



**OF
NURSING &
MIDWIFERY**

2024

FOREWORD



DAVID ROBINSON

**EXECUTIVE DIRECTOR OF NURSING & MIDWIFERY,
DIRECTOR OF ALLIED HEALTH PROFESSIONALS (AHP)
& SUPPORT SERVICES**

Welcome to the South Eastern Health and Social Care Trust's annual Celebration of Nursing & Midwifery Report for 2024. As Executive Director of Nursing & Midwifery, I am proud to have this opportunity to showcase your achievements, leadership and commitment.

The Celebration of Nursing & Midwifery Report provides insight into the experiences and challenges faced and how you - nurses, midwives, nursing assistants and midwifery support workers - have continued to deliver safe, person centred care with improved experience and outcomes in 2024. I congratulate you for everything you have achieved.

Finally, this Report enables us to reflect on the past year's many successes and our commitment to learn and improve. The Report helpfully demonstrates how our teams have developed innovative solutions to meet the significant challenges faced. I would like to thank you for all you have accomplished over the past year and your continued commitment to improving care for patients, clients and their loved ones.

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PATIENT STORIES

“Our 96 year-old mother was taken into the Ulster Hospital in at the start of December 2024. From then until she passed away a couple days later.

The care and consideration she received was outstanding. We as a family were treated with sympathy and understanding throughout and our last hours with our mother were a great comfort to us and to her. The doctors and nurses took time to explain to us what the situation was and what the options were and listened to our mother and to us. Over and above their professionalism, we were struck by their care and compassion.”

“Well what can I say about the nurses and nursing assistants in the laser suites other than they are everything a healthcare professional should be. They were kind, caring, empathetic and supportive. From the first consultation right through to my last. They are a credit to their profession and to the Ulster hospital.”

“I recently had my baby girl via elective section. The staff were all lovely and attentive.

I want to say a special thank you to the midwife looking after me during the nights. She was so kind and patient.

I was so tired and overwhelmed and her kindness was so appreciated!”

“I have BPD, anxiety and depression. I contacted my GP, who rang the Mental Health home team. I was seen straight away.

I can honestly say they saved my life and every single one of the nurses helped me. I would advise anyone who doesn't feel that life is worth living and can't get a bed in a psych ward that help may be there with the Home mental health team.”

“Presented to ED on a Friday night with high temp, and pneumonia symptoms, was transferred next day to Ward 3A, what a fantastic ward, staff are marvellous and particularly deputy sister, so caring and nothing any bother a total asset to the Ulster Hospital.”

“I am so grateful for the after care my son and I received following the birth. Every midwife and nurse was extremely patient and caring, despite being run off their feet. I would highly recommend the Ulster Hospital for giving birth.”



PATIENT STORIES

“Today I attended Lagan Valley Hospital for a scheduled colonoscopy, the nurses were all very good. Making sure I was comfortable and in no pain. The nurses were all amazing, always smiling and laughing. Felt very much like they had a community within the ward.”

“Healthcare in Magilligan genuinely cares and is actually quicker in some cases than the community. During my first day here at induction, I felt the nurses were fighting for me.”

“After admission to the A&E depart, my daughter was in a lot of pain at the time and extremely distressed. She was quickly assessed in triage and called into cubicles where she was allowed to remain in a quiet, safe environment. This was very important to us as my daughter is only 16 and still very vulnerable.

The degree of care and compassion extended to my daughter and my family by both the nursing and auxiliary staff was second to none. My daughter was treated with exceptional care and consideration by all members of staff, we are very grateful.”

“Due to being hospitalised for 6 days for a severe chest infection, I recently received a follow-up checkup to the Respiratory Hub.

The male nurse who attended to me was both efficient and compassionate and reassured me.”

“As I have Motor Neurone Disease (MND) this Team are just truly amazing professionally and personally.

These nurses are so valuable to me for everyday health and care needed when you have MND. There knowledge and expertise shines through when I'm at my lowest point.

I so appreciate everything they do for me and feel strongly that they should get special recognition.”

“The nursing care I received [on 5A] can only be described as excellent. The staff were very understanding, supportive and caring. I could not fault them in any way.

As a people watcher and retired leader of a multi-discipline team, I observed a very well organised and professional team. Everyone worked well together and exhibited a happy working environment.”

CHILDREN'S SERVICES & SOCIAL WORK

**COMMUNITY CHILDREN'S
NURSING**

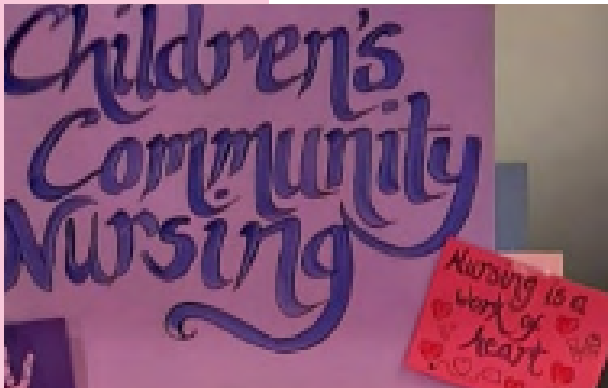
CHILDREN'S DISABILITY

PUBLIC HEALTH NURSING



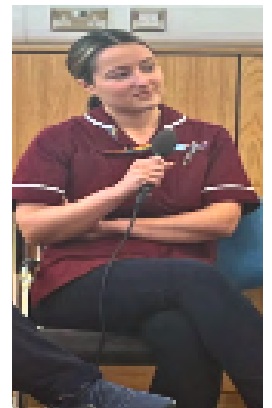
COMMUNITY CHILDREN'S NURSING

EVENTS



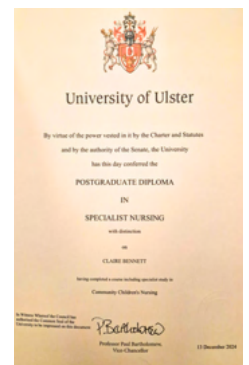
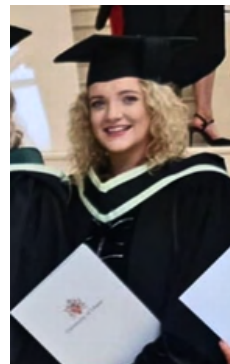
The Community Children's Nursing (CCN) Service were in attendance at the Trust's Nursing and Midwifery Recruitment days to profile the various roles within their service. They displayed handprints and pictures created by children and young people who have been supported by our Nurses and Support Workers.

Katie Hall (Community Childrens Nurse - North Down and Ards Sector) took part in a question and answer panel on International Day of the Nurse and the Midwife in 2024, Katie answered questions about her role as a Community Childrens Nurse which provided valuable insight into the service - well done Katie!



ACHIEVEMENTS

Claire Bennett (Community Childrens Sister in North Down and Ards) successfully completed her Post Graduate Diploma in Specialist Nursing (CCN) with Distinction. Claire graduated in December 2024!



Gillian Wright, completed her Registered Nurse Child and Young People Open University programme in December 2024, obtaining a Distinction.



Bethany Phillips (Community Children's Nurse) successfully completed her Health Assessment module via Queen's University Belfast. Bethany is able to use the knowledge and practical skills gained from this module to enhance the care for Children & Young People with complex needs on her caseload.

CHILDREN'S DISABILITY

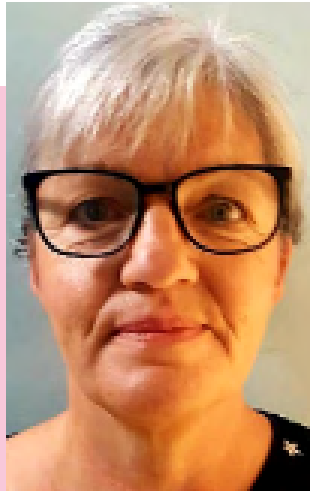
COMMUNITY NURSING LEARNING DISABILITY (CNLD) CHILDREN'S SERVICE

CNLD continue to provide information sessions to parents regarding sleep and toileting. This training has also been added to the foster carers training schedule and is now being delivered by nurses within the team. This enhances the foster carers' knowledge in caring for the children and young people.

Sharon Ogle (CNLD Team Lead) has implemented an "Employee of the Month" initiative to reward and recognise individual team members' success within their role.



REFERRALS AND EARLY HELP



The Community Paediatrics and Complex Health Team are delighted to have appointed Joanne Lee from the nursing family into the new role of Referrals & Early Support Coordinator. This new role is aimed at promoting early help and intervention for children, young people and their families who are referred for assessment through the Single Point of Entry Service.

QUALITY IMPROVEMENT



Vicki McCausland, Community Children's Nurse from North Down and Ards sector successfully completed Quality4You, which she thoroughly enjoyed. For her project, Vicki engaged with families of children and young people with complex needs, as well as colleagues across acute and community areas to develop a 'hospital passport'. This passport aims to improve the experience for these children, their families and staff when they require acute admission. Vicki continues to work with children and young people and their families alongside other staff to implement this passport across the service.

Small but mighty. Implementation of a hospital passport for children with complex health needs.

Vicki McCausland - Community Children's Nurse (2023)

Background

1.6 million people are estimated to be living in the UK with complex disabilities, approximately 22 000 are in Northern Ireland. 10 000 of these are aged 0-17yrs. (Senza, 2024)

Hospital passports have been used for several years within the Learning Disability Sector, proving to be an invaluable tool for patients, carers and health providers.

As a Community Children's Nurse I working with children and families who have complex health needs. These children regularly are in contact with a wide range of professionals to ensure safe and person-centred care.

Improvement Methodology

POSA Cycle 1
Eng - Discussion with colleagues and service users for requirements
Plan - Create questionnaire and seek service user views
Do - Create questionnaire and seek service user views
Act - Discuss questionnaire with colleagues and service users

POSA Cycle 2
Eng - Discuss staff and suggestions from feedback
Plan - Create questionnaire and seek service user views
Do - Create questionnaire and seek service user views
Act - Begin to implement questionnaire to support patients and service

Aim

To improve the experience of children with complex health needs and their parents during hospital admissions and visits by 25%, through the implementation of a Hospital Passport by March 2025.

Results

Driver Diagram

Aim	Primary Drivers	Secondary Drivers	Change Ideas
Improve patient experience	Standardised information	Clear communication	Standardised information, Clear communication, Standardised information, Clear communication

Outcome Measures

- Feedback from patients and families
- Feedback from colleagues/other professionals
- Uptake of hospital passports being issued

Challenges and breakthrough

What was challenging?

- Getting started - I knew what I wanted to achieve, but almost felt like I had to work in reverse at times.
- No baseline data to work from
- Lack of team - due to staffing changes and job changes
- Time - competing workload and the time it takes to create each individual passport, no protected time for project
- Resources - colour printing

Breakthrough moments

- The response from service users
- Getting to know my patients and their families better
- Seeing how the project will make a difference to people lives in a small way
- Making it to the end!

Next Steps

- Continue to expand the number of Hospital Passports in use.
- Awareness of staff in the availability of Hospital Passport
- Potential for update to documents

A great place to **Live** A great place to **Work** A great place for **Care & Support**



PUBLIC HEALTH NURSING

HEALTH VISITING

The Health Visiting (HV) Team within the Trust successfully revalidated and retained United Nations International Children's Emergency Fund (UNICEF) GOLD award status. The Gold award is the highest level of accreditation and celebrates excellent and sustained practice in the support of infant feeding and parent infant relationships. This is a great achievement and a testament to all the hard work of all the staff involved.



SCHOOL NURSING



Every school in the Trust has a team of School Nurses who work both in school and the community to support the health and development of all school age children. Each team is led by a Specialist Community Public Health Nurse (SCPHN) who identify health needs and provide early support to families.

The School Nursing service works closely with the School Immunisation Team to deliver the flu vaccine programme to every school aged child in the Trust.

They have worked extremely hard to offer the flu vaccine to over 50,000 school aged children trust wide. Their dedication and commitment to children and young peoples' health and wellbeing is exceptional.

The School Immunisation Team has delivered over 5,500 school leaver boosters and HPV vaccines in post primary schools this year. They have completed health education sessions to raise the profile of these important immunisations. The team also participated in the response to the Measles outbreak within targeted schools trust wide.



RECRUITMENT DAYS



Staff from the Public Health Nursing teams attended the Nursing and Midwifery recruitment day in the Ulster Hospital in October to raise the profile of the service and what it delivers. It was an extremely successful event with lots of interest both from registrants wanting to know more about becoming a SCPHN and non-registered colleagues learning about the opportunities available in the teams.



Staff from the HV teams attended the official launch of the HENRY programme in Belfast. This programme supports families to provide the best possible start in life for babies and children and is offered to clients in the Trust area as a group or one to one in partnership with our SureStart colleagues.

This was a particularly poignant event for the staff as we remembered our much loved and respected colleague Colette Doyle who had been the original HENRY co-ordinator for the service and who sadly passed away in April.

Members of the school nursing and HV teams attended a number of community events throughout the year including a Policing and Community Safety Partnership 'Safety and Wellbeing' event as well as a 'Beat the Blues' day in partnership with colleagues from the Down multidisciplinary teams.



FAMILY NURSE PARTNERSHIP



In Family Nurse Partnership (FNP) we are very proud of nurses Aoife Martin and Sian Johnston, who both graduated with Distinction in December 2024 having completed a 'Masters in Health Promotion and Public Health' at the University of Ulster.

Sian completed 'A Public Health Service evaluation of the Family Nurse Partnership programme in relation to Family Nurses in Northern Ireland supporting adolescent's mental health in the perinatal period'. Aoife completed 'A Public Health evaluation of the Family Nurse Partnership programme in the promotion and protection of women's health through the lens of a Family Nurse'.



In December, both presented their work to the regional FNP Supervisors, representatives from the Public Health Agency and the Department of Health as well as the Global FNP Collaborative.

This is a fantastic achievement and both of the Family Nurses demonstrated great motivation, dedication and tenacity, we look forward to implementing some of their recommendations into the FNP programme throughout the region.

MENTAL HEALTH, LEARNING DISABILITY, PSYCHOLOGICAL SERVICES & HEALTHCARE IN PRISON

HEALTHCARE IN PRISON

DISABILITY

MENTAL HEALTH

**MENTAL HEALTH
SERVICES FOR OLDER
PEOPLE**





HEALTHCARE IN PRISON

RECOGNITIONS

In June 2024, Elaine Cole, Lead Nurse at His Majesty’s Prison (HMP) Magilligan, was a finalist at the Northern Ireland Inspirational Women Awards for Inspirational Nurse of the Year, hosted by U105 FM’s Frank Mitchell.



Denise McCreanor, Lead Nurse, HMP Maghaberry, completed her Master’s Degree in Business Improvement.

Dawn-Rita Whyte, Clinical Educator participated in one of the Trust’s podcasts, ‘In Conversation With...’ where she alongside two other nurse’s discussed their roles, the nursing profession and their journey’s to joining the profession.



DISCHARGE PROJECT PILOT

Sister Laura Foreman is leading on an inspirational pilot that focuses on the short sentenced population in HMP Maghaberry. Laura takes a person centred approach to ensure that each individual's needs are met when transitioning into the community through Nurse Led clinics. These clinics allow for the individuals to ensure that they are registered with General Practitioners, have medications available and are appropriately signposted to community services. Most importantly this service provides support when needed the most to those at their most vulnerable.

COMPLEX CARE COORDINATOR PILOT

Sister Wanda Walsh has been appointed to the role of Complex Care Co-ordinator, this is a pilot role which allows patients with increased care needs to have equitable access to the services they need at an early stage of their time in prison. Referrals are made to Wanda at committal or at the time that increased needs are first identified allowing Wanda to complete face to face assessments with these patients. Wanda co-ordinates the care provided both internally and through external packages of care along with excellent collaboration with the multi-disciplinary team and the Northern Ireland Prison Service to ensure that the needs of these patients are met.



DISABILITY

ACUTE LIAISON NURSE



Paula McIlwaine is the Learning Disability (LD) Acute Liaison Nurse within the Trust. This is an exciting new role and has been introduced to enhance the experience and care of patients with a learning disability during their hospital journey.

Paula's role is pivotal in supporting and empowering nursing staff to meet the needs of patients with a LD when in hospital as well as providing direct support, care and advice to patients and their families.

Admission to hospital can often be a daunting and frightening experience for individuals with a LD and Paula is able to provide guidance and advice to help alleviate any distress as well as educate on specialised techniques and strategies to enhance patient and carer experience.

Paula has also designed and developed specific training called 'Caring for a patient with a LD' for newly appointed Nursing Assistants and is aiming to roll this training out further to all staff. She also provides on the ward 'elbow support' and advice to nursing staff which both enhances knowledge and confidence in caring for patients within this patient group.

Paula has fully embraced this role and is engaging with a number of improvement projects to ensure that the voice of individuals with a LD can be heard and also represents LD on a range of groups and forums.

This role is continually evolving and developing and we would like to recognise the work Paula has already implemented, her enthusiasm in setting up this service and commitment to the future plans to develop this service.



IMPROVING THE TRANSITION PROCESS FOR PEOPLE WITH A LEARNING DISABILITY



Research has proven that transition from childrens to adult services can be an extremely stressful and anxious time for parents, carers and for the person with a LD. For this reason a group of Registered LD Nurses across children and adult services along with colleagues from Children's Complex Needs team enrolled on the Quality4Teams to look at how to improve this service. They believed that by enabling earlier intervention, improving transition pathway, working collaboratively across teams and producing resources for the young person with LD and family to support and aid in the process of transition, cost could be reduced, quality of care provided and experience improved.

The aim of the project was to increase the multidisciplinary (MDT) working between the Children's Community Nursing (CCN) services and the Adult LD nursing service and enhance the experience and process for the young person with LD, their family and staff.

Data was collected pre and post quality improvement initiative. Nurses within the teams completed questionnaires on the process of transition and suggestions and recommendations were taken forward. Young people and their families were also consulted throughout the process.



RECOGNITIONS

Thompson House Hospital (THH) provides post-acute assessment and rehabilitation to adult patients, with an Acquired Brain Injury or Complex Neuro-Disability.

Belfast Live ran a story about a young lady who had undergone intensive rehabilitation in THH. This was a difficult time for this young lady and her family which was further exacerbated by COVID-19 and the impact this had on visiting and access.

The family have spoken very highly about the nursing care and support they all received during this period of rehabilitation which has resulted in many positive changes including improved independence in personal care and the introduction of oral “tasters” which was described as having “all her Christmases had come at once!”

The family are extremely grateful to the nursing staff and wider multi-disciplinary team who have looked after this young lady and said, “this brilliant team have been amazing”.

The staff are extremely proud and honoured to have the care and treatment they provide recognised in this way.



MENTAL HEALTH

ACHIEVEMENTS

Congratulations to Ward 11 in Lagan Valley Hospital, who achieved an outstanding 345 days without a facility-acquired pressure ulcer. The Team were presented with the Trust Pressure Ulcer Prevention Award by Lisa Dullaghan, Assistant Director Nursing, Safe & Effective Care.

HEALTH MINISTER VISIT TO DOWNE HOSPITAL

Mental Health (MH) Services in the Downe Hospital (DH) successfully hosted the Health Minister Mike Nesbitt in October 2024. Alongside the Chief Executive, Roisin Coulter, he visited the MH Inpatient Unit and the Dementia Assessment Unit to see the work that takes place for those with severe mental health issues and patients with dementia. Of his experience, he said “The care, professionalism and the dedication of staff is what I will take away with me today.”



NORTHERN IRELAND PRACTICE AND EDUCATION COUNCIL FOR NURSING AND MIDWIFERY WORKSHOP



Staff from MH services in the Trust were proud to join over 60 participants at the first MH Nursing Workshop hosted by Northern Ireland Practice and Education Council. Together with other Health & Social Care Trusts, the Department of Health, the Public Health Agency and others, we are shaping the future of MH Nursing!

ENCOMPASS HIDDEN HEROES

Over the past 12 months, Encompass has become a focal point of our collective efforts, inspiring a range of emotions along the way.

This nursing team within MH, play a vital role in ensuring that the Encompass Transformation within MH is robust, dynamic, and effective. David Wasson (Clinical Nurse Governance Lead) and Donna Mills (Project Manager) have been key in leading digital change for the MH Nursing Workforce, both in Acute and Outpatient settings.

They have exemplified leadership by embracing the benefits of the new system while staying attentive to the concerns of staff on the wards and in community teams. By acting as key points of contact for escalating issues, they ensured that patient safety concerns and risks were appropriately addressed within the governance structures. Their deep understanding of service workflows and system functionality, coupled with their involvement from the outset of operational readiness, has been instrumental in the success of this transformation.





They bridge the gap between clinical practice and system functionality, ensuring that challenges are communicated effectively to the Epic/Encompass team and solutions are explained in a practical, accessible way for nursing staff.

The training and education approach they have developed is tailored to meet the needs of staff, offering hands-on support through elbow sessions, team clinics with actionable plans and ongoing telephone and email advice. They also represent their profession on numerous forums. Approachable, dedicated, and passionate about the transformation, they prioritise bringing staff along on this journey, ensuring that challenges are met with understanding and a clear path forward.

David and Donna are invaluable assets to the entire MH Team and their unwavering dedication, support, and passion for the transformation make them true "Hidden Heroes".

INTERNATIONAL RECRUITMENT

The Trust has led the way as the first Trust in NI to recruit and train International MH Nurses. Collaboration between MH Team and Workforce has led to a robust training programme for the Objective Structured Clinical Examination (OSCE) requirements for our internationally trained colleagues.



We have 100% success rate to date with the nurses who have come to work within the Trust. This is testament to their dedication, hard work and wanting to work in the Trust. The learning achieved for everyone involved has been invaluable with strong links developed between the MH Teams and Adult Directorates.

Through the International Recruitment and training of our nurses we have become a dynamic team who provide support and guidance to not only our International colleagues but to our nursing teams in speciality areas.

There are planned projects within the Emergency Department, Intensive Care Unit, and a Newly Qualified Nurse skills day to develop knowledge and understanding that MH and Adult services are inextricably linked and that by working together we can improve the patient experience within our Trust.

Our International colleagues have come with a wealth of knowledge and skills and we have been privileged to be a part of their journey in coming to work within the Trust.

As one of our Nurses described her experience through the training programme as being “beautiful” which is amazing to hear, however, she did describe the weather as “horrific” but the welcome she received and being embraced by her team has more than made up for that.

MENTAL HEALTH GYM



Mental illness can have a profound impact on exercise and wellbeing. MH wards can often feel restrictive, limiting patients' access to physical activities. Recognising this gap, Staff Nurse Niamh McDonald took the initiative to make a meaningful change. With determination and vision, she successfully secured funding and procured gym equipment for the Downe Hospital (DH) MH Inpatient Unit. By applying a quality improvement approach, Niamh has garnered exceptionally positive feedback from patients and staff alike. Although Niamh has now taken a career break to pursue travel, she is committed to expanding this initiative to other acute inpatient wards. In the meantime, her dedicated colleagues will continue to support and develop this initiative until her return.

‘GOING THE EXTRA MILE’

Nursing staff from our MH teams across the Trust conquered the Mourne Wall challenge, trekking 21 miles over 15 peaks and raising over £2000 for Action Mental Health - September 2024. This was a fantastic achievement!



MENTAL HEALTH SERVICES FOR OLDER PEOPLE (MHSOP)

DEMENTIA ACTION WEEK

In May 2024, the Alzheimer’s Society’s annual campaign, Dementia Action Week, took place bringing together people and organisations together from across the United Kingdom under a unified theme to take action on dementia. This year nursing teams held a series of events Trust wide to raise vital awareness for dementia.

WORLD ALZHEIMER’S MONTH



Across the three sites, promotional stands were displayed in partnership with Alzheimer’s Society to raise awareness as part of World Alzheimer’s month (September 2024). This was organised by Tracy Kane and Fiona Rooney (Service Improvement Nurse Leads for Dementia) were supported by Fiona Brown Regional Service Manager from Alzheimer’s Society and Claire Rose Canavan from Dementia NI.



DEMENTIA BUS: VIRTUAL DEMENTIA TOUR RETURNS



During Dementia Action week 2024, the Trust was delighted to bring the virtual Dementia Bus back! Tracy Kane and Fiona Rooney (Service Improvement Nurse Leads for Dementia) organised a visit to Parliament Buildings at Stormont. Member’s of Legislative Assembly had the opportunity to gain an insight into what it is like for those living with dementia through an interactive experience.



PET THERAPY

Charge Nurse, Gerard Shanks, along with the team from Ward 11, MHSOP and Dementia Assessment Unit, welcomed Donkey Therapy, once again! This was a big hit with patients, their families and staff.



TESCO DONATION FOR DEMENTIA COMPANION SERVICE



Admission to hospital can often be a stressful and frightening time and can be even more so for a person living with Dementia. Providing meaningful activities for patients living with Dementia admitted to our hospital wards is vital for their health and well-being. It can help to improve physical fitness, maintain independence, improve mood, combat loneliness, reduce anxiety, and potentially reduce falls. The dementia team were delighted to accept a generous donation from Tesco and was used to fund activity resources. This will allow our Dementia Companions to support patients to feel more relaxed in an otherwise busy, chaotic hospital environment ensuring a positive experience.

‘GOING THE EXTRA MILE!’



Dementia Assessment & Treatment Unit (DATU) Nurses and Dementia Companions completed the Alzheimer’s Memory walk, raising over £3000. £1087.49 was raised by Dementia Companions and over £2,000 by DATU!

Congratulations to our MHSOP Team, including our Nurses for taking on the ‘Giant Steps’ – a 20 mile Causeway Coastal walk in aid of Aware NI in April 2024!



WORLD DELIRIUM AWARENESS DAY

World Delirium Awareness Day 2024 was celebrated throughout the Trust. Emma Cullen (Nursing Governance Lead) and Tracy Kane (Service Improvement Lead for Dementia) organised a promotional pop-up information hub with this year's theme "Humanising Delirium Care", that was well attended.



The mission of World Delirium Awareness Day is to raise awareness and understanding of delirium, to promote early identification and management and improve the lives of individuals affected by delirium and their families.





STIRLING BEST PRACTICE IN DEMENTIA CARE



Congratulations to Staff Nurses from Ward 6E /6D, Ulster Hospital, who successfully completed University of Stirling Best Practice in Dementia Care. The programme is designed for Health & Social Care (HSC) staff and the aim is to develop existing skills, expand knowledge and improve the quality of care for people with dementia.

Dementia NI members also kindly attended the training to share their valuable lived experience of living with Dementia with nursing staff.



A Mental Health Nursing Jobs Fair was held in May 2024. The Jobs fair was well received by those who attended.

CHRISTMAS FUNDRAISING EVENTS FOR DEMENTIA NI

MHSOP along with Primary Care & Older People Community Nursing, held their annual Bake-off competition to fundraise for Dementia NI.





The Dementia Companion’s Christmas choir spread some Christmas cheer as they sang for inpatients and staff throughout our Hospitals, raising vital funds for Dementia NI.

LAUNCH OF ‘HEAR OUR VOICE’ IN STORMONT



‘Hear Our Voice’ has been developed in partnership with the Southern HSC Trust, Dementia NI and our Trust. Our Service Improvement Nurse Lead’s for Dementia, Tracy Kane and Fiona Rooney led on this initiative for the Trust, which was officially launched at Parliament Buildings, Stormont in September 2024.

This learning resource was co-produced with people living with dementia, whereby they share their lived experience. It is designed to address the myths and misconceptions surrounding dementia, helping the viewer get a better understanding of the realities of the disease. It is an essential learning tool for HSC professionals, offering insights into what it is like to live with dementia and promoting a more compassionate and informed approach to care.



NURSING & MIDWIFERY, ALLIED HEALTH PROFESSIONALS & SUPPORT SERVICES

DIGITAL PRACTICE

NURSING & MIDWIFERY: REGULATION, WORKFORCE PLANNING, EDUCATION AND DEVELOPMENT

SAFE & EFFECTIVE CARE



DIGITAL AND INFORMATION PRACTICE TEAM

The Nursing and Midwifery Digital and Information Practice Team (DIPT), including the Digital Safety Team (DS) in the Trust have continued to grow during 2024. Throughout this year, the Trust's Nursing and Midwifery team continues to journey through the stabilisation of encompass, both as individual practitioners and within multirole/professional teams. DIPT and DS Teams remain pivotal to the success of this transition.

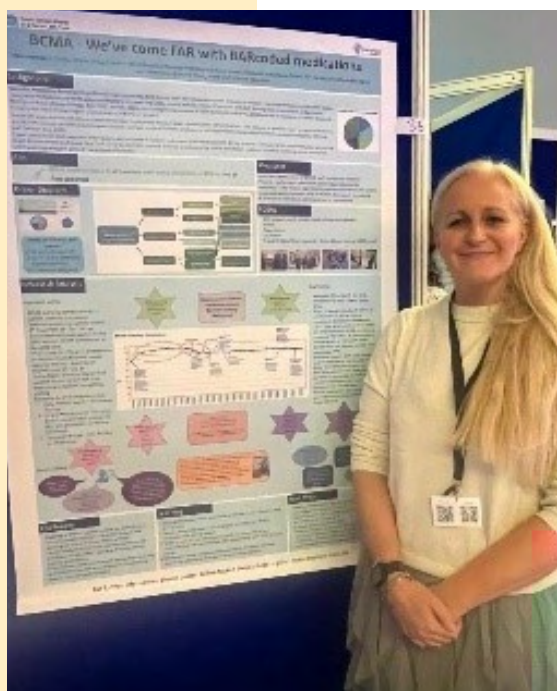
Three team members were nominated for four Royal College of Nursing, Nurse of the Year Awards 2024 and were successful in the first round of shortlisting. Angela Reed, Chief Nursing and Midwifery Information Officer (CNMIO), subsequently was runner up in the RCN Nurse of the Year Brownlee Silverdale Leadership category and Rachel Belshaw, Digital Practice Officer, DPO) was runner up in the Digital Innovation category sponsored by Digital Health and Care Northern Ireland (DHCNI).

Alongside these achievements, Lead Midwifery DPO, Karen Gray was shortlisted for the Hazel McAllister Exceptional Midwife Awards 2024.



In October, DIPT and DS teams were recognised collectively within the wider encompass programme, winning the Trust's Chairman's Awards Star for Digital Innovation and overall Star of the Year 2024.

In addition, Gillian McKee, DIPT's Nursing and Midwifery Senior Digital Transformation Officer, was awarded runner up the Trust's Chairman's Awards Team Leader of the Year and DIPT was also runner up in the Star Digital Innovation category.



In November 2024 Gillian McKee was also selected to attend the 'All Island Medicines Safety Conference' in Dublin Castle as one of six 'Pearl Speakers'. This opportunity was to share the success story of Barcoded Medicines Administration (BCMA) implementation in the Trust. Alongside this, the 'We've come FAR with BARcoded medications' poster showing the overall quality management approach to the rollout was displayed for review. We were also invited by the Trusts' Quality Team to share our experiences with the Institute for

Healthcare Improvement at the Health Improvement Alliance Europe event hosted in the Trust during November. During 2024, Senior DS Officer, Kate McGarrigle, represented the Trust at National Health Service England's Digital Safety event in London. At the event, she presented on the encompass rollout in Northern Ireland (NI) and the robust multi-professional digital safety process embedded within the Trust. This event provided a valuable platform to network with other digital safety officers across the United Kingdom, fostering opportunities to share experiences and learn from best practices.



EVENTS



Both the DIPT and DS teams have organised and completed a range of successful events in the Trust over the last year for a number of purposes, growing the professions both at home in the organisation and across the wider health and social care family in NI and beyond.

GO-LIVE LESSONS LEARNED

Virtual Sessions x 7
535 attendees



In spring of 2024, the Trust's DIPT Team facilitated regional learning session for colleagues in the Nursing and Midwifery professions in advance of further encompass 'go lives'. Alongside Epic and regional encompass teams the DIPT and DS teams have delivered a number of these

events which have been highly valued across the Health & Social Care (HSC) trusts, ensuring Encompass is used with positive outcomes for patients and clients by ensuring safe adoption with local evidence to support implementation plans.





It was a great opportunity to hear such valuable learning and insights...thanks

Throughout the year Trust and regional lessons learned remained an ongoing focus to ensure safe, effective and quality care for all citizens in HSC. Ten events (three in person and seven virtual) took place. These events were well received and incorporated both Nursing and Midwifery experience across a range of care settings in partnership with the Trust clinical teams. In addition, the Trust provided a range of shadowing opportunities for Belfast HSC Trust and Northern HSC Trust staff, in advance of their go lives, all of which have been highly valued.



A highlight in the spring of 2024 was the District Nursing Workshop held in the Ulster Hospital. The workshop was supported by the regional encompass team, alongside Epic colleagues and focused on efficiency through streamlining the service pathway, identifying areas of focus and potential optimisation needs. This session was highly valued by staff and more have been requested.



In September, DIPT facilitated the refresh of nursing and midwifery Super Users in the organisation. The event was opened by the Trust's Executive Director of Nursing and Midwifery, with other HSC organisations in attendance. The event was also supported by the regional encompass teams for business change and technical build. Nursing and Midwifery staff were part of a panel discussion, giving an account of their lived experience of 'Go Live' and their role in supporting the clinical area they work in. It is widely recognised the Super User role requires continuous development and a focus on efficiency in the encompass system, allowing more time with patients at the bedside or in the home care environment. The ongoing development of this role allows staff to feel more digitally competent and represents one of the foundations of the career pathway for digital practice expertise. The decision from this event was taken to convene a Super User Community of Practice in the Trust, for Nursing and Midwifery.

In December, DIPT held the first official Super User Community of Practice to further scope:

- what the future of the Trust's Super Users looks like
- how they can influence what the practice community focuses on
- what communication routes/forums they want to hear and share information.



Over 50 staff attended and a subsequent report summarising this event was combined with the first report to ensure a co-designed Super User Charter focused the work towards the future.



DIPT have been supporting awareness of MyCare whilst on site visits and during the Super User Event in September. Key messages for nursing and midwifery staff have been around the use of the MyCare help desk, ensuring patients are aware that not all their information will be available to view and the importance of knowledge of key policies relating to My Care use such as the Trust's proxy access policy.

NURSING AND MIDWIFERY DIGITAL, INFORMATION AND RESEARCH GROUP



The newly formed Nursing and Midwifery Digital, Information and Research Group continues to meet bi-monthly. In February 2024, the group met in person for an event to support the presentation and consultation on the development of a research and innovation strategy for the the Trust. Over 20 members of the group attended to provide feedback to Dr Patrick Donnelly, Clinical Director of Research and Innovation.



DIPT and Digital Pharmacy colleagues were delighted to host the regional encompass team for a discovery visit to the Trust's Respiratory Ward during the early winter of 2024. The site visit was to 'walk through' Intra Venous (IV) medication practices, highlighting areas that require improvement and reviewing current processes to assure they are robust. Staff obtained hints and tips of navigation during the visit and DIPT have further supported practice by completing tip sheets for staff. Feedback has been positive and staff also advised DIPT of ways to improve the sessions which we love to hear to ensure we are meeting the needs of clinical staff.



The DS Integrated Group held a workshop in December 2024 which brought together a diverse range of professionals within the Trust to reinvigorate the role of the DS Champion. Kate McGarrigle (Senior Professional Digital Patient Safety Officer) presented on 'Digital Safety in the South Eastern Trust - through a Digital Lens'. The event aimed to strengthen the knowledge and skills of staff, and further build the network of DS Champions, focusing on improving digital safety practices, identifying emerging risks, and fostering a culture of patient safety.

In partnership with DIPT, the DS team held a joint session during the winter of 2024 aimed at improving the understanding and use of the Avatar system. The session received positive feedback from those who attended and will be instrumental in identifying areas where further training and system refinements are required to support clinical staff effectively.



Angela Reed, the CNMIO in leadership of DIPT and DS, was invited to attend Buckingham Palace by the Chief Nursing Officer for NI in recognition of her contribution to Digital Services for Nursing and Midwifery during May 2024.

BARCODED MEDICINES ADMINISTRATION

The success of the BCMA rollout by DIPT continued in 2024 across clinical settings in the organisation including the Trust's Emergency Department and Urgent Care Centres. In such acute and fast-paced clinical settings, the adoption has been particularly exemplar and continuous engagement is the key to its success. The project's success has led to DIPT engaging with DHCNI colleagues from the Department of Health. Safety in Healthcare using barcodes is part of the 'Scan4Safety' portfolio of work and the demonstration to the department in September provided a unique platform to showcase how the Trust are forward thinking and always improving the safety of patients. Additionally DIPT have completed a patient survey programme across all care settings with support from the Patient Engagement Team in the Trust.

Key achievements from this initiative include:

- **38** wards BCMA implemented
- **51** demonstration sessions delivered with **557** attendees to support appropriate practice



- **159** service user survey responses collected - feedback enabled review of approach and confirmation that our patients and clients, including children's services, felt that care was safer and more effective, technology not decreasing person centeredness.
- Following workflow review by regional team in December 2024 to further improve processes support sessions held:
 - 170 staff in attendance
 - Self-reported knowledge increased post sessions by 20%
- Time spent completing BCMA versus non BCMA administration of medications – time in motion study planning underway with non-live trusts
- Near misses (can lead to medication incidents and unable to be accurately measured prior to BCMA) demonstrating a stabilising trend from 2.9 July 24 to 2.6 October 2024
- 22% reduction in omitted medications by August 2024.

From Q4 onwards a quarterly page report will be presented for the Trust's BCMA as an overview of compliance to enable assurance and improvement.

In September 2024, Digital Lead Midwife Karen Gray attended Queen's University Belfast to introduce the encompass system to senior academic leaders in Maternity Care in NI. This has continued to provide input into undergraduate awareness of encompass and supporting a more worthwhile experience for midwifery students in the region and enabling a prepared workforce for the future.





During 2024, DIPT also collaborated with Great Ormond Street Hospital in relation to the optimisation of the paediatric fluid balance chart in encompass. This support to DIPT was essential in relation to the further development and improvement of the system build and learning from paediatric digital expertise.

The usability testing of a UK build for fluid balance which DIPT facilitated and the Trust's clinical staff contributed to, allowed nurses to see what the future may be like in encompass for IV fluids administration. This work has been welcomed by frontline nursing staff and will develop over time.



In November, DIPT were delighted to begin the monthly 'Dip In With DIPT' (DIWD) programme – delivering three messages in three minutes to staff in their care settings. These bite-sized sessions aim to support staff to deliver and record safe and effective care in encompass. The programme ensures that the team visits all ward settings across all sites to focus on key areas of learning for usability, capability and efficiency of system tools in the Trust. The first set of visits in November addressed 166 staff/students directly, with positive feedback on the value and impact of the sessions.



Throughout 2024, the DS team played a critical role in supporting both Belfast Trust and Northern Trust's Go-Live implementation. On-site and off-site assistance was provided to their DS Officers, which strengthened regional working relationships and promoted seamless collaboration. This approach not only addressed the immediate concerns during a Go-Live, it also highlighted the importance of regional shared learning.

In the final quarter of 2024, the DS Team undertook a scoping exercise across 28 acute inpatient wards on four of our Trust sites. This was to establish the use of Patient Surveillance Safety Metrics (PSSP), not only in Nursing and Midwifery but also pharmacy and medical professions. PSSP are designed to enhance safety via real time monitoring of workflow trends. Work will continue as DS Officer, Stephen Rose, undertakes a quality improvement project involving the roll out and understanding of PSSP to drive improvement across the organisation.



In December 2024, the wider Encompass Digital Team, led by DIPT and DS, shared the true spirit of Christmas by donating gifts to the Unaccompanied Asylum Seeking Children's service and Leaving Care After Care Service for the Trust.

NURSING & MIDWIFERY: REGULATION, WORKFORCE PLANNING, EDUCATION AND DEVELOPMENT

NET HOURS

The Central Rostering Team have been working diligently with the operational areas to reconcile approximately two million net unused hours. This has allowed the team to better report on information pertaining to the nursing and midwifery workforce, creating an environment in which the Trust is capable of effectively workforce planning.

CONFIRM & SUPPORT MEETINGS

The Central Rostering team commenced the Confirm and Support meetings to better support the operational areas in managing their roster. Through these meetings we have supported areas with reviewing their demand templates, updating their staff records and managing the staff mandatory training records. These meetings have provided an opportunity for collaborative working by bringing central rostering, recruitment, retention, education, finance and the operational team into the same space on a regular basis. Through these meetings the teams have been able to reconcile information to reduce avoidable costs by approximately £28,000.



EFFECTIVE ROSTERING SESSIONS

Central Rostering have delivered Effective Rostering sessions to nursing & midwifery staff throughout the Trust, resulting in approximately five hundred staff trained across the organisation. These sessions have been focusing on upskilling staff with the tools and guidance to effectively, efficiently and accurately create and maintain a roster. In doing so the operational areas will be able to better plan for the future of the service and how it will be delivered in Northern Ireland in the future.

It was interactive and engaging, great teaching style!

Thank you for the training it will make life easier when working through HealthRoster. Very supportive team!

TEAM BASED ROSTERING

Team based rostering (TBR) has been implemented in the Trust as a recommendation from the Nursing & Midwifery Retention Report (2022). TBR allows staff to have more control over their off duty increasing, morale, retention and a reduction in unplanned sickness. The feedback from staff has been very positive with reports that colleagues from other Trusts are interested in working in the Trust due to the implementation of TBR. Additionally, Ward Sisters and Charge Nurses have reported a significant decrease in the amount of time they have to spend on the roster allowing them to better support staff and patients. The next wave of wards to go live will be aiming to implement late February.

GROW OUR OWN



The Nursing and Midwifery Workforce team held the very first 'Grow Our Own' event. This was a day dedicated to everyone across the Trust working within the Nursing & Midwifery family.

For those wanting guidance on training to be a Nurse or a Midwife, how to move into a senior role, pursue further education or how to advance their clinical position, the event provided the advice, inspiration and practical tools to help.

It was a fantastic opportunity for staff to meet and talk with a wide range of nurses and midwives who have an interest in supporting and inspiring colleagues on career pathway options.

The staff who attended stated that they had gained valuable knowledge and advice from speaking directly with colleagues who were willing to share their varied career journeys.



NURSING & MIDWIFERY OPEN DAY

The Nursing and Midwifery Workforce team co-ordinated two successful Open Days in 2024 with over two hundred and fifty visitors attending each of them. The huge response to the Band 2 Healthcare Assistant, Band 3 Senior Nursing Assistant and Band 5 Nurse recruitment exercises was testament to the appeal of wanting to work within the Trust.

NURSING AND MIDWIFERY BAND 7 DEVELOPMENT PROGRAMME



The first cohort of the Nursing and Midwifery Band 7 Development Programme took place in October 2024. The programme was developed and led by Madelaine

Carey (Project Nurse, Nursing/Midwifery: Regulation, Workforce Planning, Education and Development) and Sara Cully (Project Nurse, Nursing & Midwifery Safety, Quality & Assurance Team), it focused on the managerial and leadership aspects of the Band 7 role as well as key practical skills involved. There were twenty nurses and midwives on the course from both community and hospital services. Topics on the programme included: development in the Band 7 role; developing leadership- challenging and supporting staff, effective team working and leadership styles; supporting and managing staff; HR and HRPTS awareness; governance and assuring quality of care, finding support and building networks to help in the Band 7 role. Overall feedback on the programme was very positive and all participants stated they would recommend the programme to a colleague. The following quote from one of the participants provides an insight into the value of the programme.



I feel like I have a mountain to climb as a new band 7 manager but this course has given me the tools to be able to start the climb.
Thank you

Following positive feedback from the programme the central nursing team will be facilitating another programme in March 2025.

NURSING AND MIDWIFERY BAND 7 FORUM

Developing a peer network is important for nurses and midwives. In December 2024 the first Band 7 Nursing and Midwifery Forum took place to help build those connects. The Band 7 forum is a space for colleagues to meet each other, to bring forward new ideas and share useful learning.

NURSING & MIDWIFERY BAND 6 DEVELOPMENT PROGRAMME

Between August and November, thirty six Band 6 Nurses and Midwives from across the Trust embarked on a new Band 6 Leadership Development programme facilitated by Elinor Welch, who shared her wealth of knowledge and experience in order to help prepare our future leaders. Over the four day course participants covered a wide range of topics designed to improve their leadership skills, enhance their ability to create a learning environment and build their confidence in their role.



SAFE & EFFECTIVE CARE

INFECTION, PREVENTION, CONTROL



The team were delighted that Infection, Prevention, Control (IPC) Senior Nurse Isobel King was recognised for her contribution to Nursing and Midwifery practice by being shortlisted in the Trust’s Chairman’s Stars of the Year Awards. Congratulations to Isobel who was a finalist in the Lifetime Achievement Award category.



The team continue to provide IPC support to all colleagues across the Trust in both hospital and community settings.

The Link Staff programme for the acute sector continues to develop. Link staff projects ran for the first time this year and proved successful. This involved the IPC team working with Link Staff on a number of wards to bring about improvement on specific IPC issues such as cleaning of commodes, management of urinary catheters and glove usage.



The Link Staff study day was held in October to coincide with International Infection Prevention week and was well attended. Congratulations to Grace Smith IPC Link Nurse from Intensive Care Unit who won the quiz on the day.

During the year, the IPC team raised awareness as part of World Hand Hygiene day in May, Sepsis Awareness Week in September and International Infection Prevention Week in October.



Our Encompass IPC Super Users Peter Johnston and Janet Porter have continued to work hard throughout 2024 to support effective use of IPC on Encompass. Their support was also gratefully welcomed by the IPC teams in Belfast and Northern Health & Social Care Trust in preparation for and during their 'Go-Live' dates.



The community IPC Nurses have been focused on working closely with Residential Care colleagues in the Trust over the year. IPC Nurse's have completed IPC audits in each residential care setting and have delivered IPC mandatory training to all staff across the Homes.

Work continues in these facilities to improve hand hygiene signage combined with availability and accessibility of resources to facilitate compliance with Hand Hygiene and contributing to meeting our aim of delivering safe and effective care.



NURSING & MIDWIFERY SAFETY, QUALITY & ASSURANCE TEAM

YOU SAID, WE DID

Due to the success of the You Said We Did events, the Nursing & Midwifery Safety, Quality & Assurance (NMSQA) Team facilitated two 'You Said, We Did' events in 2024. Both events were held in person and had over 40 attendees at each event.



you said, we did

YOUR VOICE. OUR COMMITMENT.

At the June event, the morning focused on complaints, clinical holding vs restrictive practice and Mental Health Order awareness. This was followed by a series of café style conversations highlighting key learning to staff on clinical priorities: Mealtimes Matter, Person-centred Assessment, Care planning and Evaluation (PACE), Pressure Ulcer Prevention, IPC, Delirium, Falls and Deteriorating Patient. Our afternoon was rounded off by an update from the Digital Information Practice Team, and a presentation about autonomic dysreflexia. Attendees also got to hear first-hand, a patient's account of their experience with sepsis and the care they received from our staff, which really resonated with all in attendance.





In November, Barry Magee returned to discuss the Best Interests Pathway. We then introduced our ‘In A Nutshell’ sessions – these were developed to give attendees a quick overall insight into certain topics, which included; Oral Hygiene, Nutrition, Deteriorating Patient, Child Safeguarding and Tissue Viability.

Our afternoon session focused on a range of services that are available to staff and patients, such as the new Acute Liaison Nurse for Learning Disability, Bereavement Services and Preceptorship.

Really well delivered, informative and relevant information

Thank you for another very informative and interesting valuable day. Looking forward to attending next year as I learn a lot from it!

Everything was great and well organised – really enjoyed it!

WHAT TO KNOW ON THE GO

‘What To Know On The Go’ (WTKOTG) is a new initiative led by the NMSQA Team which was launched in July 2024 and brings short burst, bite-size learning directly to Nursing & Midwifery teams within their own clinical environment. Sessions are delivered by subject matter experts and last for approximately five minutes, these sessions are designed to deliver key messaging in a format that is positive and engaging and also provides an opportunity for the practitioner to engage directly with subject matter experts and ask any relevant questions.



Learning focuses on enhancing the safety and quality of care across our services and throughout 2024, six topics has been delivered across the Trust using the WTKOTG approach including Gentamicin Safety, Post-Falls Management, Sepsis, Pressure Ulcer Prevention, Venous Catheter Management and Safe & Timely Discharge. The sessions were delivered by subject matter experts and facilitated by Clinical Educators and the NMSQA. Key learning on topics has been delivered to 1,122 staff during 2024. In November 2024 the WTKOTG team took to the road and delivered key learning in relation to Pressure Ulcer Prevention to 81 staff in 15 community nursing teams across all four Trust localities.



The team were delighted to welcome Nicola Ranger Royal College of Nursing (RCN) General Secretary and Chief Executive alongside Rita Devlin Executive Director of RCN Northern Ireland and Ruth Thompson to join them on the WTKOTG session in October 2024. This was a fantastic opportunity to showcase this innovative model of delivering learning which was very well received by the RCN team who were very impressed by this approach and the level of engagement from nursing teams and other professionals.





Sessions are offered across all relevant wards and departments including – adult acute inpatient, mental health, Emergency Department, maternity and community settings.

It was great to have this quick session

Love this approach”
“Quick and informative

These are great sessions, I'd loved having the opportunity to learn new things in such an easy way



The team are really energised and inspired by the positive reaction they have received to this model and also the interest it has generated from not only staff within wards and departments who are asking when is WTKOTG coming again and what topic is next, but from senior management and Trust Executive Team who are encouraged and interested in this format and the results it has generated.



PROJECT NURSE POST



The NMSQA Team were delighted to be able to offer staff an opportunity to undertake a Project Nurse role within the team for a period of six months. Sara Cully was appointed to this post in June 2024 and led on a number of key projects including:

- Developing and Leading on the new Band 7 Development programme.
- Supporting Dr Tanya McCance from University of Ulster in a research study on the testing of person-centred Key Performance Indicators using the IMPAKT app.
- Supporting the implementation of the WTKOTG initiative

These projects are making a significant contribution to enhancing the safety and quality of care across the organisation and empowering our nursing leaders to lead teams, drive innovation and improve patient centred care.

USING VOCERA TO SUPPORT SAFE AND EFFECTIVE CARE

In August 2024 the NMSQA Team partnered with the Digital Safety Team to explore alternative ways in which the Vocera suite of applications could be used to support staff in accessing best practice guidance in both a simple and efficient way.

The introduction of “Falls Advice” was in response to post falls incidence review identifying the need for improved management of falls on wards and departments.



“Adult Sepsis Advice” was launched in September 2024 to coincide with World Sepsis Day and as part of a Trust wide awareness raising campaign.

These recordings are less than two minutes long, and can be accessed by staff 24/7. They provide clear guidance and steps to support best practice, aid clinical decision making and promote safe, effective care for our patients.

The advice is simple to upload and can be updated at any time as guidance changes. Staff have access to this guidance at their fingertips.

During my shift, one of my patient’s had an unexpected fall, I quickly used Vocera system to contact Falls Advice. The automated guidance walked me through each step. It was a relief to have this advice. I felt reassured knowing I could rely on a step by step guide to provide the best care possible in a challenging moment.”

There has been positive feedback from staff on the availability of best practice guidance at their fingertips.

These recordings also allow staff to regularly refresh their knowledge, validate their understanding, and confidently manage clinical scenarios during or post event.

SEPSIS AWARENESS



In partnership with Critical Care Outreach and clinical staff the NMSQA Team led on a number of events to raise awareness of signs and symptoms of Sepsis to aid early recognition and support early intervention to improve outcomes for patients with Sepsis.



Sepsis awareness stands were held in Downe Hospital, Lagan Valley Hospital and Ulster Hospital where the team had great engagement with both staff and members of the public.



A Sepsis quiz was held trustwide to further promote awareness of Sepsis. The online prize was won by Leona Rice a midwife in the Ulster Hospital.



Key learning on Sepsis was also delivered to 268 staff across all main hospital sites using the WTKOTG approach to sharing learning during Sepsis awareness week.

In addition to this the team were delighted that a patient who had been treated for Sepsis in the Trust shared their personal story widely across a number of media outlets including Trust communications and newspapers to further raise awareness of early recognition and treatment.

EVIDENCING PERSON CENTRED CARE IN NURSING & MIDWIFERY USING THE PACE FRAMEWORK

The NMSQA Team have been working in collaboration with the DIPT Team and Clinical Educators to enhance standards of record keeping on encompass using the PACE Framework.



A number of measures have been introduced to support staff in ensuring that nursing and midwifery records evidence and reflect the delivery of safe and effective care as well as the unique contribution nurses and midwives make to the patient’s journey:

- A series of workshops have been held to listen and engage staff in driving forward record keeping and PACE
- Eight pilot areas have been identified to champion and drive forward person centred record keeping
- A programme to facilitate and support ward based champions and enablers has been developed

Feedback from participants has been positive:

The digitalisation on encompass helps staff to make clear nursing notes that keep the patient & their families at the centre of their care

The workshops have provided a clear understanding of Person Centred Care and why it is vital in caring for patients

The teams are looking forward to further developing and expanding this programme to other wards and departments.



RESUSCITATION SERVICES

In 2024 the Resuscitation Services Team trained 3815 staff in Deteriorating Patient and Resuscitation Training which was an increase of 13% from 2023.

MOCK CARDIAC ARREST SIMULATION

In 2024 Mock Cardiac Arrest Simulations were completed Trust wide. This training compliments traditional classroom based learning, bringing those educational experiences directly to staff.



This approach is vital in recognising good practices across the trust and identifying areas where more support from the Resuscitation Services Team may be required. The learning from this training has been very beneficial. The team have been completing these sessions in the morning, evenings and on night duty.

In 2024 the team commenced a scoring system for the simulation, with the highest scorers per quarter receiving a certificate and a sweet treat.

BESPOKE CRASH TEAM TRAINING

The Resuscitation team have developed a bespoke programme for our Crash Team members across the three sites. The course gives crash team members the opportunity to practice and enhance their skills at more frequent intervals aiming to keep skills at a consistently high level.



EUROPEAN PAEDIATRIC ADVANCED LIFE SUPPORT (EPALS)

In February 2024 the Resuscitation Services Team welcomed the Chief Executive of the Resuscitation Council UK (RCUK), Dr James Cant, to observe the EPALS Course. The team were hand selected by the RCUK due to their exceptional EPALS Course status. The RCUK EPALS course is designed to enhance the knowledge and skills of all those attending paediatric emergencies.



PAEDIATRIC EMERGENCY ASSESSMENT COMMUNICATION HANDOVER (PEACH) COURSE



The team introduced the PEACH Course which is a specifically designed for healthcare assistants working in paediatric settings. The course was designed by Portsmouth

University Hospitals and forms part of the ALERT suite of courses. The course is designed to enhance knowledge and skills of the ABCDEFGH approach utilised in Paediatric Emergency Care. The team were delighted to have Jayne Robinson, Paediatric Clinical Educator, assist with delivering the course.



THINK ABCDE! POSTERS



The Resuscitation Services Team have developed Think ABCDE posters aimed at assisting staff in completing an ABCDE assessment on a deteriorating patient. The posters are designed as a

quick reference tool to be utilised in real emergencies. The posters were initially piloted in Ward 4B before being rolled out to all adult settings. A paediatric poster was then developed and rolled out to all paediatric settings. Following staff feedback the team have also developed lanyard cards to make the ABCDE approach accessible to all staff.

DRSABC POSTER



The Resuscitation Services Team have created a DRSABC (Danger, Response, Shout, Airway, Breathing, Compressions) Poster to use as a quick reference point to ensure time critical interventions are completed as quickly as possible. Following feedback the team also developed lanyards to further raise awareness.

ACHIEVEMENTS

Holly Grant (Resuscitation Officer) graduated in December 2024, with a Degree of Master of Science in Advanced Professional Practice with Distinction. Holly’s dissertation focused on teaching methods within Resuscitation.



RESTART A HEART DAY ROADSHOW 2024



On Wednesday 16th October, the Team participated in the Restart a Heart Day, a global initiative designed at providing cardiopulmonary resuscitation training to as many

people as possible. In turn this raises awareness of cardiac arrest and the appropriate treatment, aiming to result in better outcomes. The team decided to visit four trust localities, this included Parliament Buildings, Stormont. All of the areas visited were very engaged and keen to learn life-saving skills. In total approximately 90 people of all ages were trained!

The Health Minister was invited to attend the training in Stormont and actively participated, learning essential lifesaving skills and knowledge on Automated External Defibrillator's. Feedback was very positive by all who took part. Staff based in Stormont suggested that this vital training be delivered every year!

VACCINATION TEAM



The Trust participated in World Immunisation week on the 24-30th April 2024. This involved a promotional stand outside the canteen that provided information about vaccinations to staff.



The vaccination uptake from frontline Trust staff for the Autumn programme 2024 is the highest across all the Trusts in the region. The vaccination team were delighted to offer David Robinson the Executive Director of Nursing, Midwifery and Allied Health Professionals & Director of Support Services both his COVID-19 and Flu Vaccines.



The Team worked alongside the Trust's Midwifery team to establish vaccination clinics in Ante-Natal clinics offering Pertussis at 16 weeks and Respiratory Syncytial Virus at 28 weeks gestation. These vaccinations clinics are now embedded into the clinics across the three main hospital sites.

The Vaccination Team also offers advice and information on vaccination. People can attend clinics to get information and advice, then based on shared decision-making, people can avail of appropriate vaccinations.

GOING THE EXTRA MILE

Working with the Public Health Agency, the Trust vaccination team provided advice and information as well as the opportunity to get vaccinated at regional Pride events in Belfast and Foyle.

The team also undertook vaccinations and provided information on these at both Bloomfield and Newtownards shopping centres to facilitate accessibility and convenience for members of the public.



PLANNING, PERFORMANCE & INFORMATICS

QUALITY IMPROVEMENT & INNOVATION



QUALITY IMPROVEMENT & INNOVATION

Quality Improvement (QI) Programmes delivered by the Trust are Level 2 and Level 3 QI training as set out in the Quality 2020 attributes framework. As part of the programmes participants carry out a QI project and develop a poster applying the knowledge, skills and QI tools they have learned. 2024 welcomed 11 registered nurses from across the trust to our Quality4You Programme, this year we also welcomed 6 nursing teams to our new Pilot Quality4Teams programme and 2 nurses to our Quality Fellowship level 3 programme.

Celebration events were held in December 2024.



Quality4You QI Projects 2024: see them all here!



Quality4Teams QI Projects 2024: see them all here!



QI FELLOWSHIP



This year, Leea Walsh (Associate Improvement Advisor / Specialist Nurse) completed her project looking at improving patient flow in SETRUST, titled 'Let's get me Home' and Pamela Russell (Associate Improvement Advisor / Practice Education Facilitator Nursing) completed hers in 'Early Identification of Frailty in Elderly attending ED'.

Congratulations to Leea and Pamela on completing the QI Fellowship!

REGIONAL QI PROGRAMME FOR NURSING & MIDWIFERY & SOCIAL WORK



The Trust's Quality Team is also commissioned to co-ordinate and deliver the Regional Social Work, Nursing & Midwifery level 2 QI programme funded by the Department of Health.

2024 welcomed 25 Nurses and Midwives from across the region with six nurses and midwives from the Trust completing the programme.



NIKITA HALL
SEHSCT



LYNDA BELL
SEHSCT



SUZANNE ROGAN
SEHSCT



LEANNE HAWTHORNE
SEHSCT



LISA EWART
SEHSCT



PRIMARY CARE & OLDER PEOPLE

**DISTRICT NURSING
HOSPITAL AT HOME
SPECIALIST NURSING**



DISTRICT NURSING

ACHIEVEMENTS & SUCCESSES

Congratulations and recognition goes out to the District Nurses who successfully completed the V300 Non-Medical Prescribing (NMP) course this year. The V300 is a qualification recognised to further enhance person centred care for patients in their own home by providing a more holistic assessment, improving timely access to treatment for housebound patients, prevention of hospital admissions and enhancing palliative and End of Life Care.



Credit goes out to all of the District Nursing (DN) teams who have worked tirelessly throughout 2024 to embrace Encompass. Whilst there have been many challenges along the way the sense of determination, resilience and camaraderie district nursing teams have shown has made this transition seem effortless, so well done to all.



New advanced clinical roles within DN are enabling the service to manage more acutely unwell people and those with complex needs whilst providing a strategic focus to strengthen the interface between acute, community and primary care. This year Susie Rogan was welcomed back to the team having completed her Advanced Nurse Practitioner qualification .



In addition, Andrea Beeks has been appointed to the role of Trainee Consultant District Nurse.

Both roles will enhance the management of acutely unwell patients in their own home and help facilitate earlier discharge from hospital.

EVENTS

District Nurse Pauline McVeigh and Julie Kinkaid from the Down locality presented on 'Neighbourhood District Nursing and the MDT' at the 'Multi-disciplinary Team's' Matter conference in La Mon Hotel on 10th April 2024 The Neighbourhood DN model adopts a population health and public health approach, with District Nurses aligned to GP Practices. It promotes independence, safety, quality and experience with the ethos of home being the best and first place of care.



In addition District Nurses presented at the Palliative Care conference also held in La Mon hotel in September 2024. Both events were a great opportunity to showcase the diverse and impactful work of Community Nursing staff across the Trust area.



To recognise and celebrate the incredible work carried out by over 200 dedicated professionals, the Annual Celebration of Community Nursing event was held in Quality Improvement & Innovation Centre (QIIC) Ards 22nd August 2024, bringing together a range of Community Nursing staff.

The event featured a range of presentations demonstrating the breadth of knowledge and skills held by the service. From managing chronic conditions to providing end-of-life care, Community Nurses ensure that patients receive the highest quality care in the comfort of their own homes.

Through the presentations, the passion and commitment of the Community Nursing staff was evident and inspiring.

Attending the event, Director of Primary Care and Older People, Clare-Marie Dickson added, "It is fantastic to be able to celebrate with Community Nursing staff right across the Trust's area, because what they do, all day, every day is to be recognised. This event showcases everything from what happens in the home with our patients, with palliative and end of life patients to what happens in Treatment Rooms and highlights new roles such as Advanced Nurse Practitioners within District Nursing. It is great to be able to show the breadth of those skills."



On the 12th September DN welcomed our Executive Director of Nursing David Robinson who took the time to meet with the teams introducing a new initiative of ‘Let’s Talk.’ The DN team valued this engagement session helping them feel valued, listened to and well supported.



DN teams within the Down locality organised and took part in a charity sponsored netball tournament. Over £200 was raised from sponsor money from all those that took part, and was divided equally and donated to the Down Foodbank and Age NI.

Rebecca Budd and Sarah Jamison are two Band 5 Community Nurses who were invited to attend Ulster University to present to third year students to promote community nursing to prospective newly qualified nurses.



On the 12th September 2024, the first Trustwide Treatment Room Forum was held in the QIIC Ards. Staff who attended, represented the excellent nursing care carried out in the thirteen Trust Treatment Rooms within the four localities of Lisburn, Down, North Down and Ards.



The forum was organised by Joanna Hanna, and Amy Davies -Treatment Room Leads-, and a visit from Senior Management enabled them to chat with Treatment Room Staff.

There were interactive presentations from Learning Disability, Infection Prevention and Control Nurses, and also an educational session delivered by Liz Stott, Clinical Consultant from Essity Medical Solutions titled “Immediate and Necessary Care for a Patient with a wound on the lower leg”.

The Forum finished by inviting Band 5, 6 and 7 staff members, to say why they loved the job they did on a daily basis within the Treatment Room setting. The success of this first Forum, has seen the necessity for our Treatment Room Staff to organise this event on an annual basis.

RECOGNITIONS

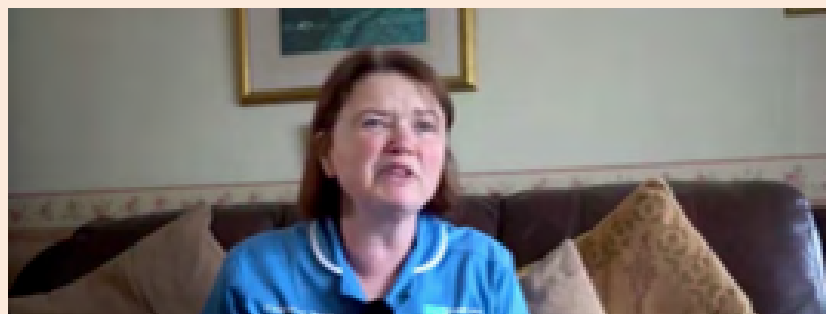


Staff Nurse Ashleigh Brown was one of the finalists in the 2024 Chairman’s Award, Rising Star category. Having completed part of her nurse training in Ards Community In-patient Ward, she developed her passion for Older People. Her contribution as Encompass Super User was greatly appreciated by everyone in the preparation for encompass. Ashleigh has also been named in a number of compliments by patients and their families.





Julie Burt Housekeeper in Ards Community In-patient Ward shared her diverse role and responsibilities within the nursing team as part of the Trust Hidden Hero campaign. This video was shared on the Trust’s social media, Facebook and X.



DN had the opportunity to work with the Trust communications team filming two of our Band 5 Community Staff Nurses as part of the Celebration of Community Nursing Day. Our District Nurses took the opportunity to raise their profile. Jocelyn Willis and Emily Campbell were excellent advocates of their service, helping get the well-deserved recognition for the hard work DN Teams do every day, 24 hours a day 7 days week. The videos were uploaded to the Trust’s social media accounts, Facebook and X.

HOSPITAL AT HOME

ACHIEVEMENTS & SUCCESSES



The Hospital at Home team raised £1730 for the Northern Ireland Air Ambulance through their participation in the Belfast marathon team relay.

SPECIALIST NURSING

RECOGNITIONS

Emma Clelland completed her Specialist Practice Tissue Viability Queen's University Belfast this year. Emma has developed her leadership within the specialism and has since further expanded her skills to include sharp debridement. The team congratulate Emma on this fantastic achievement.



INITIATIVES & IMPROVEMENTS



The Tissue Viability Nursing team were out and about sharing key messages as part of World Stop the Pressure Week 2024 (18th - 22nd November). This information was spread across acute and primary care, using the training bus to go to four localities. This “What To Know On The Go” approach was well received and facilitated a significant number of staff to hear up-to-date information which can now be implemented into clinical practice.

As part of World Stop the Pressure week 2024, the team shared the Society of Tissue Viability regional message “Are we really looking? Are we really listening?”. The Trust’s Tissue Viability Nursing team contributed to the creation of a regional information video using Makaton sign language, to deliver key pressure ulcer prevention strategies to those with learning disability or cognitive impairment. This video was shared on social media and the Society of Tissue Viability website during World Stop the Pressure week.

The team also hosted an information dock where members of the public and staff could engage with the team and get specific queries regarding prevention of pressure damage answered.



SEXUAL HEALTH AND SEXUAL AND REPRODUCTIVE HEALTH TEAM

The Sexual Health and Sexual and Reproductive Health teams have been working alongside the Inclusion Health team to provide a mobile nurse-led sexual health and contraception clinic for people experiencing homelessness in our area.



This quality improvement initiative aims to increase the number of people experiencing homelessness who are able to access Sexual Health services. The teams had noted high rates of non-attendance at clinics from this vulnerable client group and felt that it would be beneficial to deliver Sexual Transmitted Infection screening and offer preventative treatments such as vaccines and effective contraception in a more accessible setting.

It is hoped that in providing this mobile clinic, service users will feel more confident in accessing established local sexual health services in the future.

The teams worked with colleagues in Transport to re-purpose a vaccination bus into a suitable clinical space, enabling the staff to take the mobile clinic to local hostels in the Trust area.

This project has already received excellent service user feedback, people have felt supported, respected and have felt that the service being offered ensures they have “one less thing to worry about”.



SURGERY, ELECTIVE, MATERNITY & PAEDIATRICS

GYNAECOLOGY
MATERNITY
PAEDIATRICS
SURGERY



GYNAECOLOGY

EVENTS

Gynaecology staff attended a SANDS training session in August 2024. SANDS is a charity that works to support anyone affected by the death of a baby. The aim of the charity is to improve the care bereaved parents receive and create a world where fewer babies die. This training was bespoke for midwives and it was specifically centred around pregnancy losses under 12 weeks.



Nursing staff from the Gynaecology department attended a Domestic Awareness and Routine Enquiry study day bespoke from Women's Aid in September 2024. Those that attended found the training very insightful.

In March, Nursing staff formed part of the Step Challenge for target Ovarian Cancer where £405 was raised - well done to all involved!



Our wonderful Gynaecology nurse’s celebrated International Day of the Nurse by recognising the hard work and dedication of their colleagues. Awards and prizes were presented to staff and food was provided, to mark the occasion.



Team building days were a big success with staff attending days at Prison Island or afternoon tea at the Crawfordsburn Inn.



ANTENATAL RESULTS AND CHOICES STUDY DAY

Staff from the Tulip Service, Maternity Outpatients and the Neonatal Unit attended the Antenatal Results and Choices (ARC) study day at the Dunsilly Hotel on Wednesday 12th June. This event was to raise awareness amongst staff working within reproductive healthcare in supporting families who receive a diagnosis in pregnancy, and provided an opportunity for discussion around the care of these patients. Staff were encouraged to reflect on their own feelings and the language they use, and the training day walked them through the process these families go through. It was a brilliantly informative day and staff are now aware of the ARC charity and how to signpost patients to it.



Gynaecology services were delighted to develop the new Gynaecology Hub located in Gynaecology Assessment Unit, Ward 4E, Staff Nurse Carolyn Locke has been appointed to the new role as a Gynaecology Triage Nurse. Carolyn attended a scanning course, pessary course and is due to attend a Gynaecology Assessment course in January to support her in her new role.

PESSARY QUALITY IMPROVEMENT PROJECT

Gynaecology Lead Pauline Barker and Practice Development Nurse Nicola Mellon are leading a team of staff from the Nurse Led Pessary Service in a quality improvement project to ensure that all patients receive a high level of care in all areas of the Trust.

The project focuses on providing guidance and information about best practice in pessary use for pelvic organ prolapse and includes a training framework which can be used to plan and monitor competencies in pessary management.

Furthermore, the project aims to develop a patient pathway from referral to discharge for Primary Care, Physiotherapists and the private sector on how to access the Pessary Service and provide guidance on the requirements needed for pessary fitting. Plans are also in place to develop a patient information leaflet for women who have had a pessary fitted.





Reji George, the new Colposcopy Nurse, has developed and is leading the Nurse Led Colposcopy Service. Since starting the Colposcopy Clinic waiting lists for new routine colposcopy patients are markedly reduced. Reji has seen over 500 colposcopy patients and aims to further reduce waiting lists.

REFLECTIVE LEARNING

Gynaecology Practice Development Nurse Nicola Mellon has been facilitating reflective learning sessions even so far as adopting it in real time on the ward, these sessions have received a positive response from staff. Reflective learning practice helps staff think critically about incidents, new initiatives and complaints, as well as incorporating learning into their own practice. It allows them to draw their own conclusions rather than being told what to do or think. It generates discussion in a safe environment enabling staff to speak freely and confidentially.



MATERNITY

RECOGNITIONS



In October 2024, the Maternity Clinical Facilitators were awarded Team of the Year 'Peer Support' at the Trust's Chairman's Stars of the Year Awards. The Greenway Maternity team were also nominated for Team of the Year!

Congratulations to our teams & midwives for nominations from the Student Midwifery Society '24'. The Trust received 8 nominations in total for the following:

- Team of the Year - Lagan Valley Community Midwives
- Community Midwife Team of the Year: Bangor Midwives
- Sophie Chambers- Midwife of the Year
- Lauren Cushley - Midwife of the Year
- Jemma Campbell - Midwife of the Year
- Heather Campbell - Midwife of the Year
- Judith Coyle - Midwife of the Year

On International Day of the Nurse & Midwife, the team won the the Trust quality improvement poster competition for their project, Fetal Wellbeing & Improving Neonatal Outcomes.





Jayne Cardwell graduated with her Master's in Midwifery in Advanced Professional Practice.

Midwife Lynn McFarland successfully completed the Generic Instructor Course and is now officially a New-born Life Support Instructor.

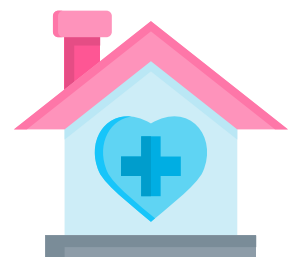
Ruth Leemon, Infant Feeding Lead for Maternity achieved certification as an International Board Certified Lactation Consultant. This achievement elevates the quality of care we offer and reinforces our commitment to supporting mothers in their breastfeeding journeys.

INITIATIVES & IMPROVEMENTS

The Trust Midwifery team have successfully achieved Stage 3 Baby Friendly Hospital reaccreditation from United Nations International Children's Emergency Fund (UNICEF). This recognition underscores the Trust's unwavering commitment to providing exceptional care for infants and their families.

DROP IN SESSIONS HOME FROM HOME

In July and November Home from Home (HFH) hosted an Open Day. More than 150 people attended to see the facilities, meet the team and discuss birth choices. This was a great opportunity to show case the great work undertaken in HFH.



CRITICAL CARE PROMPT COURSE

Our first Critical Care Prompt was held on 13th June 2024, which included an immersive simulation scenario. It was very well attended and feedback was excellent. Thanks to the entire multi-disciplinary team for their support!



PAEDIATRICS

CLINICAL SENIOR BAND 6 REGISTERED NURSES IN ACUTE PAEDIATRICS

To support the retention of Registered Nurses in Acute Paediatrics, a Band 6 clinical career pathway was developed which focuses on Band 6 clinical roles. As a result five Clinical Senior Nurses have been recruited across Acute Paediatrics. These Registrants are working at an enhanced level and demonstrating expertise and leadership in the care of the sick child and young person.

BESPOKE PAEDIATRIC INDUCTION

A new three day Paediatric Induction Programme has commenced for newly registered nurses. The aim of the induction is to empower and equip the newly registered nurses with knowledge and skills in order for them to feel more confident when commencing their first nursing post. Sessions include: bronchiolitis, sepsis, deteriorating child, play, trauma, Child and Adolescent Mental Health Services, high flow, diabetes and asthma.

Feedback from staff has been extremely positive! This year 13 newly registered staff have participated in the induction programme.



I found the induction very helpful and a good start to my career in nursing. Thank you!" & "I feel much more content in my role.



CHILDREN'S ASTHMA AND ALLERGY SERVICE



In the spirit of multidisciplinary (MDT) team working within our new Nurse-Led Children's Asthma and Allergy team, we were able to provide Allergy training for specialist paediatric trainees, held at the Ulster Hospital on 25th September. This day included our nursing staff explaining skin prick tests with a practical demonstration, Allergy Action Plans and emergency treatment of allergic reactions. The trainees really appreciated the experience.



Again as part of the MDT team approach, on 28th November a member of our nursing team with a Consultant and Dietitian, spoke at a Northern Ireland Medical and Dental Training Agency GP training afternoon in Comber, highlighting the needs of our allergy patients in relation to caring for a child with allergies and what GPs can do before patients are seen by our service. It was a very well received afternoon and provoked many questions by the GPs.

SURGERY

Nursing staff from the Day Procedure Unit were part of the team that ran the Belfast Marathon and also participated in a bun sale with a total of £1200 going to Air Ambulance.



RECOGNITIONS



Imelda Pascual - Band 7 Endoscopy Nurse Manager, Ulster Hospital won the Trust's Chairman's Star of the Year Award for Team Leader of the Year. Imelda has ensured equal opportunities for progression and training for all the staff. She visibly supports, rewards and encourages her team to be the very best, fostering an atmosphere of learning and development. She has daily team briefs to ensure patient safety and good communication.

Imelda is a calm and visible leader. She listens to the needs of her staff and acts accordingly to ensure they are happy, content and confident in all they do for the Endoscopy patients. This is proved by amazing feedback from service users via care opinion, which she prints out weekly and displays proudly on the staff notice board for all to see.

Imelda has ensured the rebuilding of services since COVID-19 implementing numerous new endoscopy lists and new procedures.



UNSCHEDULED CARE, MEDICINE & CANCER

CANCER SERVICES

MEDICINE

UNSCHEDULED CARE



CANCER SERVICES

INITIATIVES & IMPROVEMENTS

Claire Cassells, Advanced Nurse Practitioner in Urology, continues to contribute to research in the field. Her recently published abstract, “Evaluating the impact of a new clean intermittent self-catheterisation device: experiences of male patients” is among the most highly read content on UroToday website.

[READ MORE](#) 

MEASUREMENT OF THE PERSON-CENTRED KEY PERFORMANCE INDICATORS (KPI) PILOT USING THE IMPAKT APP CANCER SERVICES

Macmillan Unit, Cancer Services in August 2024 facilitated the first pilot audit cycle of the Person-centred Key Performance Indicator’s (KPIs) in cancer nursing using the Impakt App and are the first Trust in Northern Ireland (NI) to re-establish its cycle of audit to measure the achievements of the eight person-centred nursing KPIs and utilise results to shape person centred practice.

The next audit cycle is currently underway where it is hoped findings will continue to facilitate improvements in nursing practice within the Macmillan Unit.



RECOGNITIONS



Nicola Broome, Acute Oncology Clinical Nurse Specialist (CNS) was runner up at the Royal College of Nursing NI 2024 Cancer Nurse Awards. Working as a key lead within the Acute Oncology Service (AOS) Nicola works tirelessly to ensure the service is up-to-date, evidence based and offers equity for patients. Consistently advocating for cancer patients who are acutely unwell due to

consequences of cancer, complications of treatment, or who present as an emergency due to a previously undiagnosed cancer.

Nicola has also recently completed her Advanced Professional Practice (MSc). Her MSc dissertation title: An extended literature review to gain an understanding from the cancer patient's perspective in relation to the holistic needs assessment (HNA) and care planning. Nicola's literature review explores the role of HNA and how this could provide valuable insight into factors that may facilitate successful implementation, and what role it has on the AOS.

Congratulations to the Sarcoma Team who were Hospital Team of the Year runners up at the Trust's Chairman's Stars of the Year

Sarcoma is a rare form of cancer that can affect bones or soft tissues. Due to its rarity, patients often wait for a prolonged period before diagnosis. Establishment of the regional sarcoma team in our Trust has significantly enhanced patient outcomes by ensuring prompt diagnosis, and individualised care and support for patients, as well as co-ordinated communication amongst the wider specialist team across Trusts.



The CNS team play a pivotal role in the diagnostic and treatment pathway, ensuring that patients are contacted at the point of referral. They work closely with the Consultant Radiologists to arrange necessary investigations before a patient's first appointment with a Consultant Plastic Surgeon – significantly speeding up diagnosis.



They improve patient wellbeing through holistic assessment and support, including giving advice and clinical support to patients, providing care to family members, suggesting strategies when discussing a sarcoma diagnosis with young children, and signposting to financial support.

After initial treatment, patients are reviewed regularly for ten years. Nurse-led review clinics were established in 2023 and have forty seven patients on the caseload already. This helps free up consultant clinic slots for new patients, ensure continuity of care and provision of holistic assessment and support.

Health and well-being events are also run to equip patients and their families to cope with their cancer diagnosis and after effects.

The Sarcoma Team also regularly advise and support GPs, District Nurses and Palliative Care teams, ensuring holistic care of patients throughout their journey. They have also developed strong links with the voluntary sector, and have hosted visits from Sarcoma UK and maintain close links with the Boom Foundation.

Education forms an important part of the team's work, and members have raised awareness of sarcoma in NI by organising press releases via the Trust and local media networks. Additionally, members of the team are supervising an MSc student at Queen's University Belfast, who is researching a type of skin sarcoma and developing new Regional Guidelines for the management of this type of sarcoma.



MEDICINE

INITIATIVES & IMPROVEMENTS

The Frailty Intervention Team (FIT) aims to deliver evidence based care to ensure our patients benefit from person centred care and treatment that adapts to patient needs, enabling improved safety as well as improved health and wellbeing outcomes. The FIT service aims to provide early inpatient access to an efficient and effective local service within the Ulster Hospital (UHD). All involved in the service will have patient safety as their key objective and responsibility.

The FIT service includes two Advanced Nurse Practitioner's who:

- Help to identify frailty early in the patient journey
- Develop a shared plan of care which focuses on specific patient needs and concerns.
- Address patient's concerns and priorities in their care and treatment.
- Ensure individual care plans are made in patient best interest with the input of main carer's /family, wider multi-disciplinary team
- Provide advice on how individuals can avoid or minimise risk associated with frailty such as immobility, falls, deconditioning, delirium, constipation, incontinence

The FIT service works closely alongside the Emergency Department and Acute Medical Unit teams to review all aspects of our patient's health.



THRIVE CHAMPION GROUP

Lagan Valley Hospital (LVH) and Outpatients are part of the Nurse-Led Thrive Champions Group, whose purpose is to provide strategic direction and leadership to ensure appropriate documentation to reflect high quality care through the Encompass system. This group:

- Reviews notes to provide assurance that appropriate documentation is reflected on the Encompass System
- Discuss and disseminate tip sheets and any changes
- Staff training
- Highlight risks and issues related to digital system and escalate issues to the encompass team.
- Completion of Nursing Key Performance Indicator's to provide assurance and share learning across the nursing teams.

BANGOR HOSPITAL PESSARY CLINIC

A Nurse-led Pessary Clinic has re-opened within the Outpatients Department in Bangor Hospital with the aim of reducing patient waiting times and improving patient care.

[READ MORE](#) →



LVH FRAILTY DECONDITIONING



The LVH Frailty Team led a group of Ward 1B Nursing staff in the development of a two stream prototype. Stream one focused on the introduction of a specific programme of nurse education and awareness concentrating on understanding and preventing deconditioning. Stream two involved the development and implementation of individual deconditioning prevention trigger tools for all patients; posters behind each patient bedspace which highlight both generic and individualised triggers focussed on the prevention of deconditioning. This prototype has now spread to Ward 1A, the first step in progressing throughout all LVH Wards.

SPOT IT TO STOP IT!



Whilst on placement in Ward 14 LVH, Nursing students developed the project, 'Delirium – Spot It to Stop It!'. Their work aims to take a proactive approach to identify those most at risk of developing delirium.

CARE OF ELDERLY - DECONDITIONING QI PROJECT

Nursing Staff from 6D and 6E have taken part in the Quality4Teams project focusing on reducing the risk of deconditioning for patients admitted to Care Of Elderly (COE).



These COE wards are aligned to Frailty which is one of the Trust’s key priorities. The aim of the project was to increase the percentage of patients over the age of 65 sitting out of bed every day from 18% to 50% by December 2024. Data gathered in October 2024 to assess the progress of this initiative determined that at least 51% of patients were up to sit at 12midday in the COE Wards in UHD.



A number of initiatives were implemented as part of this project to improve the experience of patients, including Move with Mary and End PJ Paralysis. In addition, information leaflets were made available in each’s patient’s room for both patients and their families.



RECOGNITIONS

Marie Fuller (Home Therapies Sister, Renal Services, UHD), an experienced renal nurse supports patients to manage their dialysis treatment in their own home by teaching them to perform complex procedures and adhere to strict infection control measures. Marie has been auditing infection rates and in the last five years there have been no dialysis related infections with her patient group. This is testament to the high standards of self-care she empowers in her patients which allows them to continue enjoy life at home.



ACHIEVEMENTS & SUCCESSES

GRADUATION



Jessica Larmour, Alice Moore and Sophia Conn graduated in December 2024 from Queen's University Belfast (QUB).



Alison Jones has recently completed her Nursing degree.

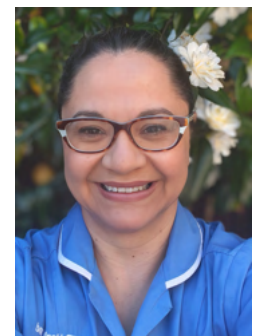


Jessica Crossey and Heather Beattie started as nursing auxiliaries in ward 14 who went on to QUB to complete their nursing degrees.

SHORT COURSES



Andrew McNeill has always shown an interest in Palliative care and was successful in securing a place on and completing the palliative end of life care short course at QUB.



Sarah Patterson and Edneide Seifert completed a short course in Cardiology Nursing at QUB.



Katelyn Miller completed the ProQual course, and plans to develop these skills and complete her Nursing degree.



EVENTS

Nursing staff on Ward 4D were delighted to host a very successful study day on 4th September 2024 which covered a range of topics to enhance the care and treatment of patients with stroke. The highlight of the day was a powerful story that was delivered by a stroke survivor.



Nursing Staff on Ward 4D and Northern Ireland Chest Heart & Stroke Association have successfully collaborated to improve the information and support available to stroke patients on the ward. The Stroke Association displayed motivational artwork to support patients and promote their work. All of the patients featured are from the local area which is all the more poignant.



In UHD, the Fundamentals of Frailty training has been successfully rolled out to nursing staff across the three sites. This will be extended to our community colleagues going forward.



Ward 14 Nursing staff held a raffle to raise money for Parkinson's society, as this service is used by our patients who are living with Parkinson Disease. Fundraising helped to bring the team together as they had a shared purpose.

In memory of beloved colleague, June Cairns, Ward 14 Nursing staff fundraised for the Children's Heartbeat Trust as this was a charity close to her heart. This brought the team together during a difficult time and allowed them to support each other whilst giving back to charity.



UNSCHEDULED CARE

ACHIEVEMENTS

Emergency Department (ED) Advanced Nurse Practitioner, Anne Snoddy received the Trust’s Chairman’s Star of the Year Lifetime Achievement on October 4th 2024. Anne also celebrated 42 years’ service in the Trust.



Clinical Pathway Lead Cathy Armstrong won Public Health Nurse of the Year at the Royal College of Nursing (RCN) Awards! What an amazing team and incredible service they provide. The ED Care Navigators Service aims to provide patients over the age of 18 with complex social needs, an early intervention and preventative service. The goal is for Navigators to help patients access the appropriate community services and support, to reduce future ED re-attendances and to promote better patient outcomes. This service has become an integral part of the services provided within the ED.



Karen Doyle who is based in the Urgent Care Centre (UCC), graduated December 2024 from Ulster University in Specialist Nursing.

On the 4th October 2024, one of our dedicated and passionate Open University (OU) student nurses from Ward 3E/F, was lucky to receive a finalist title in the Trust's Chairman's Star of the Year Awards. We are all extremely proud of Shannon Murray for being shortlisted to attend the event.

SUCCESSSES



The Nursing team in Ward 2 in the Downe Hospital (DH) have created a Dementia enabling room which is now operational for patients. This space provides a quiet place for patient's to facilitate effective meaningful activities. These dedicated areas have activity trolleys filled with a range of resources such as puzzles and books which enables teams to support the person with dementia and/or delirium whilst in hospital.

NURSING EVENTS

ED enjoyed representing the department at the Trust's Spring and Autumn Nursing & Midwifery Open Days. This was part of the Trust recruitment event which was aimed for anyone interested in Band 3 or Band 5 nursing positions across any of the sites. There was representation from a number of the nursing team including a Band 5 nurse new to ED who had qualified through the OU University pathway to explain the support on taking up post and the opportunity to complete the OU Course as a Band 3. Our Clinical Educators were also present to discuss courses available and support when taking up post.





ED also celebrated their one year anniversary move to their new ED.

Ward 3E/3F Acute Medical Unit Senior Nursing Team was shortlisted for Nursing Times Award Team of the Year 2024, as well as Team of the Year at the Trust’s Chairman’s Awards in October 2024. Both award categories for Ward 3E/F were for Senior Nurse role on the ward round in the ED and their role in the “pull up” of ambulatory patients and the use of pre admit area. This has resulted in creating early flow out of the ED, early discharge with patients returning to Ambulatory Hubs for follow up and Same Day Emergency Care referrals and investigations ordered.

RECOGNITIONS

Caroline Smith and her team in Ward 2 DH, celebrated 464 days between pressure ulcers and received an award, in March 2024.





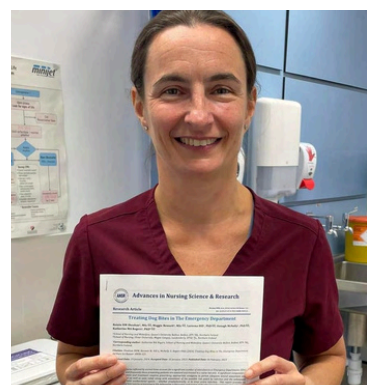
Second year Nursing Student at Queen's University Belfast, Tiernan King, Ward 1 DH was nominated for RCN Student of the Year and was the runner up in this category! He was nominated by Helen Jones for his knowledge and understanding of all aspects of nursing care, and how to apply this in practice. He was able to demonstrate an understanding of taking an holistic approach to patient care and was willing to share this knowledge with other students to help support them in their placements.

Jennifer Bingham, Ward 2 DH was nominated for the Cavell Star Award by her Ward Manager Caroline Smith. Jennifer had shown an outstanding commitment to both her personal and professional development. Despite a number of barriers when completing her Specialist Practice Degree in Cardiology, Jennifer showed an unwavering dedication to improving her knowledge and skill achieving a distinction in her course. During this



time, she continued to go above and beyond every day, caring not only for her patients but also supporting her work colleagues and students on Ward 2. Her dedication to her studies and to her ward, alongside her care, support and professionalism has been an inspiration to many.

Emergency Nurse Practitioner, Roisin Sheahan from Lagan Valley Hospital UCC, is a published author in the 'Advances in Nursing Science & Research', writing a research article on treating dog bites in the ED.



INITIATIVES & IMPROVEMENTS



The Nursing Team in the Rapid Assessment Centre, DH, have undertaken a Quality Improvement Project which involves screening all patients aged 65 and over who have attended the UCC in the DH the previous day and offering them an appointment in RAC. At this follow up appointment patients receive a holistic nursing assessment and may also be reviewed by a range of other Allied Health Professionals. The aim of this initiative is to reduce further falls

or injury, early identification of frailty syndromes and provision of equipment and access to appropriate community support. Patients may also be referred to community teams for further assessment and treatment if required.

This year the ED had a drive to increase training nurses in Powered Respiratory Protective Suits – ready for any Chemical Biological Radiological and Nuclear incidents!



Throughout the year our accredited British Orthopaedic Association Plaster Trainers, Shannon Kelly and Audrey Clarke, have been very hard at work! They provide ED level training to nursing staff within the ED and UCC's. These are full day sessions and those that attend the training must complete a range of competencies before using the skills.



The ED Team have also been working diligently with the Tissue Viability Nursing team to help improve pressure ulcer prevention care and reduce pressure ulcer incidence. This includes the trial of a new air mattress for patient trolleys in purple zone in ED.

GOING THE EXTRA MILE

Deputy Sister, ED, Nicky Algie took part in “Taste of the Trust” campaign in aid of Kiwoko Hospital in Uganda. Nicky appealed for recipes from all Trust staff and compiled a recipe book which she sold at a stall in the canteen. As Practice Assessor Nicky always goes above and beyond the call of duty for her students and shows utmost kindness and compassion.



On 5th May 2024, Ward 3E/3F had an amazing twenty three members of nursing and healthcare staff take to the roads of Belfast to complete both the relay and full marathon. The team had an impressive four teams of five runners complete the relay race and a brave three took on the full 26.2miles!



Over the past few years, two of our wonderful colleagues and friends have been faced with their own cancer journeys. They have been, and continue to be cared for and supported by both the Oncology and Haematology departments in the Belfast City Hospital and Cancer Centre. The staff in Ward 3E/3F hoped to raise as much money as possible for these specialties to help them to continue to be there and to support others who may need them in the future.

All the runners received an overwhelming amount of support through donations and kind, positive messages. They raised an impressive £5031! With these funds, they were able to donate £2065 to support patients attending 'Friends of the Cancer

Centre' nurse specialist in the Haematology department at the Belfast City Hospital. The additional £2065 is being used to support people with cancer in a range of ways, to include a welcoming cup of tea or coffee for patients attending for treatment in Belfast (Bridgewater Suite and Radiotherapy Department) and in the Sperrin Suite in the North West Cancer Centre. The funds will also be used to support the 'Friends of the Cancer Centre' physical activity coaches who work to get people fit for treatment or surgery and also, to build their confidence and get them back on their feet afterwards.

This was their special way of saying 'Thank you, Thank you, Thank you' for all they have done for their nearest and dearest, and for the work and dedication that they continue to provide.

Friends_{of the}
cancer centre

RETIREMENTS



Fiona Barnes
Mental Health Nursing



Sharon Magennis
Learning Disability



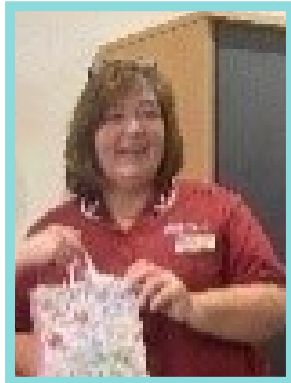
Elvie Ramos
Medical Assessment Unit
- LVH



Celia McShane
Dementia Assessment &
Treatment Unit, DH



Isobel King
Infection Prevention
Control Clinical Manager



Amy Bradley
Senior Infection
Prevention Control
Nurse



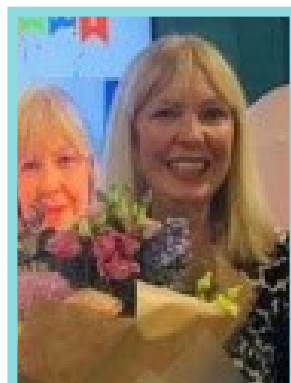
Paul McCloskey
Trust Bereavement Co-
ordinator



Eileen Harte
Lead Nurse for Digital
Practice



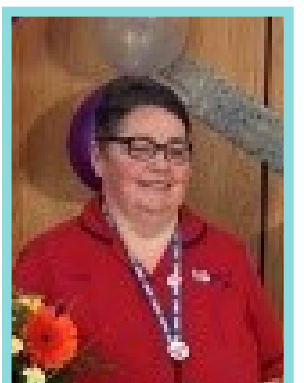
Claire Mackin
Tissue Viability Nurse



Janice Colligan
Assistant Director of
Primary Integrated Care



Diane Wilson
Enhanced Care at Home
Co-ordinator



Lynne Willis
Ward Manager, Ards
Community Ward



RETIREMENTS



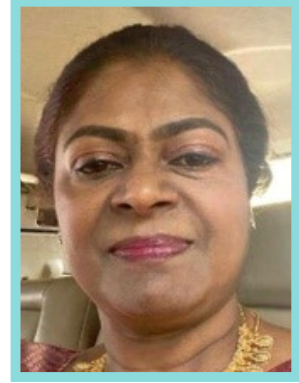
Caroline Fitzsimmons
Ward 1, DH



Dee Robinson
Ward 2, DH



Mary McElroy
Ward 2, DH



Reji George
Urgent Care Centre, DH



Rosemary Henderson
District Nursing



Dawn McKee
Medicine



Laura Elias
Clinical Manager,
Medical Specialties



Kathryn McClelland
Paediatric Outpatient/
Short Stay Paediatric
Assessment Unit



Elinor Welch
Neighbourhood District
Nursing Coach



Patricia Anderson
Paediatric Outpatient/
Short Stay Paediatric
Assessment Unit



Norma Kenny
Medicine

Other:

Zenda Philpott
Community Nursing

Irene Jackson
District Nursing

Fiona Wilson
Community Staff Nurse

Ray Kendal
Medicine

Janette Reynolds
Maternity Ward

Alex Young
Early Pregnancy Nurse

Wendy McBride
Maternity Ward