


Board of Directors' Meeting 10 February 2022

Agenda item	002/22			
Report	Patient Story (relative's perspective) – An example of services working together to meet an individual's needs: Mum's perspective			
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:	To be shared at: Paediatric Team Meeting Paediatric Governance Meeting Mental Health and Learning Disability Operational Group Meeting			
Dependent upon (if applicable):	NA			
Executive summary:	<p>This relative's story follows the staff story shared at Board in December 2021. The story is shared by the patient's mother, providing insight of the events from a different perspective.</p> <p>The story describes the experience from the mother's perspective following the admission of her son in April 2021.</p> <p>The Board of Directors is invited to watch the film in which the patient's mother uses her own words to describe the events, what was important to her whilst her son was in hospital, and the outcome.</p>			
Appendices	Appendix 1: Relative Story – An example of services working together to meet an individual's needs: Mum's perspective			
				

1.0 Introduction

- 1.1 This story captures a mother describing how the Paediatric Team worked collaboratively to meet the needs of her son whilst within their care. The storyteller has shared her feedback to highlight the significance each member of the team played in her son's recovery.

- 3.2 Relative's stories can be used to retell an experience they have shared with someone who is important to them. This is not seeking to replace patient stories but to enhance and share a perspective to a story which may otherwise remain unheard, enabling reflection and offering learning.

2.0 Background

- 2.1 The storyteller's son was in a catatonic state and initially care was transferred to Midland Partnership Foundation Trust (MPFT). Due to the patient's condition and requirement for supplementary support with physical care needs, care was transferred to the Paediatric Ward within SaTH. To meet the patient's needs, speciality leads worked collaboratively to reach the best outcome for the young person.

- 2.2 The storyteller shares concern of her son's extensive physical and psychological needs, however, her anxieties were allayed when she was able to be with her son, leaving her reassured. The Team were responsive to her son's needs, working together to support him and advising her how she could help participate in his physical recovery. She appreciated how people came together from different services to help him, and the level of care he received.

- 2.3 Her son was in an anxious state, however, the staff recognised this, and the approach taken by all members of the team ensured that he felt nurtured and safe within the hospital environment.

- 2.4 Her son has now made a good recovery and he is in college studying towards his A Levels. Reflecting on the experience, his mother shares how she has learnt from the staff what is important in life, and this has changed her relationship with her son.

3.0 Risks and Actions

- 3.1 Following the capture of a staff story, the patient's Mother's experience has been captured as a relative's story. This has provided greater insight and will enable the team to learn from feedback of experiences from different perspectives.

4.0 Conclusion

- 4.1 The Board is asked to note the relative story and take assurance of the work being undertaken to listen and be responsive to feedback from people accessing services within the Trust to improve patient experience. Working across multidisciplinary teams and services being responsive to individual patient needs, to improve patient outcomes and experience of care.

Director of Nursing
February 2022