

THE WEEK AHEAD

27 July 2020



Mums of babies born at Darlington Memorial Hospital during lockdown have shown their gratitude for the care they received by donating pamper packs for our midwives and a photo collage of over 200 of their babies. Almost 500 babies were born at the hospital during April – June (in addition to 650 at UHND) and many of the families have joined together to form a support group. Their donations have funded the framed photos and pamper packs and they're now raising funds to create a home

from home environment in the unit's low risk birthing room. Around 20 of the families visited the hospital last week to say 'thank you'.

The Northern Echo was on hand to capture the visit. To read the full story: [CLICK HERE](#)

A warm welcome to Malcolm Thomson



Jason Cram has taken up a secondment opportunity at NHS Durham CCG, where he will be Director of Nursing for a period of 3-6 months. His role, as Associate Director of Nursing (Patient experience, safeguarding and legal) will be taken by Malcolm Thomson who joined the Trust last week. Malcolm is a qualified nurse with over 30 years' experience, most recently as Assistant Director of Urgent Care at Midland & Lancashire Commissioning Support Unit. His expertise includes resilience and winter planning and urgent care focused transformation. As a nurse, he is committed to delivering patient care and experience of the highest quality.

We wish Jason all the very best in his new role and send a big #TeamCDDFT welcome to Malcolm.

Zero tolerance on incomplete pathology request forms – thank you and well done!

As you may recall, in October 2019 – which seems a lifetime ago – we shared with you that, even though pathology request forms are designed to be simple, an audit had revealed that 76% of forms completed in a single month failed to include at least one piece of essential information. This meant that we had to spend valuable time chasing this up. Consequently, we had no option but to introduce a zero tolerance approach – meaning incomplete forms were rejected. We're grateful that, as a result, we started receiving very few incomplete request forms – thank you.

As we responded to the Covid-19 pandemic, we relaxed our zero tolerance, however, we've been impressed with the high level of accurately completed forms we continued to receive during such a difficult time when many of you were working in new roles and teams. Thank you – like many of you, laboratory teams have been under pressure and accurately completed documentation really helps our turnaround times – and ultimately supports delivery of great patient care.

From 1 September 2020, we're re-introducing zero tolerance - here's a reminder of the few mandatory sections - all of this information should be at the fingertips of the requestor:

- Patient's Full Name
- Date of birth
- Hospital Number or NHS number or other agreed unique identifier.
- Investigations required
- Date and time of sample
- Patient's location
- Clinician

Thank you again.

Deprivation of Liberty Safeguards (DoLS)

A message from the Mental Capacity Act team:

DoLS referral forms need to be filled out with all areas completed. We are having a large number of DoLS applications rejected and returned from the Local Authorities, as information is missing from the application.

If a DoLS application is rejected by the DoLS team at the Local Authorities, the patient does then not have a DoLS in place and leaves us liable to legal action.

It is our legal obligation to apply for authorisations to the relevant Local Authorities. This is a legal process which needs to be followed for patients who lack capacity and meet the Acid Test who are 'under continuous supervision' and 'not free to leave'.

Please make sure that natalie.newbould1@nhs.net is copied into all referrals sent, as we also have an obligation to inform the CQC of all applications.

All documentation and guidance can be found on the MCA intranet page [HERE](#).

You can also [CLICK HERE](#) to view a helpful flowchart.

If you have any queries in relation to the Mental Capacity Act / DoLS, please do not hesitate to contact Michael Appleby, MCA Lead Nurse on: 07766901112

NHS People Pulse - share your experiences #YouMatter



In partnership with NHS England and Improvement, we recently launched a new staff 'pulse check' which is entirely anonymous and voluntary. NHS People Pulse will give us another way to listen to your views and help improve the support we provide during the Covid-19 response and recovery. Your feedback will also inform local and national changes that improve the experiences of our people and patients.

Please take just five minutes every two weeks to check in on a number of important questions via this quick and simple People Pulse. [CLICK HERE](#) to tell us how you feel.

Generous donations of free weekend getaways



A number of hotels, B&B's and holiday lets in Teesdale are kindly offering frontline NHS colleagues free weekend getaways for the weekend of 6th November 2020. The scheme was launched by The Quirky Quarry B&B owner Dave Hynes and his wife Fiona, a Senior Staff Nurse at Darlington Memorial Hospital.

If you would like to be considered for this draw, you can simply email an expression of interest to: cddft.charity@nhs.net and our Charity team we will be in touch following the draw on Friday 28 August. A range of stays are available, typically with 2-4 people occupancy and the Charity team will select the lucky winners at random before linking them up with their hosts.

Dave Hynes from The Quirky Quarry B&B said: "My wife works for the NHS and I have seen how hard they are all working. I've been delighted that so many fellow business people have wanted to be involved and we're still adding new locations as more come on board."

Coroner referrals

A message from the Bereavement and Mortuary service:

A reminder to all medical colleagues that all referrals to the HM Coroner must be through the Coroners Management Portal: [CLICK HERE](#): Failure to do this will lead to a delay for both the patient and family and impact on turnaround times and the risk of errors during this process.

Patient weighing scales

A message from Fiona Lowrie, Professional Lead Nutrition & Dietetics:

There is a project ongoing within the Trust to standardise future purchases of weighing scales. This project will move the Trust to one supplier and ensure we are using only class III weighing scales. Over the past weeks there has been an [alert](#) issued via Ulysses requesting information about weighing scales used in clinical areas. If you haven't responded to this alert, please do so, so we can check that your scales are compliant with the National Safety Alert issued in 2010.

If you have any queries or concerns regarding this, please contact Rhona Beecham, Medical Devices Nurse on: 01325 743361.

Summer childcare

During the school summer holiday period we understand that a number of child care providers may be unable to re-open. Staff can access their local Family Information Service, which is regarded as a first point of contact for updated information on childcare provision, using the childcare finder on the Coram Family and Childcare website. The local authority websites provide further information on childcare availability.

NHS England and NHS Improvement have also produced an information guide as to available childcare for the summer of 2020. This information can be accessed [HERE](#).

Implementation of the new Haemonetics BloodTrack system in Blood Transfusion

A message from the Blood Transfusion Laboratory:

There are some changes being introduced by Blood Transfusion, around collection of blood products. The new Haemonetics BloodTrack system has now been installed in UHND, SBH, DMH and BAH.

The software is the same across all four sites, however access to the products is slightly different, with DMH and BAH having a new Haemobank which is a vending machine style fridge controlled by an inbuilt screen and UHND and SBH using existing blood banks which are controlled by a kiosk. The platelet incubators on both DMH and UHND will also be accessible via a kiosk.

This electronic system allows for a robust audit for the collection of blood products which is a legal requirement for MHRA compliance, and removes the need for the current paper-based collection procedure we have been put in place as a short term measure following our software upgrade back in February. It also allows for a more user friendly access and quicker release of blood for patients eligible for electronic issue, particularly at BAH where blood can be remotely issued from any site, providing there is a valid sample in the lab. The system will significantly improve the safety and quality of the units issued by allowing a tighter control over their storage and movement.

The system is currently being validated. Once complete, training will be rolled out to all collection staff by the TP team, although it is anticipated this may take a little longer than normal due to social distancing guidelines.

An update is expected over the coming weeks and will be issued once available, however it is our aim to get the system live by the middle to end of August 2020.

Important patient safety messages

A message from the Patient Safety team:

1. We have been asked (following some learning from an RCA) to remind colleagues that anyone who has a CDDFT Trust login can also access the Ulysses incident reporting system. It is the same username and password that is used to log on to any Trust equipment. This includes Bank staff and temporary staff; as long as you have a Trust login then they can report incidents. There was a drop in incident reporting during the recent pandemic working, however as colleagues return to regular working we request that you continue to report all incidents/concerns on Ulysses, and as always you are welcome to discuss any concerns with the patient safety team.
2. The competency for Route Cause Analysis (RCA) training has now been split into 2 competencies. Colleagues identified as requiring the RCA competency will be expected to complete the one-off full day training (once only) and then the refresher training every 3 years (which will be monitored as a separate

competency). Colleagues may have had an email confirming this, please direct any queries about this to: louise.lodge@nhs.net

Do not attempt cardio-pulmonary resuscitation (DNACPR) training

A message from Heather Parkin, Macmillan Educator for palliative and end of life care:

Do not attempt cardio-pulmonary resuscitation (DNACPR) training dates are available on Wednesday 16 September 2020 and Tuesday 23 February 2021.

This training is for Community Specialist Practitioners, Clinical Nurse Specialists and palliative care nurses who are required to complete DNACPR forms as part of their role. The training will be via Microsoft Teams but will require some preparatory work (approx. 1 hour) prior to the training, which will be sent out by email prior to the session.

To book your place, please contact course bookings: cdda-tr.coursebookings@nhs.net

Compliments

Well done to Plaster Technician, Gary Hamilton, at Darlington Memorial Hospital, who recently received a compliment from a patient: "He was extremely professional, helpful, kind and gentle towards me whilst changing dressings after an operation. Gary is an asset to his department but especially to the hospital and also the NHS Trust."

Press and media coverage

Each week, we like to share with you recent press and media coverage relating to the Trust.

To view Media Watch: [CLICK HERE](#).

Internal vacancies

To see current vacancies and information on the application process: [CLICK HERE](#).

For regionally restricted non-clinical vacancies: [CLICK HERE](#)

Have you got news for us?

News, achievements & events can only be included in The Week Ahead if you tell us about them.

Please [CLICK HERE](#) to download and fill in the bulletin pro-forma, which is now required when submitting items for inclusion in The Week Ahead.

The weekly bulletin is issued each Monday and the pro-forma must be sent to the communications team by **5pm on the Thursday** preceding the Monday you would like your item to appear.



#tellusthegoodstuff - email: cdda-tr.Communications@nhs.net

