

***Community Hospitals Association Improving Practice***

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| **Innovation and Best Practice Award 2018 Summary** |
| **Title:** |
| Daily Safety Huddles |
| **Background:** |
| Ward culture plays a vital part to the success of a team and affects the patient experience. The clinical safety of our patients is vital in their rehabilitation journey, and understanding what safety means to our staff allows us to feel assured (or not) that our staff understand and practice “harm free” care.Limited situational awareness by staff of patient safety issues has a negative effect on quality care delivery. Whilst these are not often intentional, lack of effective timely communication and dissemination compounds this which creates difficulty in updating staff effectively and maintaining the small changes that make big differences.The evidence from literature and other organisations has shown that the Safety Huddle tool has improved patient outcomes through greater ward communication and increased clinical awareness, reducing clinical incidents, enhanced Multidisciplinary Team working, increasing timely discharges, reducing staff isolation, improving patient engagement and supporting harm free care.Through the sponsorship and support of the Foundation of Nursing Studies (FoNS) and their Patient First Programme; and with the support of our Director of Nursing: a toolkit for improving the safety culture within our units has been developed using the Daily Safety Huddle as the tool to improve staff situational awareness on daily clinical and environmental patient safety issues. |
| **Description:** |
| Following stakeholder meetings with nurses, doctors, pharmacists, occupational therapist, physiotherapists, carers, volunteers and facilities staff questionnaires were completed by all staff and patient stories were collected. Six themes emerged.All staff were invited to a safety half day and topic resource folders were developed. Following this, the Safety Huddle was introduced daily at a time suggested by staff. Investment in staff engagement of the safety culture process is key to the success of embedding the Safety Huddle Tool into daily routine and becoming ‘business as usual’. The FoNS Project pilot carried out on the Horizon Unit at Horsham Hospital demonstrated that involvement from the ground up through the project workshops gave clear ownership of patient safety and ward culture to all staff – nursing, therapy, medical, administrative and facilities. Their investment in the venture shaped the content of the Huddle and continues to add the value and improvements seen in action each day. The Safety Culture Workshop has been developed and piloted with the Kleinwort Centre team as part of the introduction to the Daily Safety Huddle. |
| **Outcome and Impact:** |
| The Safety Huddle was introduced daily in September 2017 with resource topic folders for each weekly theme available for staff to update knowledge.All ward staff have evidenced in follow up questionnaires that their safety awareness has increased.Staff participate in updating the Multidisciplinary Team regarding any safety ideas e.g. when a patient has fallen. Staff identified additional areas such as patients requiring feeding or thickened fluids, and these were added to the board. Broken equipment is now identified and reported immediately.Reducing stock levels are reported and acted on immediately.Patients requiring escort are identified during the look back at the last 24 hours and forward at the next meaning the ward is not left short staffed.The toolkit and board will be rolled out across all the Trusts Community Hospitals. |
| **Supporting Information:** |
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| **Organisation:** |
| Sussex Community NHS Foundation Trust – Horizon Unit, Horsham Hospital |
| **Contact details:** |
| Dawn Fincham dawnfincham@nhs.net |
| **CHA Judges Comments:** |
| *We were impressed that this had been developed involving all aspects of safety, to include seven themes e.g. nutrition, hydration, falls etc. These themes rotate each week and all staff groups have had training and attend the sessions daily, to improve patient safety. This is being tested within the organisation with a view to being rolled out to other wards.* |