

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- P4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

Links and info

- Register your interest
- Access Social Enterprise – Making a Difference

IMPROVING SOCIAL CARE

Calling all enterprising nurses

PCT staff now have the right to request to set up a social enterprise to deliver even better services to their communities.

Social enterprises are businesses established to enable health care staff to develop and deliver more responsive and innovative approaches to tackling unmet health needs, and to

give staff greater freedom to use their professional skills to improve care.

Nurses have a long history of providing innovative services in a variety of sectors and settings, so they are in an excellent position to take advantage of this scheme.

The right to request – which fulfils one of the commitments set out in

'High Quality Care For All' – entitles primary and community care staff to present a business case to their PCT board, with the potential to be awarded a contract to provide an independent social enterprise.

Help is at hand

A new publication, 'Social Enterprise – Making a

Difference: A guide to the Right to Request', has been launched to help staff access the information they need to set up make a request and set up a social enterprise. It contains a range of information on what social enterprises can offer the community and how staff can plan for business success.

A series of regional

workshops are planned for January 2009 to help nurses understand social enterprise and find out more about their right to request.

- For more information, contact: social.enterprise@dh.gsi.gov.uk

Learning disability nursing: a guide to good practice

Acute and primary health care providers have a vital role to play in ensuring that people with learning disabilities receive timely and appropriate support.

This was highlighted in 'Health Care for All', an independent inquiry led by Sir Jonathon Michaels,

in response to evidence from Mencap that people with learning disabilities are less likely to get the right treatment, leading to serious outcomes including premature death.

However, the publishing of the 'Good Practice in Learning

Disability Nursing' guide by the Department of Health last year spurred a number of initiatives aimed at measuring and benchmarking services.

Learning disability nurse liaison posts have been introduced into some acute trusts to support patients and their families, enable

better training for staff and improve communication. The posts also help people receive better treatment and health outcomes by developing more accessible processes.

Improvements have also been seen in mental health care, where learning disability nurses

and mental-health nurses are working in partnership to develop a people-centric approach. The Department of Health is looking at ways to encourage NHS organisations and services to learn from each other by sharing and replicating good practice.

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- P4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

Links and info

- Read more on the NPSA's Seven Steps

MENTAL HEALTH

Seven steps to improving patient safety

New guidance has been developed to improve the standards of patient safety in mental-health services in England and Wales.

'Seven Steps to Patient Safety in Mental Health' was issued at the first national conference of the National Patient Safety Agency (NPSA) in November, in collaboration with Leeds Partnerships NHS Foundation Trust and

with the support of the Department of Health and the Welsh Assembly Government.

The new document – based on principles from NPSA's 2005 best practice guidance 'Seven Steps to Patient Safety' – offers ways to involve clinicians, managers, service users and carers in planning safer care. NPSA's reporting and learning system found that of the 100,000-plus safety incidents reported

in England and Wales last year, two percent resulted in serious harm or death.

Dr Ben Thomas, NPSA's Head of Mental Health and Learning Disabilities, said that the new guidance 'emphasised the importance of working in partnership, so that safer care can be provided in a wide range of settings'.

Dr Thomas will be joining CNO's professional leadership team, advising on mental health and learning disability nursing.

The seven steps that mental-health organisations can use to improve the safety of their patients are:

1. building a safety culture
2. leading and supporting staff
3. integrating risk management activity
4. promoting reporting
5. involving and communicating with patients and the public
6. learning and sharing safety lessons
7. implementing solutions to prevent harm.



Helping hands

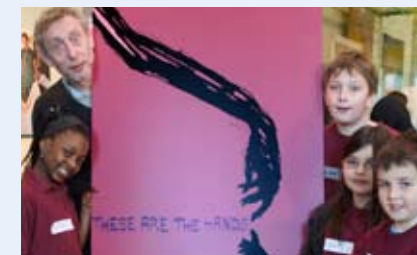
Authors, illustrators and celebrities came together on 4 December to help the NHS celebrate its 60th anniversary and promote the service to young people.

Children's laureate Michael Rosen (pictured below) joined Health Minister Ann Keen at the Museum of Childhood in London to launch his new poem, 'These are the hands', which reminds children of the NHS's day-to-day achievements.

Harry Enfield, Sir Michael Parkinson and other well-known faces from TV and sport joined Rosen to narrate his work. A short film promoting it also premiered at the event, and you can view it on the Department of Health website.

These are the hands

*These are the hands
That touch us first
Feel your head
Find the pulse
And make your bed.*



*These are the hands
That tap your back
Test the skin
Hold your arm
Wheel the bin
Change the bulb
Fix the drip
Pour the jug
Replace your hip.*

*These are the hands
That fill the bath
Mop the floor
Flick the switch
Soothe the sore
Burn the swabs
Give us a jab
Throw out sharps
Design the lab.*

*And these are the hands
That stop the leaks
Empty the pan
Wipe the pipes
Carry the can
Clamp the veins
Make the cast
Log the dose
And touch us last.*

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- P4** Social enterprise Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

HEALTHCARE-ACQUIRED INFECTIONS

All eyes on our targets

On 24 November, the Healthcare Commission published its infection spot checks report of 51 hospital trusts, and there's good and bad news.

While three trusts were found to be in breach of the Government's hygiene code, five had met all hygiene code duties and sub-duties. These are:

- Barking & Redbridge Hospitals NHS Trust
- Kingston Hospitals NHS Trust
- Leeds Teaching Hospitals NHS Trust
- St George's Healthcare NHS Trust
- St Helen's & Knowsley Hospitals NHS Trust.

Directors of nursing at two of the top-scoring trusts discuss how they achieved such impressive results.



Right on target: Suzanne Hinchliffe (seated far left) with St Helens & Knowsley's medical director (seated, centre) and members of the team

St Helens & Knowsley Teaching Hospitals NHS Trust, Liverpool

'We are approaching our eighth month with no reports of hospital-acquired bacteraemia and plummeting C. difficile rates [seven in October],' says Suzanne Hinchliffe CBE, Director of Nursing, Midwifery and Governance/Deputy CEO.

'Some of the drivers in our continued improvement have been financial investment in

rapid-response cleaning teams, clinical equipment and patient cohort facilities.

'Strong executive director visibility – coupled with weekly observational audits of clinical practice – have also been key to making sure all staff are engaged in the programme. We have also provided a local and supportive approach to enable change in clinical practice and behaviours.'

St George's Healthcare NHS Trust, London

'When we were failing to meet the MRSA trajectory, we invited the Department of Health team to review what we were doing and to speak to key staff,' says Director of Nursing Dr Geraldine Walters.

'Following this visit, we instituted a fortnightly HCAI taskforce meeting involving clinical staff and managers to set actions and monitor progress. The chief executive's attendance at the meetings has been crucial in bringing about change.'

'Even though we are bettering the targets for C. difficile and MRSA reduction, there is still room for improvement. We are also encouraging more research and development related to HCAs in conjunction with our medical school.'

'I would suggest organisational leaders in other trusts get into the detail. We had implemented a lot of the recommended initiatives, but we found that 100 percent of actions were not happening 100 percent of the time.'

A message from Health Minister Ann Keen

'The Healthcare Commission is very clear that the vast majority of breaches were minor and did not pose a threat to the safety of patients.'

'Nonetheless, the NHS should take any breach

– no matter how minor – extremely seriously. The tightening up of the inspection regime and enforcement of minimum standards is a key part of our plans, so [this] report is a big step forward.'

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- p4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

Links and info

- Read about the campaign

WINTER WATCH

Tips for staying safe this festive season

Assault isn't part of the job

November 2008 marked the third annual Security Awareness Month, which focuses on improving the safety and security of staff in NHS trusts across England.

Hundreds of trained local security management specialists (LSMSs) educated doctors, nurses and other NHS staff on how to avoid becoming victims of assault, as well as what to do if they face violence.

Staff were also briefed on the NHS Security Management Service's Legal Protection Unit, which works to prosecute offenders when police will not proceed with charges. It can assist with Anti-Social Behaviour Orders (ASBOs) against patients who continue to harass or threaten staff.

With 55,993 reported assaults on NHS staff in 2007-08, awareness is vital. Violence is not part of the job – staff should report all physical assaults to their managers and LSMSs.

Safety tips for staff

- The right tone of voice and body language will make you better understood.
- A genuine smile and greeting is a great ice breaker – do show empathy.
- Alcohol and drugs can make people behave erratically, so constantly assess the risk.
- Be alert to your environment and anything that could be used as a weapon – even a hot drink.



Stopping the spread of germs

A new phase of the 'Catch It. Bin It. Kill It.' campaign 2008/09 started on 24 November and will run until early 2009. Targeted towards parents of children under 11 years, it aims to raise their awareness of the need for good respiratory and hand hygiene to help prevent the spread of germs, and to teach correct practice to their families. With most adults suffering two to five colds a year and infants and pre-school children sneezing through

an average of seven to 10, everyone needs a reminder of how to combat coughs and colds over winter. www.dh.gov.uk/catchit

How healthy are your patients' heaters?

Accidental exposure to carbon monoxide kills over 50 people each year in England and Wales, and the symptoms can be easily mistaken for signs of other illnesses. Incorrectly installed, poorly maintained or poorly ventilated room or water heaters, fires or cookers are the main

Fast fact:

Every year the flu virus affects up to 15 percent of the UK population and costs the UK up to £4.5 billion, so any measures taken to reduce this saves lives, money and sick days.



sources. Nurses should be on the look-out for patients presenting with headaches, tiredness, difficulty thinking clearly and generally feeling sick, especially over the winter months.

- A new leaflet has been published on the Department of Health website

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- p4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

NEWS

And the award goes to

This month, we celebrate the winners of some recent industry awards and highlight opportunities for you to submit nominations for upcoming nursing honours.

Nursing Times Awards

On 12 November, the 13 winners of the prestigious 2008 Nursing Times Awards were honoured in London. Prime Minister Gordon Brown, Health Minister Ann Keen and over 600 industry leaders gathered at the London Hilton, Park Lane, to celebrate the industry's most inspirational nurses and teams. 'These awards pay tribute to the commitment, the dedication and the innovation of men and women at the top of their profession – people with a vision for how care and services can be improved and the skills and determination it takes to make that happen,' said Gordon Brown in his address. Winner of the Chief Nursing

Officer's Award was Nick Shaughnessy, Partnerships in Care, who the judges described as 'a role model in mental health nursing'.
 ● [View the full list of winners](#)

Queen's Nursing Institute Outstanding Service Award

Nominations for the Queen's Nursing Institute Outstanding Service Award are open until 2 February 2009. This award recognises community nurses with over 10 years of service who have shown exceptional standards of nursing practice. Community, district and practice nurses, among others, who go beyond the call of duty – for example, through voluntary work, service breakthroughs or coping with difficult situations – can be nominated by their employers. The 2008 winners are: Tim Devey, a specialist primary care outreach nurse working for the homeless assessment

and support service in Sheffield, Caroline Dowsett, a nurse consultant in tissue viability, Mary Forsyth, a senior district nurse, Katrina Wainwright, Healthcare Manager at HMPS Shrewsbury, and Gillian Waters, a senior nurse practitioner in St Leonard's Hospital, Dorset. The 2009 awards will be presented early next summer.

● [Find out more](#)

Military and Civilian Health Partnership Awards

These awards recognise the people, both military and civilian, who work in healthcare – Defence Medical Services, the NHS and the charity or private sector – for the



Lifetime Achievement award winners



Mary Lack receives a Lifetime Achievement award from the Duchess of Cornwall

benefit of UK Armed Forces personnel, veterans and dependents. Awards in eight categories were presented at a ceremony at the Royal Hospital Chelsea by HRH Camilla, Duchess of Cornwall, on 23 October. Lifetime Achievement awards were given to five surviving Second World War nursing orderlies (pictured above and left), who served with the Royal Air Force and tended to over 100,000 casualties as they were evacuated back to the UK. ● [View the full list of winners](#)

Celebrating dignity in care

The first ever award recognising people who treat patients with dignity and respect, and who provide outstanding care, was launched on 12 November by dignity ambassador Sir Michael Parkinson and Care Services Minister Phil Hope. The People's Award for Dignity in Care is open to anyone who has gone above and beyond the call of duty to improve

Continued on page 9

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- p4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

Links and info

- Visit the clinical leaders network website

NEWS

Leading from the front

The NHS clinical leaders network (CLN) is a nationwide network of frontline clinicians who are actively involved in NHS reform and delivering change. The network is set to roll out to five more regions in England by January 2009.

The CLN is made up of groups of influential clinicians from each SHA, who participate in monthly leadership and engagement sessions relating to challenges posed by the NHS reform agenda. National Clinical Director Dr Raj Kumar developed the idea over three years ago to address the relative lack of involvement from frontline clinical leadership in policy development and implementation.

A pilot project, funded by the Department of Health and Connecting for Health, began in February 2006 in the North West region.

It involved 60 clinicians – a wide cross-section of doctors, nurses and allied health professional leaders – participating in professionally-facilitated action learning sets (ALS), which bring staff together in small groups to learn through discussion and debate.

These were preceded by presentations from NHS policy leads, Department of Health programme directors and health ministers, who outlined the NHS vision.

Due to the pilot's successful ALS methodology, the CLN became a mainstream clinical leadership organisation for the NHS North West.

'We have a large and complex task in improving and maintaining high-performing clinically-led services in the NHS,' says Jane Cummings, Director of Performance, Nursing and Quality, who helped



Jane Cummings

establish the concept and is now supporting its delivery at SHA level. 'The CLN is an important part of making sure that clinicians are at the forefront of the service changes and improvement.'

Dr Kumar adds: 'We are on track to achieve our goal of the CLN being live in all ten SHAs by April 2009.'

As well as rolling out the CLN methodology across England, the network is keen to ensure active participation from nurses – and the 10 SHA chief nurses are working to support this.

Continued from page 8

patient dignity in care. The number of dignity champions across the country has already risen to more than 3,000, all of whom are committed to making a difference to the way in which older people are treated in care. Nominations close 6 March 2009.

- [Register your interest](#)
- [Read more about the launch](#)

Health and Social Care Awards 2009: nominations open 10 December

The Health and Social Care Awards have an

eight-year history and are an opportunity to highlight and celebrate innovation and excellence in the provision of frontline health and social care. The awards are open to anyone working throughout the NHS, social services, and the voluntary, charity and independent sectors in England. This year, there are three new categories – Low Carbon Award, Primary and Community Care Pathways Award and the Innovative Acute Care Award – making a total of 14. • [Find out more and apply for an award](#)



Lifetime Achievement award winners with the Duchess of Cornwall

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- p4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

ENHANCING THE CARE ENVIRONMENT

Exhibition highlights experiences of transplant patients

A new exhibition on transplantation has been wowing the critics.

A critically acclaimed art installation examining the issues surrounding heart and lung transplantation is now on show at the Beldam Gallery at Brunel University, London.

'Transplant' documents

the stories of patients going through heart or lung transplantation at the world-renowned transplant unit at Harefield Hospital in Middlesex.

The exhibition was created by photographer Tim Wainwright and sound artist John Wynne, who use images, speech

and recorded noise to create an intensely personal and emotional experience.

'Tim and John had a year-long residency with us at the hospital,' says Victoria Hume, Arts Manager at Royal Brompton and Harefield NHS Trust. 'They spoke to around 50 transplant patients – all of whom were extremely open and honest about their experiences. It makes for a fascinating exhibition.'

Using art to help healing

Royal Brompton and Harefield Arts is a charitable organisation devoted to integrating all forms of the arts into the cardiothoracic trust to improve the well-being of patients, staff and the diverse communities it serves.

'We support design and refurbishment, commission installations for public, ward and

WHAT THE CRITICS SAY...

'Both dignified and brutal, Transplant evokes the melancholy and trauma that underpin this uncanny transaction.'

The Guardian

'Wainwright and Wynne pick their way across a minefield of colossal emotions, hallucinatory experiences and cutting-edge medical technology with great tenderness and delicacy.'

The Wire magazine



Ian 'Geordie' Wood,
by Tim Wainwright

treatment areas, manage residencies and workshops, hold exhibitions and public events, and run one of the most active hospital-based live music programmes in the country,' Victoria explains.

'This year, we are also undertaking clinical research into the effects of singing training on chronic obstructive pulmonary disease. Our work is based on the principle – supported by a growing body

of research – that the arts are vital to health, offering support at a time when we are most in need of a sense of community.'

'Transplant' runs at the Beldam Gallery, Wilfred Brown Building, Brunel University, Kingston Lane, Uxbridge UB8 3PN from 8 December 2008 to 27 March 2009 (Monday-Friday, 9am-5pm).

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- p4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

BLOOD AND TRANSPLANT TEAMS

The life-blood of care

Nursing in NHS blood and transplant (NHSBT) is going from strength to strength, with a dynamic and growing nursing workforce.

A variety of new roles are being created in blood, organ and tissue donation, as well as research and specialist roles designed to support clinical colleagues in trusts with safe and appropriate use of blood.

The professional nursing agenda is the responsibility of the NHSBT Nursing Advisory Group, which includes the most senior nurses from the four operational directorates. These are blood donation, specialist services, patient services and organ donation, and transplantation.

The group is committed to demonstrating the value of nursing in the organisation, driving professional initiatives such as nursing metrics and excellence in quality care

and advancing 'Framing the Nursing and Midwifery Contribution'. This report summarises the contribution of nurses and midwives, which was outlined in 'High Quality Care For All', and sets out the direction for the profession.

Recruitment is on the rise

The opportunities for nursing are set to widen, with an increase of the 550-strong NHSBT nursing workforce. More donor transplant co-ordinators are being recruited as a result of the recommendations of the Organ Donation Taskforce.

Nurses in blood donation are leading clinical quality care to improve the donation experience. They also influence the wider NHS by developing national guidelines in, for instance, the administration of blood.

Dedicated teams spend most of their working time



out in the clinical field, facilitating organ donation, undertaking tissue retrieval, co-ordinating clinical studies or providing practical training in their specialist subjects.

From left: Acting Head of Hospital Liaison Catherine Howell, National Donation Manager Anthony Clarkson, Director of Donor Care and Co-ordination Sue Falvey and Head of Nursing Jane Pearson

THIS MONTH

- p1** Measuring quality
- p2** Voicepiece
- p3** Duty to involve
- p4** Social enterprise
Learning disability nursing
- p5** Mental health
- p6** Healthcare-acquired infections update
- p7** Festive season safety tips for staff
- p8** Industry awards round-up
- p9** Clinical leaders network
- p10** Enhancing the care environment
- p11** NHS blood and transplant team
- p12** Using the correct weighing equipment
- p13** Children's health
- p14** News in brief

Improving NHS drugs access

Health Secretary Alan Johnson has announced that more drugs will be made available on the NHS, as part of a wider set of measures to improve access to medicines for NHS patients. The Department of Health is working closely with NICE to develop guidance so that drugs become available to the NHS more quickly, and is improving the quality and consistency of local decisions on funding drugs where NICE guidance is not yet in place. Revised guidance has also been published, which makes it clear that, in rare cases where patients opt to fund additional drugs



Professor Mike Richards

privately, they should not lose their entitlement to NHS care. However, private care should take place separately from NHS care. ● [Access the draft guidance](#)

Chemotherapy action needed

In response to the national confidential enquiry into patient outcome and death (NCEPOD) report into chemotherapy, published in November, the Department of Health has published its own draft report for consultation from the National Chemotherapy Advisory Group (NCAG). National Cancer Director Professor Mike Richards said he was 'very concerned' by the findings of the NCEPOD, and is asking all chemotherapy service providers to consider both reports urgently and to reassess their own services immediately against national measures. The draft NCAG report includes proposals for best practice guidance to improve the quality and safety of chemotherapy services in England and

builds on the findings and recommendations in the NCEPOD report.

- [Access the NCAG report](#)
- [Access the NCEPOD report](#)

Obesity in Pregnancy Conference

This one-day event will discuss aspects of caring for women with a high BMI and include case studies from units with clinics dedicated to improving outcomes for women and their babies. It will be held in London on 7 January 2009, and follows the 2003-2005 Saving Mothers' Lives enquiry – which found that, where BMI was documented, nearly a third of all women who died between 2002 and 2005 were obese. ● [Read more](#)

Clinical academic careers pathway

Nurses, midwives and allied health professionals will soon be given the opportunity to take up research careers, through fully or partially funded Masters degrees,



Comprehensive clinical training pathways are now available

doctorates or lectureships. The initiative, launched by the National Institute for Health Research and the Chief Nursing Officer for England, will offer a comprehensive clinical academic training pathway. Tenders are being invited from organisations hosting Masters courses, to enable graduates to manage and deliver research in a clinical setting. Successful candidates will take up posts in September 2009. ● [Read more about the scheme](#)

New Deputy Chief Nursing Officer

David Foster is the Department of Health's new Deputy Chief Nursing

Officer. He started on 1 December and will be focusing on modernising nursing careers and further improving the quality of nursing and midwifery care as part of 'High Quality Care For All'. David has been working with the Chief Nursing Officer's team since joining the Department in April from Imperial College Healthcare NHS Trust where he was Non-medical Postgraduate Development Director. Before turning his skills to management, David spent much of his clinical career in intensive care and midwifery.

