

# Patient Safety



Sussex Community  
NHS Foundation Trust

May 2023

## Welcome to the Patient Safety Newsletter...

This month's shout out goes to Susan Martin (Tissue Viability Nurse Specialist) who is introducing the aSSKING Framework (a – Assessment S – Skin Assessment S – Support Surfaces K - Keep moving I – Incontinence N – Nutrition g – Giving information), which is a framework/care bundle for pressure ulcer management. Susan has conducted a clinical audit that formed part of a dissertation towards her MSc (Wound Healing and Tissue Repair). This was carried out in Community Nursing East. The pilot audit was undertaken in West Sussex to ensure that the data collection tool captured the correct data required. Compliance rate was set at 70% this was discussed with the Trust wide TVN team and the Pressure Ulcer Steering Group. At 6 weeks the mid pilot audit was completed, early results show significant improvement! The template will be rolled out in phases trust wide from May, starting with the Adult Community Nursing Caseloads who go live on the 02/05/2023, and there will be engagement meetings with all teams prior to their rollout.

What a brilliant piece of work that will make a real difference to our patients pressure ulcer prevention and management! Best Wishes,

Debbie, Charlotte, Hannah and Mary Jo

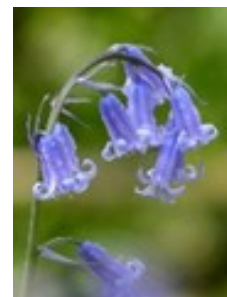
## Freedom To Speak Up Update!

Speaking Up is about anything that gets in the way of you doing a good job.

Each quarter we aim to share what you have been speaking up about and some of the feedback you have shared with us. Last quarter (Jan-March) you have raised 30 concerns. Some of these have been related to your work environment, team relationships, pay queries, suspected fraud, discrimination (Race and disability) and your ability to provide safe patient care. We have completed and closed 20 cases, (11 of these were advice and signposting only) 10 are still in progress. Some of your feedback to the team:

*"Thanks again for being so supportive at a difficult time. You made me feel listened to and validated my concerns."* - Jan 2023

*"Thank you for being the voice of reason and making me realise that sometimes we do have to speak out and not bury our heads and put up with the situation that's been ongoing for months."* - Mar 2023



## Patient Safety News Flash!

The Patient Safety Team have successfully recruited 5 Patient Safety Partners (PSP) who will join the team shortly to help support the voice of the patient in patient safety. Two will start attending Quality Improvement Committee (QIC) monthly, and then alongside the others will start supporting other patient safety work. However as the role is new, the plan is for the patient safety team to develop the role alongside the PSPs and so the exact involvement is not yet confirmed. If anyone has any questions around the PSP role then please do contact the patient safety team.

# Patient Safety



Sussex Community  
NHS Foundation Trust

May 2023

## Missed fractures from acute trust

There have been a couple of incidents recently reported by our Intermediate Care Units (ICUs), where patients transferred from acute Trusts have been found to have high levels of pain. The patients have continued to report pain to members of the multi-disciplinary team, including nurses and therapists, however these high pain levels have not always been effectively escalated and managed. In these two incidents the patients were escalated back to the acute Trust and found to have a previously undiagnosed fracture. This indicates the importance of ensuring pain assessments are completed, and monitoring to ensure that persistent pain patients is effectively investigated for the cause of the pain to be identified and treated effectively.

## Supporting staff with patient handling

A staff member recently told us that after attending patient moving and handling training, they visited a patient to administer his insulin and found him on the floor.

The staff member told us "Thanks to my training I was able to get him up to standing whilst keeping the patient and myself safe. Before the training I would have just called the paramedics, but I felt competent and confident to get him up and sitting using the techniques taught last week."

This not only shows how important attending patient handling is, but highlights what a great job our trainers do on a day to day basis!

## Mascot of the month - Sonny's Shout Out!

Hello, I'm Sonny, one of Britney's puppies born in December 2022 and proud member of the Patient Safety Team as my new human is one of the Patient Safety Leads. Lucky me! Having a human working in patient safety gives me insight into what it's all about, and from what I'm learning, it is very important stuff! They review incidents and help identify learning when things haven't gone to plan for a patient, in terms of the care provided. The learning is used to design safer care and treatment for patients. My human tells me it is vital to support staff involved or affected by patient safety incidents too, to ensure their well-being. I even overheard her saying "Staff safety and patient safety are two sides of the same coin". This made my little ears prick up to find out more! She explained that if we don't look after our staff and make sure that they feel able to speak up when things go wrong, are supported to learn from any mistakes and able to share ideas for improvements in care, within a safe working environment, then patient safety and learning is compromised as a result. It makes sense to me that happy, supported people are going to bring their best selves to work and deliver safer care to patients than staff who feel fatigued, unheard and fearful of the consequences if they make a mistake. I can relate this to how my human responds to me when I make mistakes or accidentally get overexcited and make a puddle during puppy training! So to hear that the patient safety team champions a safe learning culture, really put a smile on my little face! Now, I'm off to find my treat...



For further information on all things Patient Safety please visit our team page on [The Pulse](#), or follow us on twitter at @scft\_quality. You can also contact the team on: [sc-tr.patientsafetyteam@nhs.net](mailto:sc-tr.patientsafetyteam@nhs.net)