


Board of Directors' Meeting 9 December 2021

Agenda item	287/21			
Report	Staff Story			
Executive Lead	Director of Nursing			
	Link to strategic pillar:		Link to CQC domain:	
	Our patients and community	√	Safe	√
	Our people	√	Effective	√
	Our service delivery	√	Caring	√
	Our partners	√	Responsive	√
	Our governance		Well Led	√
	Report recommendations:		Link to BAF / risk:	
	For assurance		BAF 1 and BAF 2	
	For decision / approval		Link to risk register:	
	For review / discussion			
	For noting	√		
	For information			
	For consent			
Presented to:	NA			
Dependent upon (if applicable):	NA			
Executive summary:	<p>This staff story is shared by the Paediatric Matron within Shrewsbury and Telford Hospital NHS Trust (SaTH). The story describes the story of a young person who was admitted into the Trust in April 2021.</p> <p>The Board are invited to watch the film in which the member of staff uses her own words to describe the events and outcome for the patient.</p>			
Appendices:	Appendix 1: Staff Story – An example of services working together to meet an individual's needs			
Lead Executive:				

1.0 Introduction

This story captures a member of staff describing how the Paediatric Team worked collaboratively to meet the needs of a patient within their care. The storyteller has shared her feedback to highlight the significance multidisciplinary and cross service working can convey in a patient's recovery.

Staff stories can be used to retell an experience they have shared with a patient which is important to them. This is not seeking to replace patient stories but to enhance and give a voice to a story which may otherwise remain unheard, enabling reflection and offering learning.

2.0 Background

The patient had previously experienced a fall, whilst it was initially thought that there were no complications, a few days later their mother found them collapsed at home and they attended the Emergency Department for treatment. A head injury was ruled out and a referral to the Mental Health Liaison Team was made to seek specialist input. Due to the patient's catatonic state appropriate treatment was commenced and they were transferred to Midland Partnership Foundation Trust (MPFT).

Due to the patients condition they required additional basic care needs to support recovery. A few days following admission a member of staff involved in the patients care at MPFT contacted the Paediatric Service within the Trust, it was agreed that the patients care would be taken over and they would transfer to the Paediatric Ward within SaTH.

The Clinical Teams worked with the patient, addressing their immediate care needs, and developing an individual care plan that incorporated shared care. The mother's needs were also considered to ensure that support was in place to address her concerns and to enable her to visit the hospital at any time to be with her child, providing family centred care.

To meet the young person's needs, speciality leads worked together to identify the best approach, moving treatment delivered in MPFT to SaTH twice a week to improve access and support their recovery. Progress built gradually and small improvements were made, progressing to larger achievements. Steadily the young person regained more functional ability, developing methods of communication, starting to eat, and eventually taking steps. When the stage in their recovery was right, the patient was supported in their transfer back to MPFT. The collaboration and shared care in place supported the recovery and demonstrates the power of partnership working.

3.0 Risks and Actions

Following this staff story being shared the possibility of capturing a patient story from the patient and a relative story from the mother are being explored. This would provide the team with greater insight and enable the team to learn from feedback of experiences from different perspectives.

4.0 Conclusion

The Board is asked to note this staff story and take assurance from the work being undertaken to work across multidisciplinary teams and services to be responsive to individual patient needs, to improve patient outcome and experience of care.