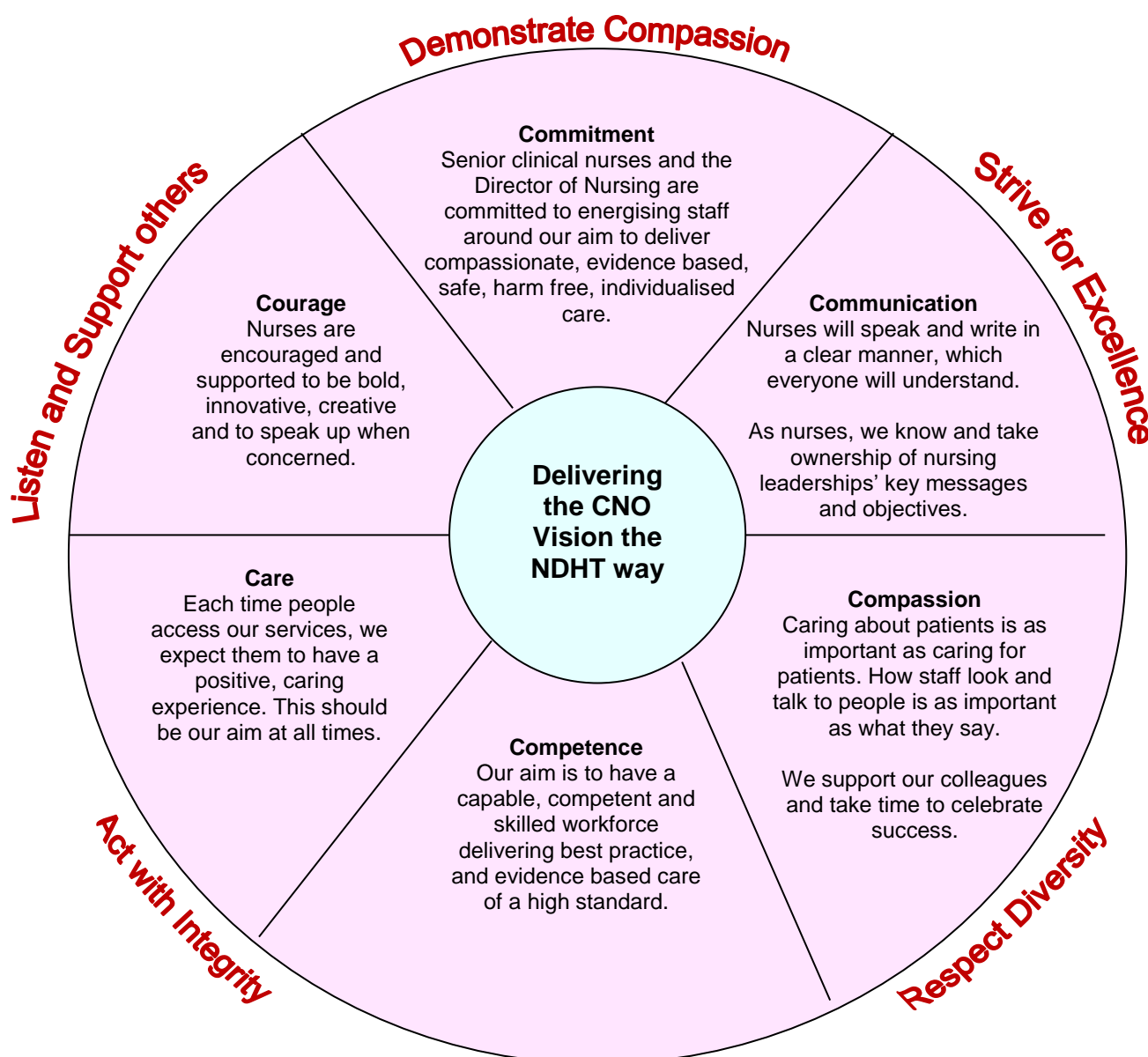


Developing the Culture of Compassionate Care – Creating a Vision for Nurses, Midwives and Care-Givers

Care is our business

This is how the Northern Devon Healthcare NHS Trust will deliver the Chief Nursing Officer for England's Six Cs Vision



Our codes guide our values:

- We will make the care of people our first concern, treating them as individuals and respecting their dignity
- We will work with others to protect and promote the health and wellbeing of those in our care, their families, carers and wider community
- We deliver a high standard of care and best practice at all times
- We will be open and act honestly with integrity; and uphold the reputation of the nursing profession

How will we deliver this?

Nurses and midwives are committed to leading these developments

Helping people to stay independent, maximizing well-being and improving health outcomes

- Patient involvement in care planning, treatment and discharge
- Person-centered individualised care
- Focused areas of work around dementia, learning disability and end of life care
- Health promotion
- Independent living

Working with people to provide a positive experience of care

Patient feedback through:

- Patient surveys
- Online real-time feedback, i.e. patient opinion
- Matrons walkrounds
- Managing complaints and incidents
- Mystery shopper
- Learning from Patient Experience Group
- User (patient, carer) representation on groups
- National PLACE / Matrons Charter

Delivering high quality care and measuring impact

Workstreams

- Patient Safety Programme; deteriorating patient, documentation, bedside handover, falls, pressure ulcers / CAUTI / Hand Hygiene
- Caring for our vulnerable patients; Dementia, Learning Disability, Safeguarding Adults
- Infection Control – responsibility to remind
- Nutrition
- RU OK?, Comfort rounding and enhanced observation
- Electronic Health Record (EHR)
- Innovative new technologies

Building and strengthening leadership

- Visible presence of executive and senior teams through patient safety walkrounds, matrons walkrounds, out of hours visits and Chief Executive open forums
- Leadership development opportunities
- Recruitment and retention strategy
- Infection Control – responsibility to remind

Ensuring we have the right staff, with the right skills, in the right place

- We have a commitment to recruit the right people in the right way recruiting to Trust values
- E Roster
- Skills passport and competency assessments
- Mandatory and essential training
- Essential patient safety review day
- Specialist targeted training
- Value based Job Descriptions

Supporting positive staff experience

- Matrons walkrounds
- Supervision and appraisals
- Leadership development and management courses
- Ward managers forums
- Patient safety walkrounds