



Short Case Study

Transfer of patients needing oxygen

Cwm Taff University Health Board

At the start of the pandemic, the Cwm Taff Morgannwg University Health Board anticipated great demand for beds for patients coming out of acute care. Cwm Taff Morgannwg University Health Board needed to create space for beds for patients transferring out of the acute wards into one Community Hospital setting who required oxygen therapy. Using a step-down facility, and relocating ward staff, they freed up space in case of the eventuality of higher demand for beds which could support delivery of oxygen therapy.

In response to this need, throughout the Community Hospital, spaces were assessed and plans put in place to increase capacity. They made what had been patient day rooms and the sister's office available, and implemented larger scale relocations, decanting a whole ward to a step-down facility in the community to create the required beds.

The move was successful in that it created the required beds. The ward operated from the step-down facility for three months and the extra beds created were not used.

The situation led to better communication and a greater sense of team. This was enabled by the communication and flexibility, including the open-door policy of managers at the Community Hospital.

THE CHANGES RESULTED IN GREATER BONDING FOR THE TEAM WHO SAID:

“ The direction was set and we senior nurse and ward managers got on with it. We opened those communication channels to make sure staff felt valued.

Benefits for patients

- Capacity was created to be able to provide the correct level of clinical care

Benefits for staff

- Improved communication
- Enhanced teamwork
- Feeling valued

Benefits for the Trust

- Flexibility to support the wider health and care system

Next steps

- Use the learning in planning future changes

What we have learnt

- Community Hospitals are flexible and can change to meet emerging needs
- It is possible to introduce change at pace in a crisis
- Effective communication and staff support are vital during periods of change and uncertainty

Contact



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PRIMARY CARE AND LOCALITIES

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