many of them in their 'last hour of need'. Being a nurse requires having additional skills to deal with the unknown, or untoward circumstances.

On reflection, If I had to do it all again? I would in a heart beat!

Open your heart, open your mind, and most of all believe in yourself: the basic rules of becoming a valued nurse."

Surgical Wards Christmas Breakfast

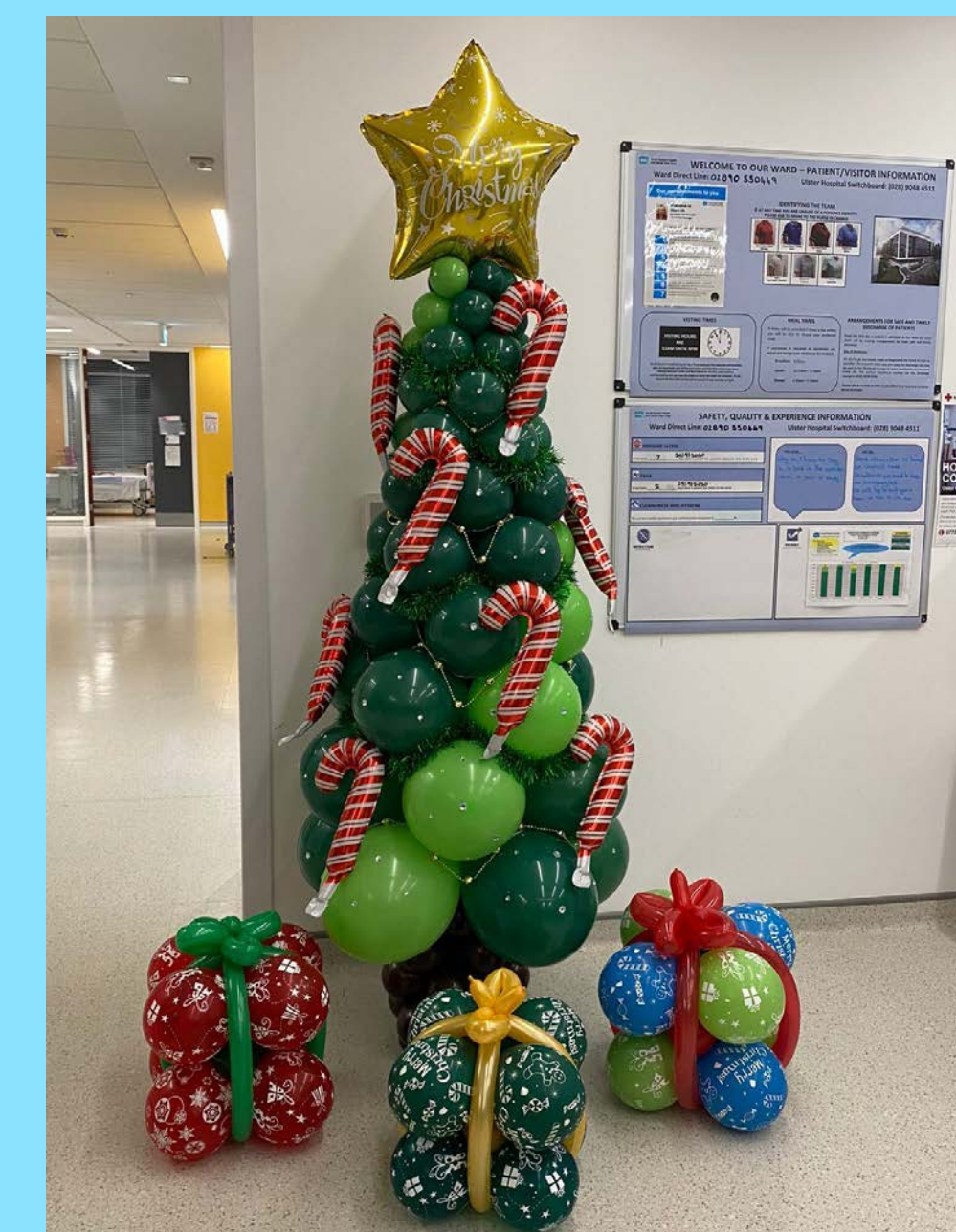
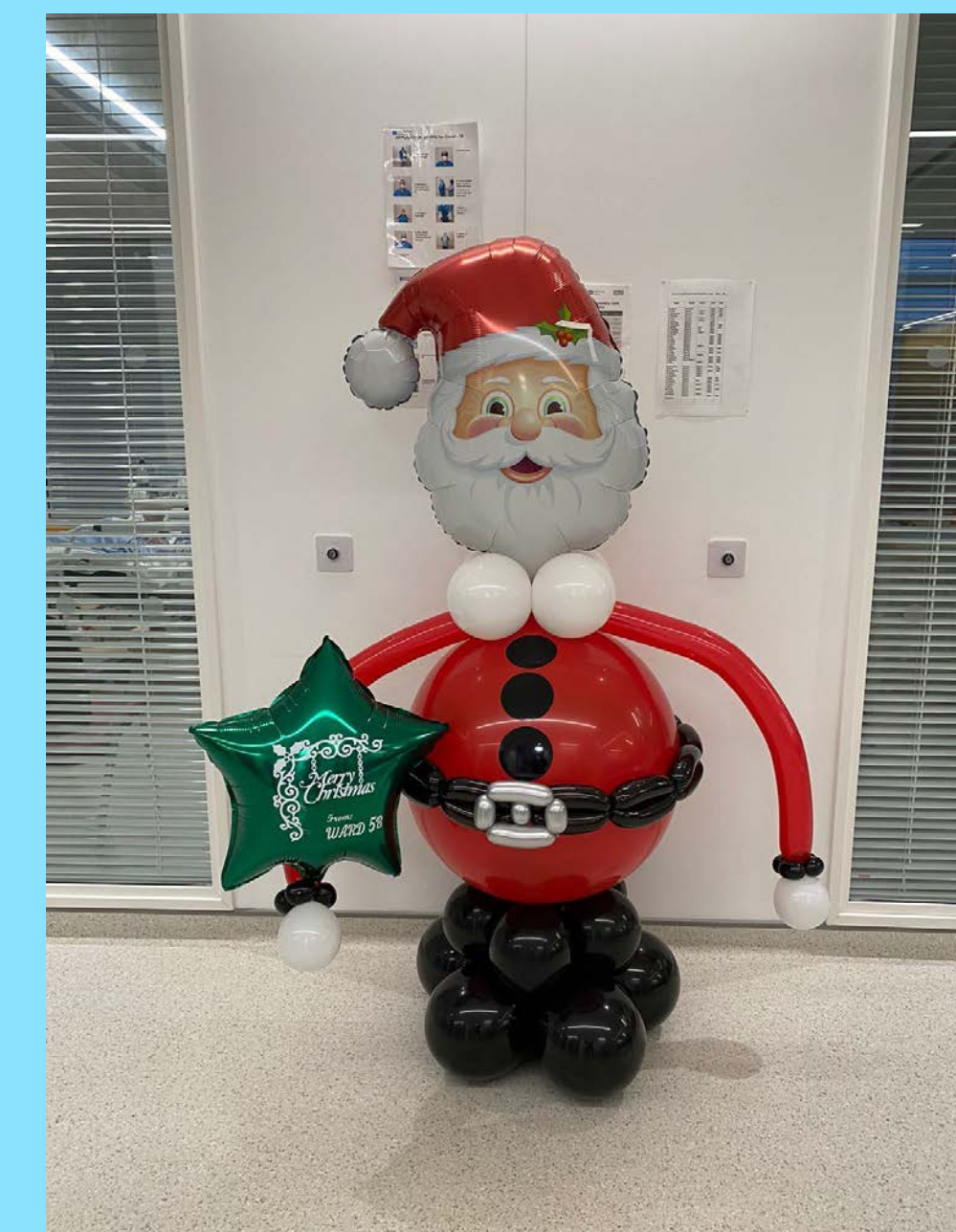


For the last number of years the surgical sisters and lead nurses have provided tea, scones and treats for the surgical ward staff. The consultants and medical teams are invited as well as administration support, patients experience and AHPS from our ward areas. It is a lovely morning with staff popping in to exchange Christmas wishes.

Christmas 2020 was like no other. Many changes had been made within surgery to support the COVID-19 response. For example, two of our wards became COVID-19 wards, meaning the Trauma and Orthopaedic as well as general surgical teams had to very quickly learn new skills. As in all areas the surgical team dealt with the changes with resilience, tenacity and compassion.

Within surgery we consider ourselves a family so COVID-19 was not going to stop us having our Christmas breakfast albeit we had to make some significant changes. This year we delivered packs to each ward, including warm bacon butties, scones with cream and jam, homemade shortbread, refreshments and other treats. There was also treats packed up for the night staff to enjoy too.

Although it was a very different breakfast; the spirit of the festive season and the sense of togetherness was very much present (no pun intended).



4 Unscheduled Care

The Emergency Departments (ED) across South Eastern HSC Trust have had a challenging year during the COVID-19 pandemic. Our teams have worked hard to deliver a safe service to the patients we care for.

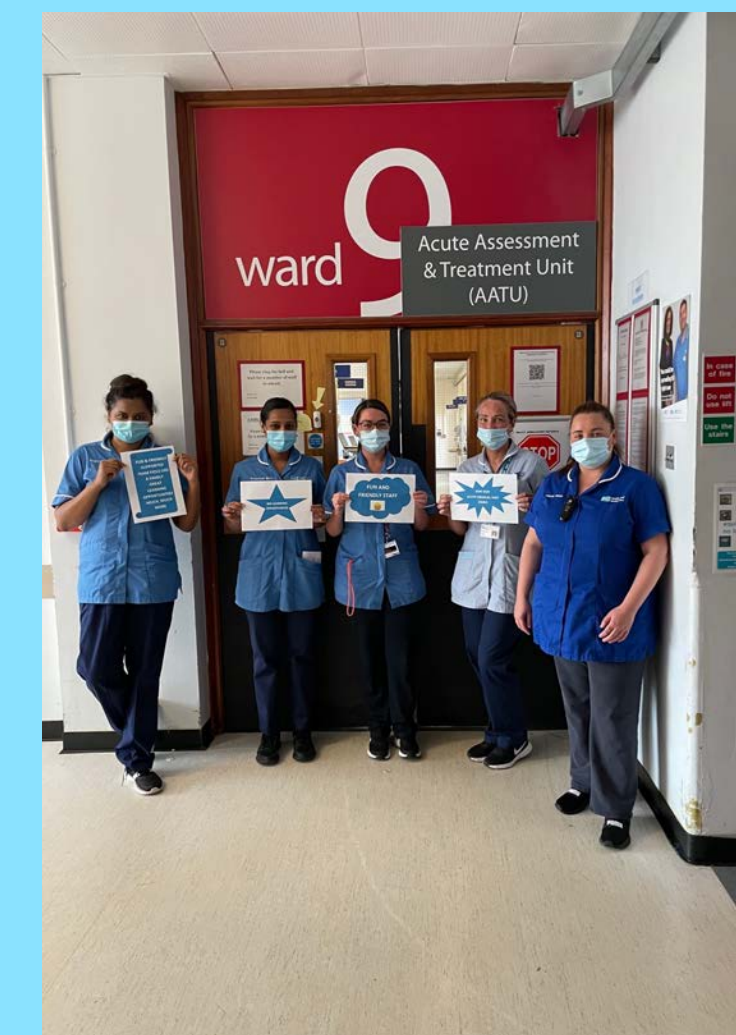


There have been many achievements this year including Band 6 promotions within the teams, Graduations to Green Lanyards, Welcoming all our new staff to the ED including newly qualified, international nurses and staff returning to the departments. We also ran our first of many Plaster Courses within the ED – improving our skills and knowledge.

We have given back to our community by delivering packages to nursing homes for both staff and patients, the annual shoe box appeal and donations to our local foodbank to name but a few.

Our bags of kindness were a big hit with staff - these were given by staff to colleagues who had made a difference to their day.

We have said goodbye to some of our team members during this time, Sylvia Ritchie and David Heron retired and some of our team moved on to pastures new.



In August 2020, the Acute Medical Unit successfully set up a new Ambulatory Assessment Hub.

Referrals are received either directly from GPs or through the ED. This helps to reduce pressures on ED as well as reducing the need for in patient beds.

The number of attendances are increasing monthly, with an average of 10-14 patients currently being seen per day.

The Hub is operational from Monday to Friday between 8.00am - 5.00pm.

This has been a big success for Unscheduled Care and Acute Medical team.



5

Maternity



Home from Home (HFH):

Katherine Robinson (Midwifery Manager) presented the findings on an audit which measured the outcomes of Women suitable for Midwifery led care with meconium stained liquor that birthed in HFH and labour ward at the first All-Ireland Midwifery Festival. At this festival she also chaired the water birth Symposium.

The UK Midwifery Study System (UKMidSS) is a national programme of work to establish a research infrastructure to carry out national epidemiological studies of uncommon conditions and events in midwifery units.

Susanne Hobday (midwife) was rewarded by UKMidSS on her ability to complete all their data entry, check that cases met their definition criteria and successfully managed navigated IT issues.

Greenways Community Midwifery Hub

The community midwifery services within the Trust are striving to be innovative whilst maintaining a safe and effective service to women and their families. COVID-19 and working within the pandemic seen a review of how and where care was provided for within community midwifery services. Greenways hub evolved to meet the needs of the women of the North Down and Ards area. The service was adapted and expanded having a positive impact to the women proving a more holistic approach to care while giving the midwifery staff greater job satisfaction.



Cavell Star Awards:

Keli Ann Cooper and Leah Mohan were nominated for a Cavell Star award. This is an inspiring national award program and is given to health care workers who have shown exceptional care and compassion. They were nominated by bereaved parents in recognition of the care they received from Keli Anne and Leah while in hospital.

Leadership Programs:

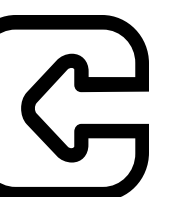
Ellen Hunter (midwife) is participating on the Global Leadership Program and Sara Stewart is participating on the South Eastern HSC Trust Nightingale Challenge Leadership Program.

The programme's aim is to develop young nurses and midwives' leadership, policy-making, quality improvement and partnership working skills; building a cadre of strong, politically astute young nursing and midwifery leaders well positioned to play a part in strengthening nursing and midwifery in Northern Ireland.

Personal Achievements:

Maternity Support Worker (MSW) Course: Kelly Adair, Christine Thompson, Lisa McBride, Jessica Osbourne, Rebecca Bowers and Amanda Simpson on recently completing MSW course in November 2020.

Louise Barton, Denise Toole and Francis Kennedy on completing Theatre Scrub Role band 3.





SQE Projects

'Reduction in Induction of Labour (IOL)'s with implementation for sweeps':

Regional QI February 2020 - November 20.

Aim: To reduce inductions of low risk women by 30% in three months.

This project is ongoing - rolling out to all IOL's, work has been presented & poster presentation is awaited.

Team: Interim LW manager Emma Johnson & Interim Clinical Facilitator Kate McGarrigle

'Pressure Sore Education & Prevention' QI project Oct 2020 - ongoing

Aim; To improve education on Pressure Sores in the maternity world.

This project has just started and is being co-produced by Midwives on Labour Ward and the Tissue Viability (TV) team, Sr Keli-Ann Cooper, S/M Adele Mageean, S/M Leah Mohan, and Hannah Steele from TV.

Midwifery and Obstetric

'Safe Handover project'. June 2019 - shortlisted to the RCOG final.

Aim: to reduce disruptions in our medical handover on LW by 40% in four months, which was achieved.

Team: Dr Laura McLaughlin, Dr Aarti Shetty, Sr Emma Johnson, Sr Kate McGarrigle

'Protect my Perineum' project: September 2020, winners SEHSCT, World Quality Day SQE winners

Aim: to reduce 3rd degree tear.

Team: Dr Penny Hill, Dr Aarti Shetty, Sr Melanie McMechan, Sr Foy & Sr Kane, S/M Brown

Lagan Valley Midwifery Led Unit - 10th Birthday February 2020

Since changing service in February 2010, 1513 babies have been welcomed into the world in Lagan Valley (LVH) birthing centre under midwifery led care.

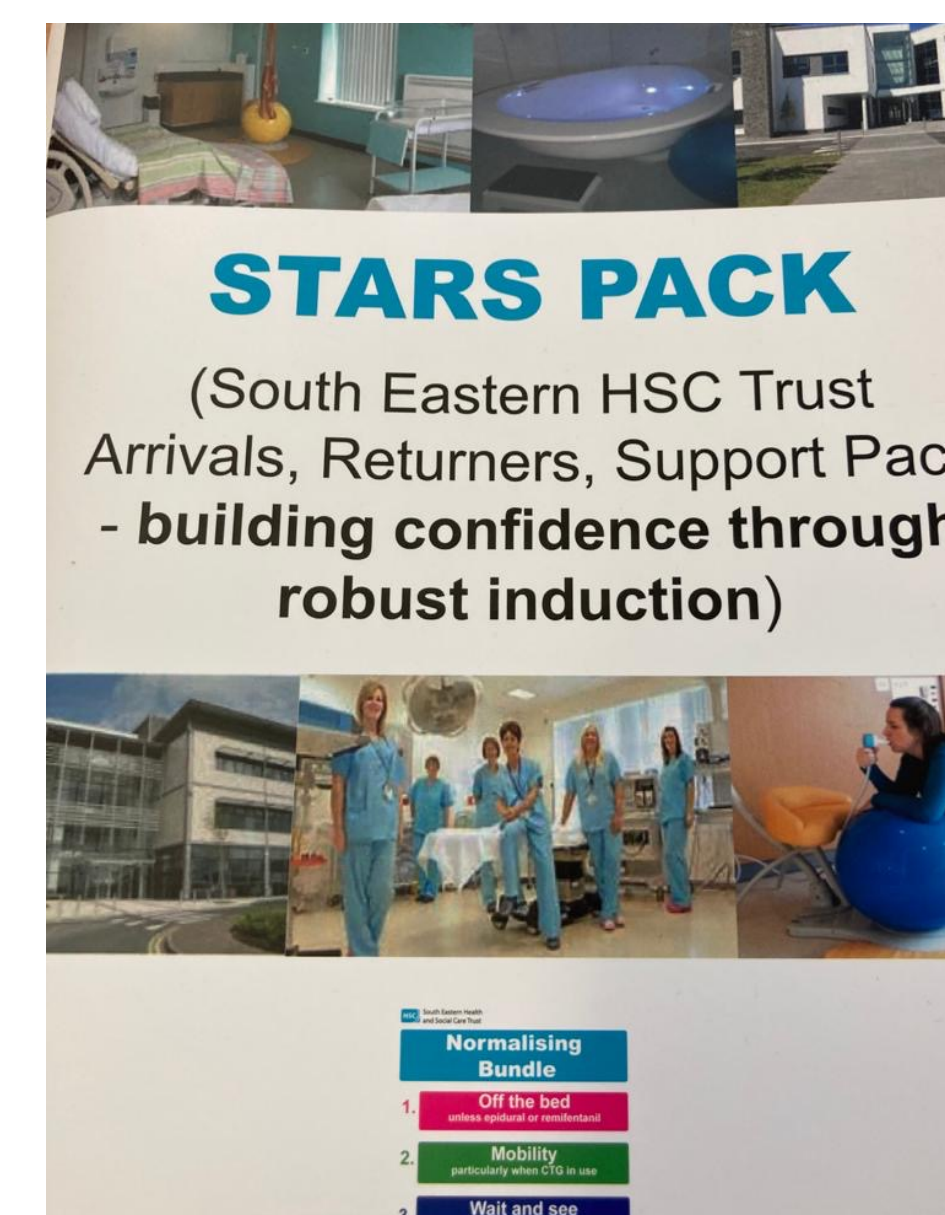
This free standing Midwifery Unit - voted Best Maternity Unit in Northern Ireland (NI) in 2018 and runner up in 2019 at the NI Positive Birth Conference, promotes a positive childbirth philosophy in a calm relaxing atmosphere.



In 2019, 92% of women who attended LVH had a normal birth, 37% of these in water. The transfer rate to local obstetric Units is 13%, subsequently 87% of women who start their labours in LVH Midwifery Led Unit (MLU) give birth there without the need for transfer. This reflects findings from the Birthplace UK study (2011).

The LVH midwife led team offers a truly integrated package of care for women and their families, this starts with self-referral for booking to the service and concludes on transfer postnatally to the Health Visiting team.

South Eastern HSC Trust Arrivals, Returners, Support Pack (STARS) Induction Program: Rotation



In conjunction with our successful STARS Induction program we have developed a program of rotation for the Midwives who have been appointed and new to the midwifery role. This rotation program will enable newly registered midwives consolidate their skills in antenatal, intranatal, and postnatal. It provides opportunities to gain experience working in hospital, community and standalone midwifery units demonstrating the integrated nature of the care that midwives provide and empowering midwives to work anywhere within the South Eastern HSC Trust maternity services.



Maternity Advice Line



Maternity Advice Line

The maternity advice line is available for pregnant women, families and other health professionals such as GP to ring for advice.

The need for this was identified by an audit of calls to the Emergency Obstetric Unit (EOU), facilitated by midwife Fiona Allen, Band 6 Midwife, who is doing a master's degree in business improvement. The audit showed that when pregnant women could not get in touch with their community midwife or GP they would ring the EOU.

EOU receives 1500 calls a month on average (40-60 calls per day), many calls were non urgent enquires. Fiona's project also identified that between 2012 and 2020, calls to EOU had increased by 48% and attendances to EOU have increased by 42% between 2016-2019. As a result, EOU staff have found it increasingly challenging to manage both calls and women attending the unit simultaneously. As a result, it was concluded that improvement was needed and Fiona led on this piece of work engaging with staff and service users.

The project identified that women/families need somewhere to call if they need pregnancy advice, rather than emergency advice. It is hoped that with the development of the maternity advice line will bridge that gap for women, thereby reducing calls to EOU.

Maternity Advice Line: (028) 9041 3864

Ext: 71166

Opening hours: Mon- Fri 8.00am – 6.00pm
Sat-Sun 9.00am - 2.00pm

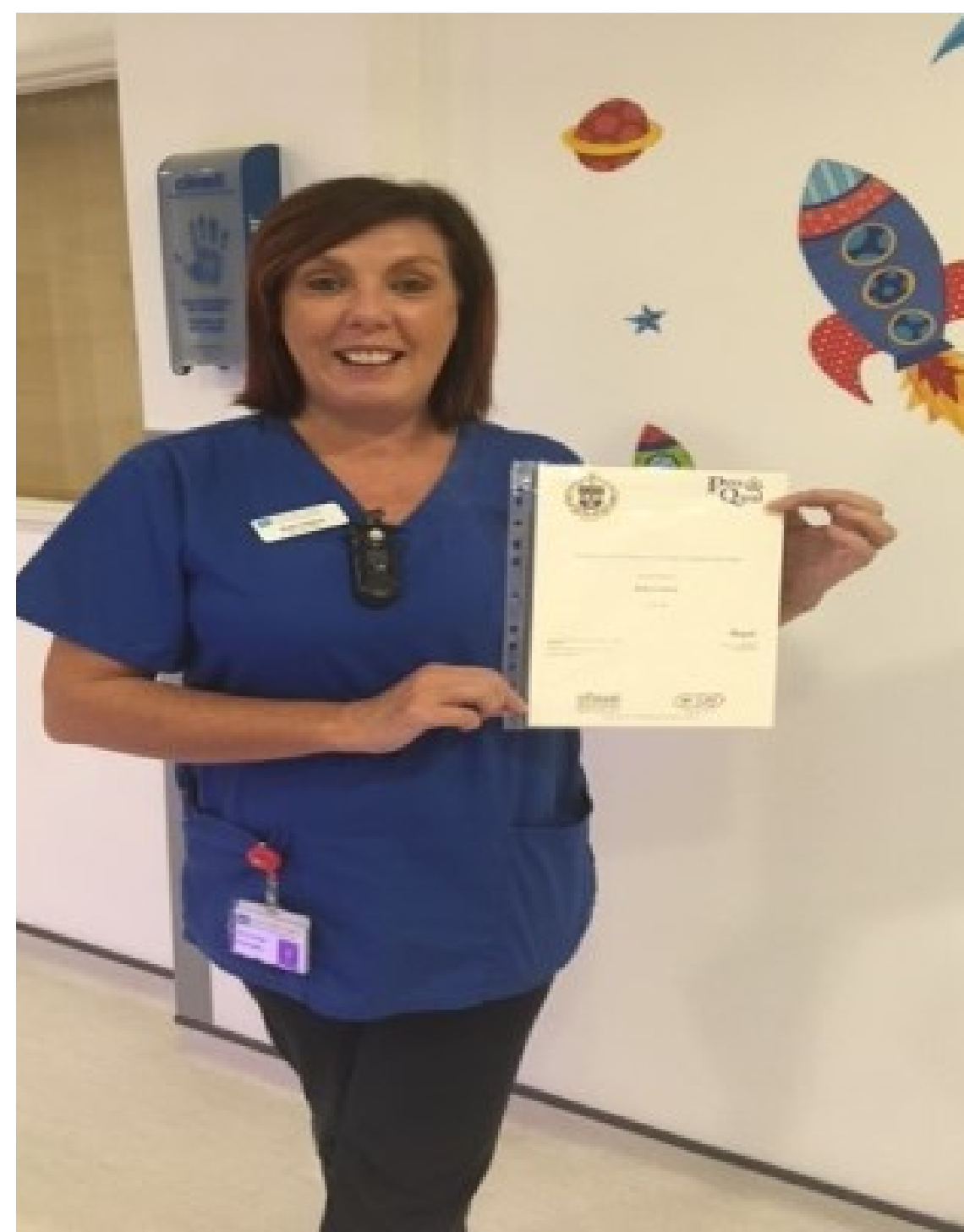
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Acute Paediatrics

Alison Bartlett, Lead Neonatal Nurse worked with Paediatric Response Team to transform service to a Short Stay Paediatric Assessment Unit, as part of her MSc Business Improvement Transformation Project. QI workshops were set up with all stakeholders. The team used collective leadership and QI tools such as value stream mapping to evaluate and process map their service. A pilot study of Paediatric GP hubs was also developed to ensure children receive the right care in the right place. This work continues, led by Clinical Manager Teresa Mungur and Interim Lead Nurse Karen Orr.



4. Hospital Services.



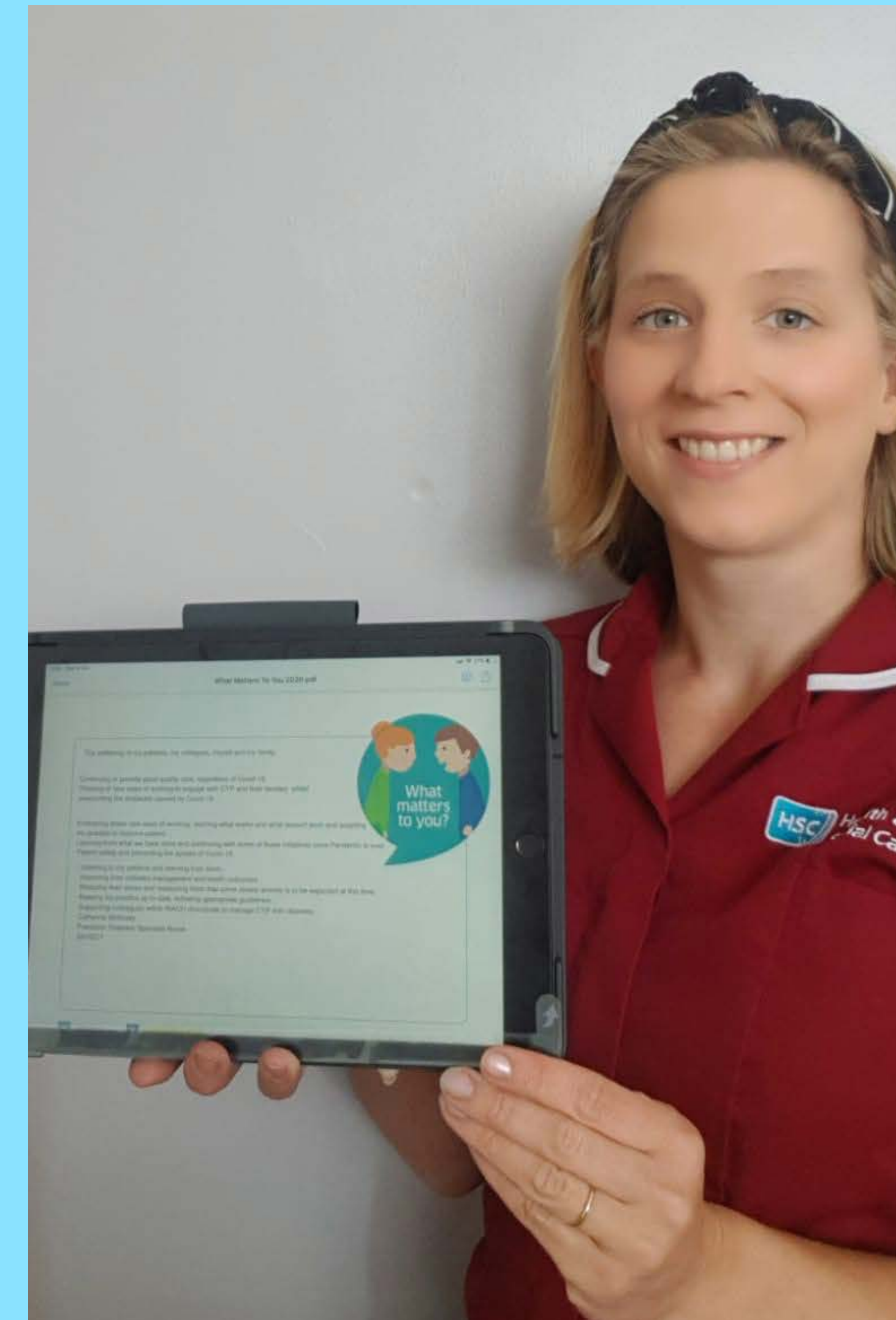
Paediatric Diabetes Service

Paediatric Diabetes Nurse Specialist Catherine McKinley successfully completed the Non-Medical Prescribing course in June 2020.

COVID-19 started to impact our service early March with an increase in telephone calls from concerned parents of children with diabetes, who had COVID-19 symptoms, the Paediatric Diabetes Specialist Nurses (PDSN) were able to manage the children and young people at home with diabetes sick day telephone advice. Since March 2020 adjustments have been made to our ways of working within the Paediatric Diabetes Service to best meet the needs of our children and young people and their families.

From March to July, the PDSN team extended the telephone support service from 9.00am - 10.00pm, seven days a week. This was to reduce pressure on ward staff and aim to reduce hospital admission.

Innovation in practice - Insulin Pump starts, Libre sensor and Continuous Glucose Monitor starts have all continued throughout COVID-19 lockdowns and have been carried out over Zoom.



5

- 1 Adult Mental Health
- 2 Adult Disability
- 3 Healthcare in Prisons

Adult Services

1 Adult Mental Health

Physical Health Monitoring Service

DON'T
JUST
SCREEN,
INTERVENE



The Physical Health Monitoring Service is a new service within mental health aspiring to help service users to achieve good health, to build their capacity to safely self-manage their conditions and to make every contact count. The service was developed during the pandemic and continued to work tremendously hard throughout, providing clinics for service users who required on-going monitoring and assessments. The numbers through the doors increased and were managed extremely well by the teams to ensure safety during the pandemic. Thanks to the team for all of their hard work and adjusting to their new roles during this difficult period.

Addiction Service – Community NDA



In a service development and improvement initiative the community addictions team has been engaging service users by promoting better awareness and testing of Blood Borne Viruses (BBV) through how we as a team discuss the subject.

All service users are now asked on initial assessment to consider whether they feel they have been exposed to the virus and a bloods clinic has been set up within the team to allow for testing for individuals who feel that this may be something they need.

For those with poor venous output we have access to the dry blood spot testing kits.

The subject of BBV is revisited throughout the service users time with the team especially in times of relapse or if they have initially refused and are still considered to be at risk. This is dealt with on a person centred individual basis considering motivation and level of engagement to ensure best possible outcome for the service user.

Educational information is available and two members of staff have completed an OCN level 2 course in sexual health to help promote the subject area.

A file has been developed within the team that contains the details of all the service users within the Opiate Substitution Therapy service including details of last BBV testing, vaccine dates and time of next review.

Access to our medical clinic is then available for those that require follow up for any positive screens and liaison with hepatology is then also arranged when required.



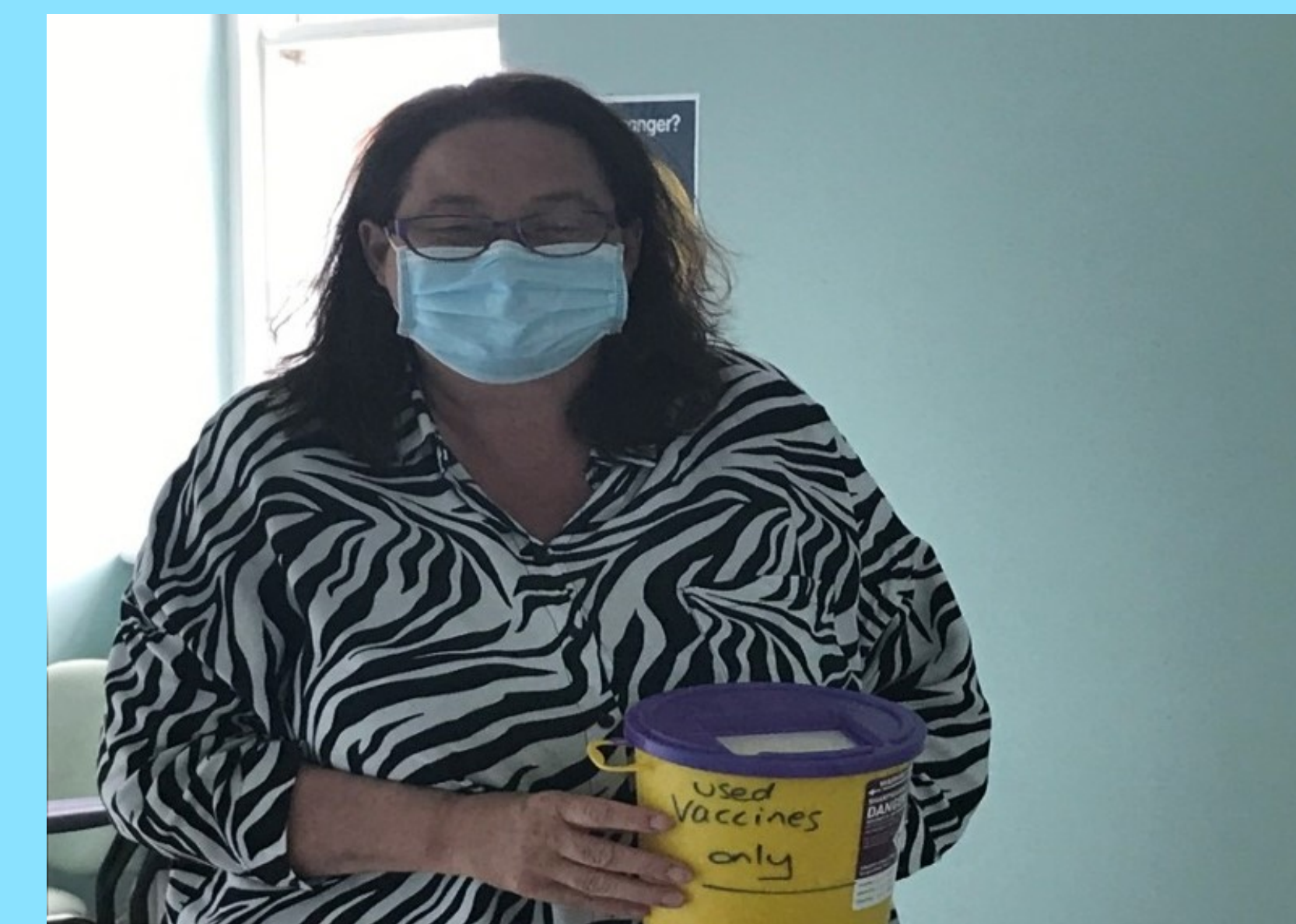
Acute Inpatient Care

Paula Brannigan co-ordinated a bespoke COVID-19 vaccination programme for Mental Health service users.

A number of staff registered their interest in becoming vaccinators and supporting the administrative process. Having designated staff allowed Paula to coordinate the vaccine being brought to those inpatients in a person-centred way so that they did not miss the opportunity to receive the vaccine whilst promoting their recovery.

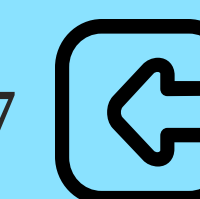
Paula also worked closely with families and other stakeholders in the community to ensure that service users in supported living were able to receive their vaccine in a local facility that was familiar. This helped to put them at ease and to maximise opportunities for this service user group who would have found it difficult to arrange an appointment at a large vaccination centre.

Paula also arranged two bespoke days at the vaccination centre for those service users who attended day care and day opportunity services to enable them to attend a clinic when the environment was less busy and likely with people they already knew from their day opportunities. This was reported as less anxiety provoking for the service users.



Throughout the vaccine programme, there was close working relationships with our colleagues in Disability services. A joint approach was taken to facilitate the planned clinics across the three South Eastern HSC Trust sectors in facilities that were suitable to both programmes of care.

Paula could not have co-ordinated the successful role out of the programme without the help of several mental health colleagues who all volunteered for the great initiative, offering their time to vaccinate, complete COVID-19 questionnaires, oversee the administration process and offering reassurance to the service users and their families. The programme administered the first and second vaccine to 116 inpatients/supported living tenants and coordinated 260 service users from day opportunities to avail of the vaccines at a bespoke clinic.



2 Adult Disability



In April 2020, Community Learning Disability Nursing Team, commenced COVID-19 testing for service users residing within the community and Thompson House Nursing Team, commenced COVID-19 Testing within the hospital.

In June 2020, the Community Learning Disability Nursing Team provided testing to all Care Homes as part of the National Testing Initiative. Community Learning Disability Nursing teams also provided COVID-19 testing for service users prior to respite admissions.

The community nursing teams also took on the additional role of supporting community teams, day centres and supported living facilities, ordering and managing supply of PPE to all adult disability services.



During November 2020, 11 nurses from Adult Disability completed COVID-19 vaccination training, to support a COVID-19 Vaccination Programme to patients and service users within the Adult Disability Programmes including, hospital, supported living, day centres and community. Vaccinations took place on the 18 December 2020 in Thompson House Hospital, to administer COVID-19 vaccinations to patients, staff and vaccinators. Nursing staff working within Adult Disability also commenced the care home vaccination programme, 15 December 2020, working in partnership with Learning Disability Nurses in Children's Disability, Primary Care and Older Peoples Directorate, to provide COVID-19 vaccinations within care homes.

A total of 1465 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.



5. Adult Services.

"When I think about your role I feel a sense of pride, and you know that in my heart I am standing by your side. You are simply amazing; I am in awe of you. You are a real life super hero" - Service user feedback - Community Learning Disability Nurse Team, Lisburn Sector

"I feel very proud of the commitment and flexibility of the Learning Disability nursing staff throughout the pandemic. Staff readily gave up their weekends to complete Covid 19 testing to ensure the best possible care and outcomes for the clients, carers and families".

- Sharon Magennis, Community Learning Disability Nurse Manager



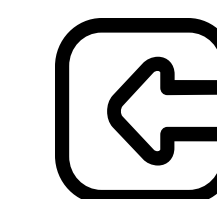
"The dedication from the staff within the adult disability directorate throughout the vaccination roll out has been a true reflection of how passionate and empowering the workforce is. It has been a privilege to work alongside these inspiring individuals. I am so proud to call myself a nightingale and be a member of such a prestigious programme. The programme empowered me to become a true leader within the nursing field. I cannot think of a better time to put my leadership skills to the test than during a global pandemic. It allowed me to step up and lead my amazing team during this challenging time. As I look back on the past year and a half I recognise I had the privilege of vaccinating Dr. Michael McBride, meeting amazing new people through redeployment and supporting the disability directorate in the delivery of vaccinations to the service users. As much as I recognise it was a challenging year, it will certainly be a year to remember for me as I am a better nurse coming out the other side." - Alana McCaffery, Deputy Sister, Thompson House Hospital

"You are a real life super hero"

"The majority of the work we do normally could not be stood down and all community teams were short staffed also as always the work we do with our clients to support them with procedures vaccines/testing and to reassure them during the pandemic as we continued with our visits. The band 5 nurses I worked alongside have been amazing!!" - Kay Murphy, Community Learning Disability Nurse Manager, North Down and Ards Sector



"I am so proud of all the Learning Disability (LD) Nurses their proficiency in nursing during this challenging time has ensured that the health needs of people with a Learning Disability were met while ensuring equal access to health care and by implementing reasonable adjustments, as required. The willingness of staff to take on new roles and tasks has been amazing. In particular a team of LD nurses went in to ICU on their days off to support 2 people with a learning disability. The LD nurses throughout this pandemic continually went over and above what was expected of them for their clients, patients, service users." - Barbara Tate Lead Nurse Learning Disability





“2020 has been a challenging year within Adult Disability, for patients, service users, families and staff. All nursing staff both in the hospital and community delivered nursing care with commitment and dedication, to provide safe and effective nursing care to patients, families and their colleagues, during the COVID-19 pandemic.

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."

- Amanda Lloyd, Governance and Performance Lead & Lead Nurse Neurodisability)

“Nursing staff working within Adult Disability, both in hospital and community settings have continuously gone the extra mile throughout 2020, delivering on additional duties including Covid testing and vaccinations, whilst continuing to provide a high standard of nursing care to individuals with a disability”

- Lyn Preece, Interim Assistant Director – Adult Disability.

3 Healthcare in Prisons

Student Nurse Placement

In November 2020, Healthcare in Prison (HiP) commenced student nurse placements at both Magilligan and Hydebank; this was following preparation work with the Practice Education team and the Universities. Both sites have facilitated three sets of students from Adult and Mental Health nursing which has had a positive impact on the student nurses and the nursing teams who have mentored and supported them through the process. Some of the feedback received from Student Nurses:

‘Working within a prison setting has shown me how essential nurses are; they not only provide health care but are a familiar face which people in prison trust and can confide in. As for working with the people in prison, I have never felt or been treated with so much respect within a placement area. Overall, it has been a fantastic experience not only for my nursing career but for life.’



5. Adult Services.

COVID-19 and Vaccinations

COVID-19 has thrown many challenges to Healthcare and prisons are no exception; deaths from COVID-19 have been shown to be higher and more prevalent in the prison population. However Healthcare in Prison have successfully worked together with their prison colleagues to ensure COVID-19 infection transmission has been prevented/suppressed in all three prison sites, with no patients requiring hospital admission with COVID-19 to date. Additionally the Healthcare in Prison has commenced a vaccination program at each of the three sites in line with community; uptake has been 91% to date.

Successful Innovation Bid for Mental Health and Addictions

Healthcare in Prison nursing were successful in a bid for Regional Innovation Mental Health funding to provide Virtual self-help for people in prison. This funding will support those with addictions and mental health needs and enhance overall wellbeing of people in prison within Hydebank Wood College. The team will use an Interactive board as a focal information system and the ability to share the screen with the patient will facilitate co-design in what Apps to use. Patients having access to handheld devices will ensure accessibility to self-help as and when required, significantly improving engagement and supporting independence. In addition to this bid, the Mental Health team obtained funding for sensory spaces at Magilligan and Maghaberry prisons.



Recruitment event

The HiP Nursing team ran a very successful recruitment campaign this year; rebranding of service to “Healthcare in Prison (HiP)” embedded the ethos of you can make a difference every day nursing in a Prison setting. The HiP Nursing team connected with South Eastern Trust Nursing and Midwifery Workforce team and used social media to promote recruitment to the service. The campaign has significantly reduced vacancies and created waiting lists for some areas. All new staff who started had the opportunity of a six week induction with multidisciplinary and interagency input.

SQE project in Mental Health, Healthcare in Prison:

Background
The mental health triage process within Healthcare in Prison involves a Mental Health practitioner using computer records to make a decision on need for treatment. There are a number of reasons why the team should move to face-to-face; RQIA recommended (2019), NICE Guidelines 66 and more importantly face to face builds therapeutic relationships, it enhances future communication, it breaks down barriers, it promotes empathy and provides a deeper insight.

Aim
To improve patient experience, improve assessment, provide effective and timely interventions and better signposting.

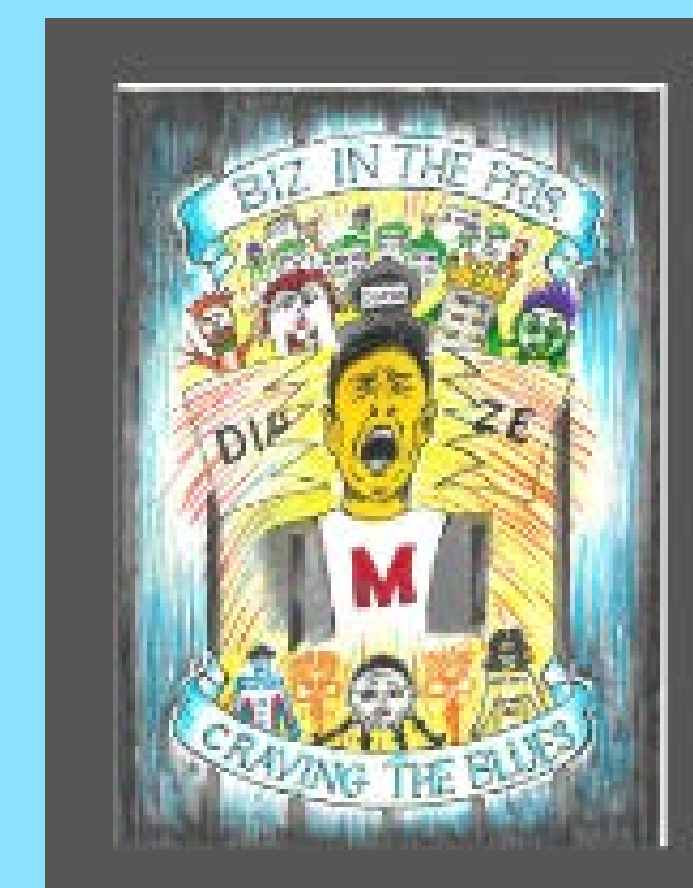
Methodology
New committee, Face-to-face triage, Work to be heard, Feedback, Changes were made.

Results
100% of new committals into Hydebank Wood College will receive a face-to-face mental health triage.

Learning
It is a more timely service, Improved staff morale, Staff more confident in decision making, It's a more robust assessment, Mental Health team are more visible, Positive patient experience, Patients more aware of how to access service, Reassurance given, Effective signposting.

Biz in the Pris Comic Book

The HiP comic book *Biz in the Pris* project, was led by Denise Lyons (Governance Lead) and co-produced by young men in custody highlighting the dangers of drug misuse. The project was shortlisted from 700 entries as a finalist in the category 'Best innovation in your specialty' in the Royal College of Nursing (RCNi) UK awards in the *International Year of the Nurse 2020*.



6

1 Children's ADHD Service

2 Health Visiting Breastfeeding

3 Single Point of Entry (SPOE)

4 Chat Health

Children's Services

1 Children's ADHD Service

The global pandemic brought into sharp focus the need for services to be both adaptable and flexible in their approach to meeting the needs of both service users and their families. This presented clinicians with unique challenges and opportunities on how they normally deliver care.

During this period, the service continued to rapidly evolve being recognised on a national level throughout the UK. The service has developed the psycho-education programme and resource offerings, to make these accessible through a variety of e-platforms including Pinterest and Page-Tiger.

Further improvements were made to the diagnostic pathway including adaptations to developmental history to allow them to be completed by telephone.

The service presented at the regional Northern Ireland Practice Education Centre (NIPEC) Nursing Conference in March 2020. This focused on nurse education to reform services. This highlighted the evolution of nurse led services within ADHD through Non-Medical Prescribing by Nurses, enhancing the efficiency of the service and the quality of the care delivered, to the children and young people.



Two of our Senior Practitioner Nurse Prescribers Julie Jackson and Veronica Bailie have developed a Nurse Led Diagnostic service for ADHD within the Trust's Neurodevelopmental Service. This clinic is the first of its kind regionally and further adds to the efficiency of the Neurodevelopmental service and increases capacity for the wider ADHD service.



2 Health Visiting Breastfeeding: UNICEF GOLD ACCREDITATION



Health visiting was delighted to achieve the prestigious UNICEF Baby Friendly Initiative (BFI) GOLD Award in December after an intensive assessment by UNICEF.

This was a great achievement coming as it did, in the middle of the COVID-19 pandemic and the challenges that this presented to the service.



A new Community Infant Feeding Lead post was established with Lesley McKeown taking up post earlier in the year. She, along with Lead Nurse Helen Leigh, Nurse Manager Janet Taylor and the Health Visiting breastfeeding steering group members, worked tirelessly to ensure the service met and submitted all the necessary evidence to demonstrate that the required standards for practice for GOLD were achieved.

Positive feedback from our client survey as part of the assessment illustrates how UNICEF has become embedded in practice. Frontline staff commended after clearly demonstrating to UNICEF their knowledge, skills and commitment to support all breastfeeding mothers. This is an excellent example of how team working ensures best practice and ultimately evidence based service delivery to our clients.

Contribution to the COVID-19 Vaccination Programme

All staff in child health are proud to have contributed to the South Eastern HSC Trust COVID-19 vaccination programme, including the care homes, vulnerable adults, the Ulster hospital and currently the SSE arena.



Health Visiting Student Achievement

Well done to Health Visitor Kirsty Arnold who, now as a permanent member of staff in the South Eastern HSC Trust, was awarded the Maura Hamill-McKenna Award for Outstanding Contributions to Health Visiting by the University of Ulster.



3 Single Point of Entry (SPOE) for Child Health and Behavioural and Emotional concerns



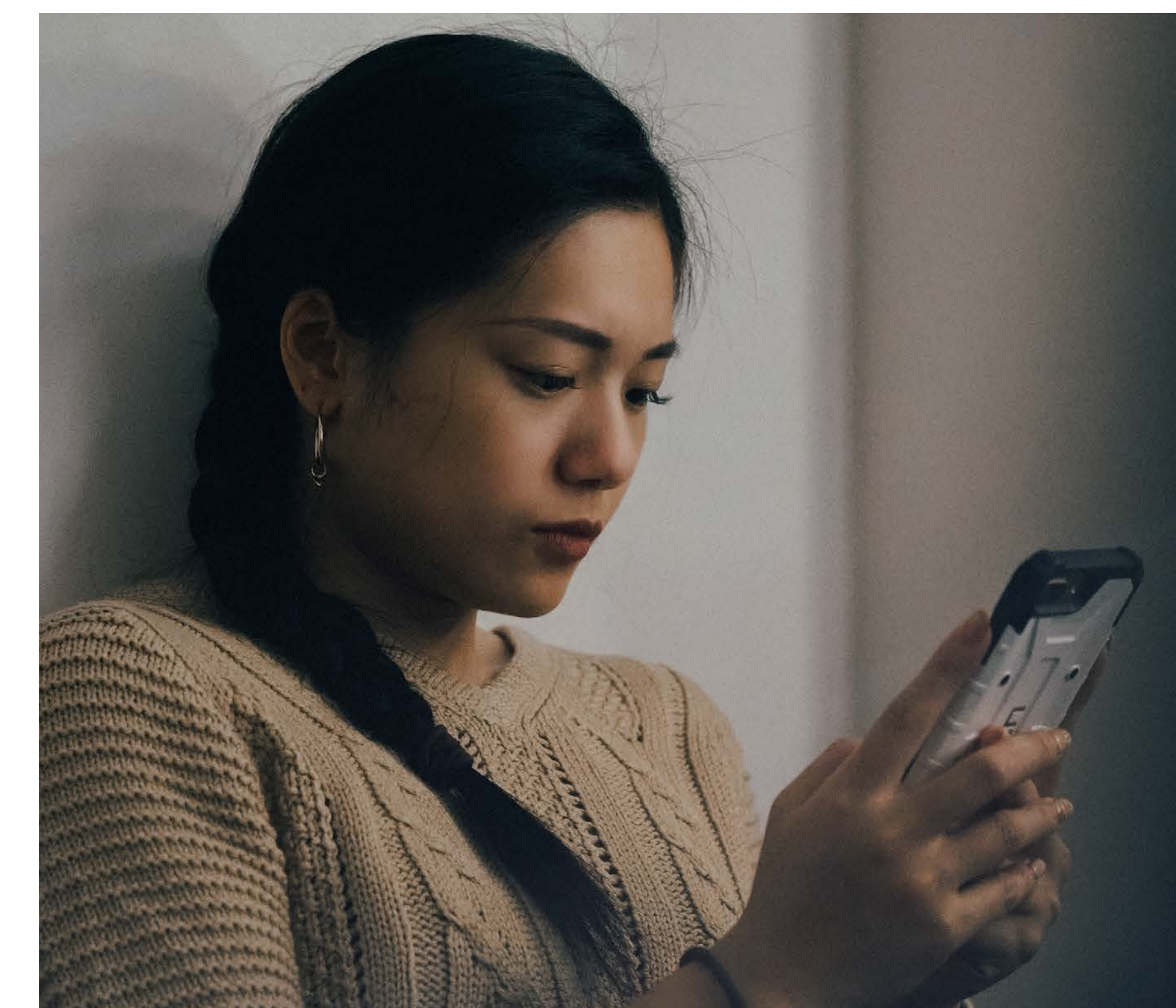
The “Single Point of Entry” multidisciplinary team triage and process in excess of 5000 referrals annually. The Referral Coordinator Nurse Carmel Murphy leads the service and the twice weekly triage meetings. Carmel is responsible for ensuring representation from a wide variety of professionals across the services. Children and young people's needs are considered using referral information, information available from a wide range of data management systems and pathway guidance. Outcomes include accepting to services, signposting to more appropriate services and linking existing services together to best support children, young people and their families.

The unique contribution of the nurse, within this coordinator role and service is evident and can be attributed to its overall success. The ability to always consider the holistic needs of the child and family, ability to network and signpost to the most appropriate service, strong interpersonal skills to compassionately engage with parents and professionals, to gain a better understanding of need/impact on individual and/or family life and an excellent understanding of the systems and the ability to monitor and manage the data, to ensure efficiency of services and avoidance of duplication.

4 Chat Health

In response to the reported mental health and well-being issues facing children and young people, and those working with them, the Department of Education has been working collaboratively with the South Eastern HSC Trust to develop a Framework for Children and Young People’s Emotional Health and Well-being in Education. The school nursing services introduced a new pilot in February 2021 called “Text-a-Nurse” across Northern Ireland.

The Text-a-Nurse Service is one of a range of services and programmes that has been proposed to support implementation of the Department of Education Framework. This service uses a secure, confidential, web based platform which allows a quick and easy way for school aged children to get help, advice and support from a school nurse. Young people aged 11-19 years can now easily and anonymously get in touch with a school nurse for advice and support about their physical, mental and emotional wellbeing.



This text messaging advice service is available initially to all post primary pupils across Northern Ireland. There are five Licence Holders (Nurses) for this service- Nuala Beatty, Marion Davidson, Marie Mahoney, Sinead Stevenson and Ruth Breadon.

From its launch there have been a wide and varied number of text messages coming in on the platform. These are responded to within a 24 hour period and feedback to date from the young people has been extremely positive.

December 2020 saw the opening of the COVID-19 Staff Vaccination Centre at the Ulster Hospital.



As with all Trusts, we had a limited amount of time to set up a centre, develop policies and recruit staff.

Roisin Coulter, Project Director led the team to set up the centre in little over four weeks in the agreed location of the new Emergency Department in the Acute Services Block.

All teams stepped up and worked tirelessly to ensure we were ready for opening day.

Vaccinators completed training, operational policies were developed in line with national guidance and a video was made to demonstrate to staff how to reconstitute the Pfizer vaccine!

Recruitment of administration staff was underway and Estates and Patient Experience staff worked seven days a week to ensure the Department was ready for opening day.

Sunday 13 December saw a small number of vaccinators getting their first dose prior to delivering the first vaccination clinic at a local care home.

Planning, Performance & Informatics

Vaccine availability enabled the first day of the staff programme to commence on Monday 21 December. The online booking system was not quite ready so a call centre was created and staff from all departments including Finance, HR, Trust Headquarters and Planning and Performance stepped up to help book appointments.



The response was overwhelming and appointments were booked up within hours with 550 members of staff planned to attend on the first day. Despite being Christmas week staff signed up to vaccinate their colleagues however the roster was not completely filled...Step up the Senior Management Team.

Within 15 minutes of being advised that more vaccinators were required the roster was filled! Not only were the Director of Nursing and Medical Director signed up for shifts, ED

Consultants, Anaesthetists and the Chief Nursing Officer and her team were also booked. The WhatsApp platform was red hot that Friday evening!

The newly formed Lead Nursing team and Pharmacy Leads worked closely together to ensure staff training and competencies were completed and so it began.

Following a two day Christmas break it was full steam ahead and by 31 December 2020 2,350 staff had received their first dose of COVID-19 Vaccine.

This monumental effort of creating a brand new service at such short notice, was delivered at a time when staff were dealing with increased numbers of admissions and COVID-19 related absence across the workforce and demonstrates the amazing team effort of all our South Eastern HSC Trust colleagues .

While all staff have contributed to the programme and continue to do so the leadership demonstrated by the South Eastern HSC Trust Vaccination Programme Lead Tanya Daly, supported by Lead Nurses, Joanne Fitzsimons, Pauline Wilson and Maggie Magowan, on a daily basis has ensured the safety and effectiveness of this vital programme.



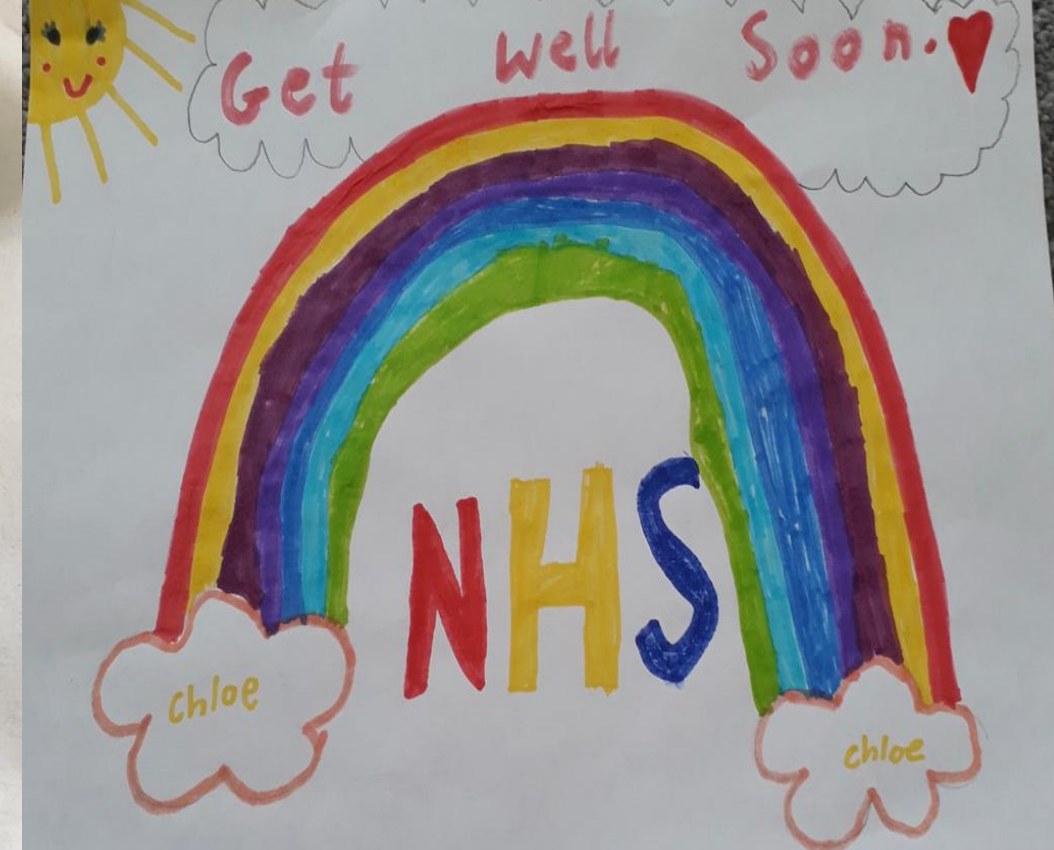
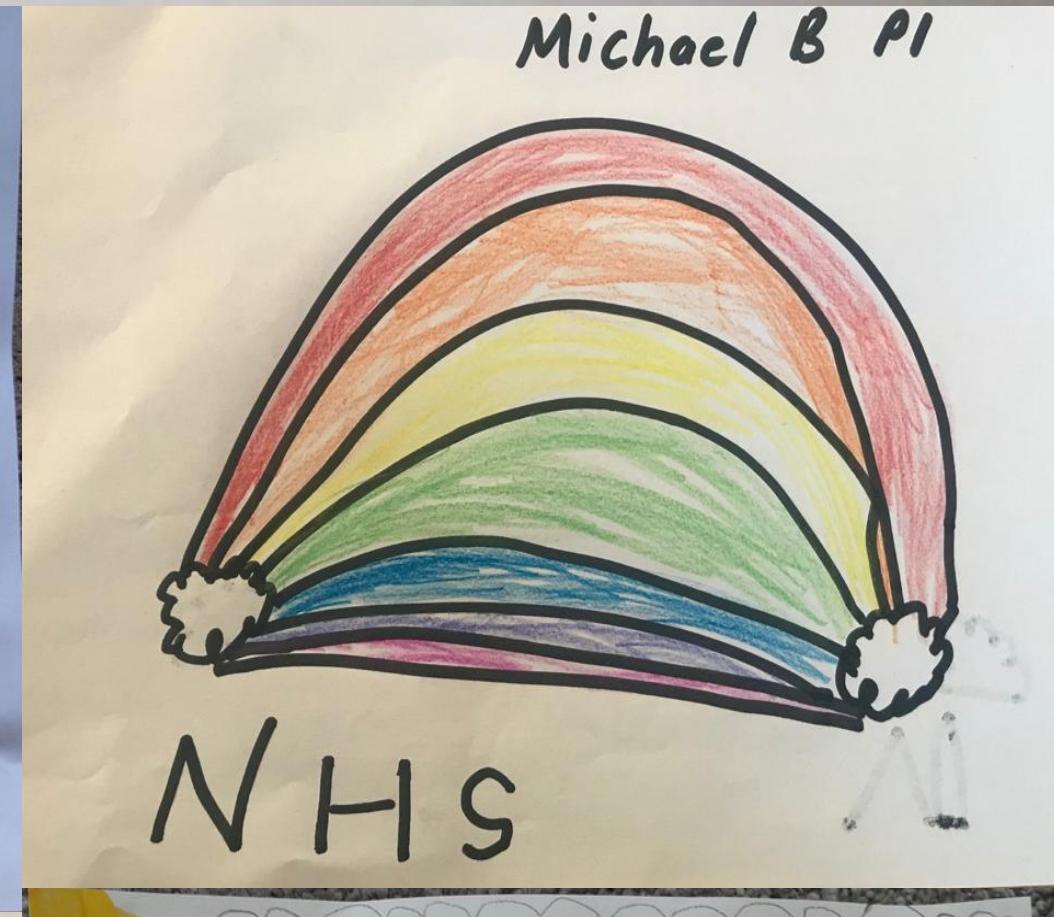
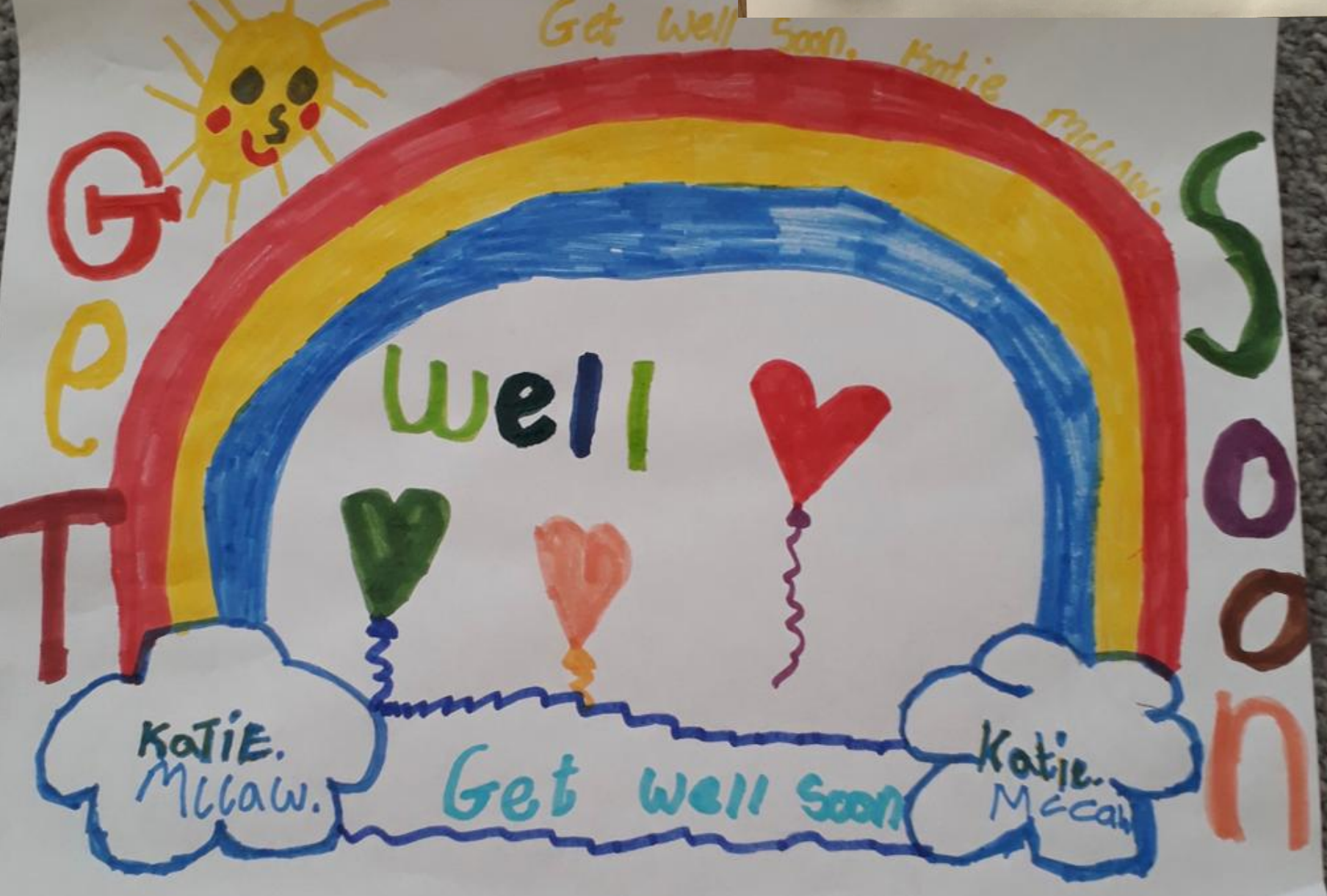
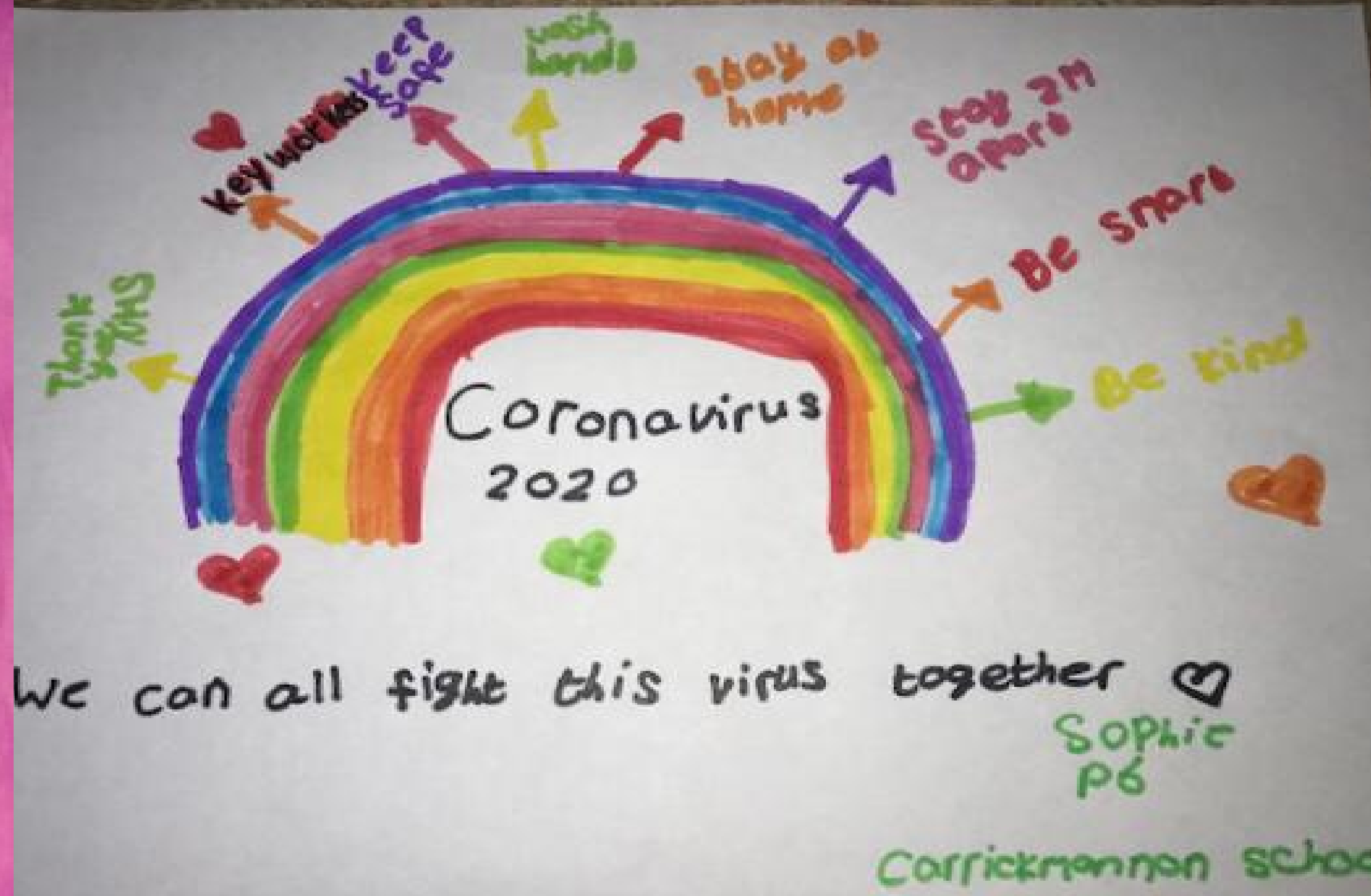
James.R. Bradley P.5



Thank you



Key Workers



stay home
save lives

