



Short Case Study

Senior Team Leader Huddles

Nairn Hospital

Nairn Town and County Hospital and Primary Care Centre is a rural hospital serving a population of 14,000 in the Highland Health Board. At the start of the pandemic Ros Philip, the District Manager instigated and attended regular Team Lead meetings, to bring senior staff together from the Community Hospital and the community.



Team Leads involved in the meetings included Nurse Managers, Allied Health Professionals (AHPs), social work staff, community nurses, home care staff, hotel services manager, and the administrative lead.

The meetings were used to plan collaboratively across the services, to identify patient needs and staffing requirements, agree priorities, and develop a shared plan. Team Leads therefore had more confidence and felt more able to support their own staff teams.

Initiatives arising from these discussions included the creation of a Covid store for the hospital and community. Staff described what it was like working in a small Community Hospital, covering roles and working extra

“ We had to get our strength from somewhere and as Team Leads, we could help each other out.

TEAM LEADER

“ I think for me, the blessing of this place is how closely everybody worked together.

MATRON

hours. Nurses working in the MIU, ward and community team would help each other's team as skills permitted. One example given was physiotherapists, whose clinics had stopped, helping in the laundry to help cope with the increased demand from laundering staff uniforms and patient laundry.

Benefits for patients

- A well managed service with staff working collaboratively to meet patient needs
- An integrated service across the community and Community Hospital

Benefits for Community Hospital staff

- Support from the organisation
- A greater bond with other Team Leaders providing peer support

Benefits for the system

- Planned and managed integrated working across hospital and community
- Support for local Team Leaders which enabled them to support their staff

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