

SPSP Webinar Series 1

SPSP Next Phase

11 May 2021



@ihubscot #spsp247 #TheEoSC

Welcome and introduction

Carole Wilkinson (Chair)

Chair

Healthcare Improvement Scotland



Aims of the webinar

- Sharing the focus for the next phase of the Scottish Patient Safety Programme (SPSP)
- Introduce the Essentials of Safe Care
- Explore how it can benefit your service, both service users and staff
- Describe the system to support implementation and learning

Agenda

Time	Topic	Lead
13:00	Welcome and Introductions	Carole Wilkinson (Chair)
13:05	The next phase of SPSP	Joanne Matthews
13:12	The Essentials of Safe Care (EoSC)	
13:20	The EoSC in practice: Perspective by myCare	Nick Price
13:25	The EoSC in practice: Perspective by Balhousie Care Group	Lindsay Dingwall
13:30	The EoSC in practice: Perspective by NHS Dumfries and Galloway	Jake Garton
13:35	Facilitated Q&A Session	Carole Wilkinson (Chair)
13:45	Learning system	Jill Gillies
13:50	Next Steps	Joanne Matthews
13:55	Close	Carole Wilkinson

Joanne Matthews

Head Of Improvement Support &
Safety

Healthcare Improvement Scotland





**SPSP aims to improve the safety and
reliability of care and reduce harm**

The next phase

Core Themes

Essentials of Safe Care

SPSP Programme improvement focus
MCQIC, Acute Care, Primary Care, Medicines and Mental Health

SPSP Learning System

Creating the conditions for safe care



As you listen...

How can the Essentials of Safe Care support you in your work?



Today's essentials



Essentials of Safe Care

**A practical package of evidence based guidance and support
that enables Scotland's health and social care system to deliver safe care
for every person, within every setting, every time.**

Principles

Developed by
health & care
Human rights
based
Not mandatory
Reflects existing
knowledge &
guidance

The Essentials

Person centred
Care
Leadership &
Culture
Communication
Clinical & Care
Processes

Resources

Practical tools
Case Studies
Sign posting
Measurement
Improvement
Support
Covid & beyond

Learning System

Health & Care
network
Opportunity to
test
Webinars
Website
Social Media

Our Design Team



- Mental Health Leads Group
- GP Practice Managers Network
- Primary Care Leads

Driver Diagram

Aim

**To enable the delivery
of Safe Care for every
person within every
system every time**

Primary Drivers

Person centred systems and behaviours are embedded and support safety for everyone

Safe communications within and between teams

Leadership to promote a culture of safety at all levels

Safe consistent clinical and care processes across health and social care settings

Secondary Drivers

Structures & processes that enable safe, person centred care

Inclusion and involvement

Workforce capacity and capability

Skills : appropriate language, format and content

Practice : use of standardised tools for communication

Critical Situations : management of communication in different situations

Psychological safety

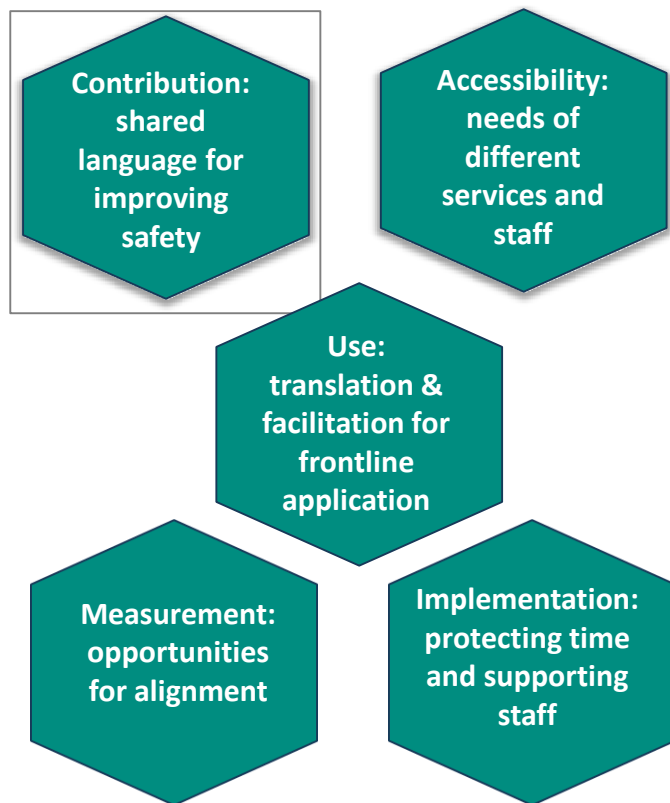
Staff wellbeing

System for learning

Reliable implementation of Standard Infection Prevention and Control Precautions (SICPS)

Safe Staffing

Testing and Adapting



Recommendations:

1. Develop a **web based** version
2. Continue to **review for suitability** for different contexts
3. Provide a **measurement framework** to support implementation
4. Develop a **glossary** of key words and phrases
5. Ensure the Essentials of Safe Care **aligns across all programmes** of SPSP.
6. Develop a **learning system** to support opportunities to engage with the Essentials of Safe Care, including case studies and webinars.

Essentials of Safe Care Package

Accessible online tools,
including a
measurement
framework



Creating the conditions
to support local
implementation



Embedding within each
MCQIC, Acute Care,
Mental Health, Primary
Care, Medicines



All activity will be underpinned by the
Essentials of Safe Care Learning System



Nick Price

Managing Director / Owner
Care at Home / Housing Support
myCare



Late arrival

Health warning

Time to reflect

Next Steps

- Further understanding of 'Essentials'
- Consideration of its application
- Wider thinking

Value Adding?

- Organisational Perspective
- Service Delivery
- The supported person

Thank you



Visit our website: mycare.uk.com

Essentials of Safe Care Testing



Balhousie Care Group



Balhousie Care Group

Lindsay Dingwall

Clinical Care Quality Manager

Balhousie Care Group



Current quality and safety processes



Balhousie Care Group

25 homes for people living with:

- Frailty, dementia, Huntington's, mental health conditions and learning disabilities
- Four NHS Scotland Boards
- Six Health & Social Care Partnerships
- 900+ Residents and 1400+ staff

Scrutiny:

- Care Inspectorate
- Local Authority/HSCP
- IPC teams and Public Health

Current internal quality monitoring system

- Peer review audit: Home Manager/ Operations Manager/ Lead Auditor
- 4 audit cycles per year averaging 4- 5 audit tools per cycle
- Written reports and recommendations
- Good practice to share
- Service Improvement Plans
- Monthly Care Governance reports

The importance of Essentials of Safe Care



Balhousie Care Group

Strengthening strengths: Systems for Learning

- Learning from Excellence
- Developing leadership to learn from excellence

Examples

- Covid Co-ordinators
- Dementia Ambassadors

Strengthening strengths: Building workforce capacity based on experiences of care

- Care Experience Improvement Model (CEIM)
- Reintroduction of in-home visiting
- Inclusion and Involvement:
- Picker Improving Compassionate Care
- Always Events
- CollaboRATE

Next Steps



Balhousie Care Group

Care Experience Improvement Model

Shaun Maher: *We think we know what people want*

Mixed method approaches

- Survey with qualitative and quantitative data collection (relatives and loved ones)
- Face to face conversations with residents who have capacity
- Face to face pictorial/VAS conversations with residents who have cognitive impairment
- “Happiness and wishes” approach
- Move towards a purer version of CEIM over time

Immediate intervention

2 care homes/month:

- Focused and meaningful operational improvements using QI model
- Sharing Service Improvement Plans and progress with Service Users, Staff and the wider Health & Social Care community for support to change

Longer term intervention

- Common trends across the group for strategic and care governance action
- Dementia ambassadors to support QI for people living with dementia
- Adopt an Always Events approach?

Thank you



Balhousie Care Group



Balhousie Care Group

Visit our website: balhousiecare.co.uk

Essentials of Safe Care Testing



Jake Garton

Service Manager- Inpatients

NHS Dumfries & Galloway



Testing as a critical friend

- Who are we?
- Where did we test?
- How did we engage staff in testing?



What did staff say?

I do like the package, I have an extensive SPSP background coming from adult acute care and the Mental Health Service so I have done a lot of work on patient safety in the past. Based on my experience so far I think it's a good package to engage the team

it's the same concepts we already use but it wraps it around and brings it all together. Sometimes we are already doing it but not measuring it

This package would support making it safer with the principals in the package and aligns with everything we do

Resource and time is the key area, I think a lot of the leadership comes from the senior nursing group and I feel that the question of how we make this a priority and not see it as an onerous task.

To measure the Essentials of Safe Care we need to have those conversations with the patients about if their care is safe in order to have that patient centred approach.

Next steps

- Staff wellbeing is a priority, a great place to start
- Readiness tool with a team
- Thinking about how our current measures map across
- Linking with our QI team in NHS Dumfries and Galloway
- Sharing online resources with teams
- Sharing information at staff meeting and forums

Thank you



Visit our website: www.nhsdg.co.uk

Q&A Session



Learning System

Jill Gillies

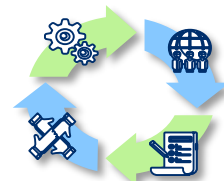
Primary Care Portfolio Lead

Healthcare Improvement Scotland



Learning System

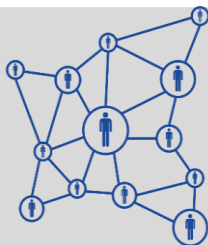
The **SPSP Learning System** will be a key element of our work and underpins all our activities. It aims to accelerate sharing of learning and improvement work through a range of engagement and learning opportunities.



Hosting
webinars



Supporting
Networks



Sharing data,
supporting
measurement
and Evaluation



Producing evidence
summaries and
case studies
studies



Core Themes

Essentials of Safe Care

**SPSP Programme improvement focus
MCQIC, Acute Care, Primary Care, Medicines and Mental Health**

SPSP Learning System

What is coming up

SPSP Acute Adult

- Expert Reference Groups (ERG) for both falls and deteriorating patients which included both Clinicians and Quality Improvement and Excellence in Care Leads co-designed the upcoming collaborative. This work features a Driver Diagram, Change Package and Measurement Plan, which is currently being tested in a number NHS boards during May 2021. Feedback and learning from the testing will inform the final product which will be published in September 2021 at the Launch of the SPSP Care Adult Collaborative.

Activity	Timescale 2021
SPSP Acute Adult Webinar Series: Deteriorating Patient	10 June
SPSP Acute Adult Collaborative Launch	22 September

What is coming up

SPSP Maternity and Children Quality Improvement Collaborative

Activity	Timescale 2021
SPSP MCQIC Neonatal Care Webinar: Optimal Cord Management	19 May
SPSP MCQIC Maternity Care Webinar: Stillbirth Risk Assessment and Management	30 June
SPSP MCQIC: 'Summer tour' of virtual site visits with all NHS Boards to discuss partnership agreements and future priorities.	July - September
SPSP MCQIC Neonatal Care Webinar	August
SPSP MCQIC Maternity Care Webinar	September
SPSP MCQIC Webinar	14 October

What is coming up

SPSP Mental Health

- An updated Change Package, Measurement Framework and Patient Safety Climate Tool will be published in the winter preceding a new improvement collaborative in 2022.
- Updated evidence, user research and inpatient staff feedback on restraint, seclusion and continuous interventions will be published in the Autumn.

Activity	Timescale 2021
SPSP-Mental Health: Virtual meetings with all NHS Boards to discuss future priorities.	June – August
SPSP Mental Health IOP Animations Webinar	August

What is coming up

SPSP Primary Care

- The Primary Care Team are currently in the planning stage of a programme of stakeholder engagement with primary care multidisciplinary teams, to identify opportunities for improvement in alignment with service priorities.

Activity	Timescale 2021
SPSP Primary Care Resilience Webinar	June September
SPSP Primary Care: 8x Serial Prescribing Toolkit Workshops Introducing the national toolkit developed by the Pharmacotherapy Level 1 Collaborative	August and September
SPSP Primary Care Resilience Webinar	September

Key Resources



- [SPSP website](#)
- [SPSP programmes of work](#)
- [SPSP Essentials of Safe Care website](#)
- [SPSP Learning System](#)



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Thank you

