Healthwatch Speak Up Grants – STH Response

Response to Specific Grants

Speak Up Grant	Feedback specific to STH	Action set out in Healthwatch report	STH Response
Experiences of adults with a learning disability (Page 6)	Hospital passports: Burton Street found that this resource was not used as widely as annual health checks; people did not have confidence that hospital staff would use them and some needed help in order to fill one in.	To increase awareness of use of Hospital Passports: 9.1 Deliver training to raise awareness of their importance amongst hospital staff and explore barriers to staff using the passports that could be amended. 9.2 Hospitals systems should flag that a patient is on the Learning Disability Register, reminding hospital staff to ask about Hospital Passports. 9.3 Develop a monitoring mechanism to check whether hospital staff are looking at hospital passports during an inpatient stay. 9.4 Community based health professionals and social workers should provide information to individuals with a learning disability and their families/carers to help them understand the benefit of a hospital passport and support them to fill one in/signpost them to voluntary sector organisations who can support them.	The Trust has a flagging system to identify patients who are on the Learning Disability Register and have completed a communications to all email users to highlight the importance of using the health passport to support provision of care in line with individual needs. One of the Trust's quality objectives for 2022/2023 is to improve the experience of patients with Learning Disabilities. As part of this, throughout June 2022, the Trust are undertaking an audit to understand how frequently health passports are used. This will help direct improvement activities. On completion of the first round of audit, findings will be communicated and actions plans implemented across the Trust. Overhead boards at patients' beds will soon have a sign to show that the patient has a health passport. This will provide staff with a visual prompt to read the information in the passport to support the patients' care. The Trust understand the importance and value of the health passport. To prevent loss whilst the patient in in hospital, staff will photocopy the passport and return the original to the patient or their carer. The photocopied version will be destroyed once the patient has been discharged. This will ensure that only up to date passports are used on each visit.

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People living with dementia and their families/carers (Page 8)	Navigating the health and social care system needs to be easier. People would like to see a 'one stop shop' where they can get advice or recommendations about services. They would also like to see families involved in care from an earlier stage, and more support given to families more widely. - Communication and information provision needs to improve, including better communication with individuals and families, face to face appointments, and the opportunity for real conversations instead of being provided with leaflets.	Establish clearer procedures around offering early support to families following a dementia diagnosis, with clear communication channels. Increase staff capacity for Dementia Specialists throughout the Health and Social Care system. Where they exist currently in the system, what they do and how they can help should be more widely communicated.	The Trust is an active member of the Sheffield Dementia Strategy Implementation group and have signed up to citywide commitments. Including improving the involvement of carers and families, signposting information, and ensuring that people are cared for in Dementia friendly environments. The Trust has developed a discharge information pathway which signposts ongoing support services within the community. This information goes home with the patient on discharge along with TTO (To Take Out) medications and the Carers leaflet has been updated to include information on support within community. The Dementia Practitioner team support 107 clinically based Dementia Champions who offer advice and support to staff, carers and patients with Dementia. The team provide an education programme offering bespoke training around communication and supporting the individual needs of patients with Dementia. In 2021/2022, over 450 members of staff accessed this training. The team also: • worked closely with the Tobacco Treatment Team to modify their face-to-face engagement for patients with the Dementia. The Dementia Practitioners provided top tips on how to involve people with dementia in tobacco treatment and tailor the treatment specifically to people with dementia. This ensured equity of access to support people to help to quit. • work with the Estates Department to ensure that any new refurbishment or redesigns is Dementia Friendly. The team produced a guide with quick wins for wards to make simple environmental changes to make areas more dementia friendly. • Supported students on placement to carry out 1-1 stimulation work with people with dementia whilst they are an inpatient; in 2021/2022, 750 hours of 1-1 stimulation were provided. In addition, the team are currently improving the way families are fully involved in early diagnosis. This will be implemented with the dementia care plan carried out by the nursing staff. Improving Dementia Care is a Trust Quality Objective for 2022/2023; the aims of the objective are to improve individualised care for patients with dementia through staff training, enhanced dementia/cognitive assessment and care planning. The Trust is also working to promote the 'All about me' booklet for use at the Trust and across the city both in terms of accessing and completing the booklet, and ensuring staff are aware of the importance of the booklet to tailoring care to the individual needs of the patient. A small number of district nurses will load the booklet onto System One embedding this into normal practice, if this is found to improve the use of the booklet then, this will roll out to all district nurses.

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People accessing maternity services (Page 9)	The provision of clear information, especially for first pregnancies and when Covid-19 restrictions are in place. A need for increased post-natal support. The importance of people not being left alone whilst in labour, and being given adequate pain relief. A need for more culturally competent support, working more closely with relevant community organisations.	1. In case of further Covid-19 changes, provide clear and unambiguous pandemic restriction guidance. 2. Increase the postnatal support offer, with clear guidance and support for breastfeeding, physical recovery from birth, mental wellbeing of new parents, and questions around the health of the baby. 3. Ensure that signs of premature labour are checked for and that those that are pregnant are aware of the symptoms and know what to look for. 21 4. Offer increased support and care given to first time pregnant people. 5. Ensure that no one is left alone whilst in labour. 6. Work to understand the impact of Covid - supporting staff to understand and respond sensitively where people's experiences have been impacted by Covid-19 restrictions and any ongoing effects this might have on them and their support needs. 7. Ensure that people in labour are given adequate pain relief – especially in light of accounts that Black and Asian women are less	1. During the pandemic, the Trust followed national guidance in terms of PPE, social distance, and restricted visiting, implementing frequent policy changes to support the safety and flow of patients. A lot was learnt throughout the pandemic, if ever restrictions are reinstated, the Trust would work closely with the Communications department to ensure information around restrictions is clear and well communicated. 2. The infant feeding team has now expanded so that more infant feeding support staff are available to offer breastfeeding support 7 days a week. The Trust now has a psychological wellbeing team including a full time Bereavement Midwife and a specialist birthing mind service. This team will be developing new material and information for parents, especially in post-natal mental health support, and signpost to resources and further support. There has already been Improvements to escalate concerns to specialist mental health services. 3. The Jessop Wing is an early adopter of a new digital tool (Tommy's App) to improve maternity care, developed for women and maternity staff to use together throughout pregnancy care. The Tommy's App personalises maternity care by identifying each woman's chance of having a premature birth and of developing complications during pregnancy. By identifying the chance of complications early, the Tommy's App ensures that the right monitoring and care can be offered throughout pregnancy according to each woman's individual needs. It offers direct access to maternity care information, consistent with the hospitals maternity record in accessible language and style, to help support discussion and informed decisions about care. The Tommy's App also includes an information and resources hub with links to online pregnancy information and guidance. 4. The Trust has increased the level of antenatal care as per NICE guidance including more planned visits for first time pregnancies. 5. The Jessops team will prioritise 1-1 care in labour and improve the triage process, including red flags to highlight high risk women are assessed in a timely manner and signposted efficiently. 6. Staff are undertaking 'Human Factors' training to help with investigations and fostering a supportive culture. A new Professional Midwifery Advocacy Role will help support staff to improve their experience and support them to do a good job.

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		likely to have their requests taken seriously. 8. Health services should work more closely with community groups who may offer additional support for pregnant people and their families during a culturally significant time. 9. Ensure pregnant people have increased continuity of care. Seeing the same people throughout their care can lead to more positive birth experiences, increased trust and more open communication. This is especially important for pregnant people for whom there is a language or cultural barrier that may prevent them from receiving proper care.	7. Jessops had some acute operational staffing issues during the latter half of 2021 but has now recruited 40+ staff to various roles to help provide better support to women during labour. These roles are from various backgrounds and ethnic groups to ensure diversity amongst staff. The use of Interpreters will be promoted. A Cultural Safety Midwife will be working with community groups alongside Maternity Voice Partners to ensure coproduction of improved services at Jessops. 8. A cultural Safety Midwife has been appointed to improve engagement with different communities to ensure the Trust understand the needs of parents from different cultures. An Engagement project is due to start to gain a more thorough insight into the experiences of people from different backgrounds and cultures of Maternity Services to ensure their feedback and insight is included in all improvements and developments. 9. An action plan has recently been presented to the Trust Board around implementing the national vision for continuity of care in midwifery services. Continuity of care promotes choice but needs to align with safe staffing levels. To support this there have been changes to university recruitment and the introduction of Maternity Support Workers who have advanced clinical skills to be able to support midwives more actively. More midwives will be trained to conduct newborn examination and there will be an increase workforce from international nurses. Additionally, there has been a drive to support Midwives returning to practice and courses to support nurses to convert to midwifery. The Professional Midwifery Advocacy role will also be visiting schools, colleagues, and public spaces to promote midwifery as a profession.

Response to cross cutting themes

Feedback Theme	STH Response

Challenges facing carers (Page 10)	Sheffield Teaching Hospitals Foundation Trust (STHFT) values the role that Carers, including Young Carers, play in the support and recovery of their loved ones. To help support staff to work in partnership with Carers, we now have a new Carers Policy, Staff Guidelines and Training.
	
	New training available. The new-learning course *Information and Support for Carers* gives an introduction to the legislation and guidance around providing support for Carers and to the main principles of the STH Carers Policy. The interactive course includes videos like this one from STH Dementia Practitioners about 'Conversations with Carers'.
	https://www.youtube.com/watch?v=As90YHoK1X4
	A number of other courses are available on PALMS to support staff working with carers;
	   - Families and Carers as Partners in Dementia Care
	   - Caring for Parent Carers Matters
	   - Chronic Disability; Child Carers
	
	New Carers Information Leaflet - aimed at Carers and provides information about the support available to them in Sheffield.
	
	New Carers Policy and Guidelines - These outline key responsibilities staff have when caring for patients who have an unpaid Carer. This includes making sure the Carer is given the information leaflet and signposted to organisations they can access for support. A key element is for staff to document that a patient has a Carer, and (with their consent) to record information about the Carer, including how involved they would like to be with their loved one's care. There is a section in the nursing admission template in the Electronic Patient Records to record this information.

Need for clear information (Page 11)	The Trust is working to improve accessible information and has developed an Accessible Information Standards action plan which has been formatted into an easy read version. Below outlines actions set out in the plan.
	   - Making it easier to book British Sign Language Interpreters
	   - Increase the use of 'Sign Live'.
	   - Make letters easier to read.
	   - Make sure everyone can access a visual aid.
	   - Create a toolkit for staff with ways to support communication.
	   - Improve advance flagging of communication needs.
	   - Named accessibility champions.
	   - Improve the way we plan in advance – patients will be able to tell us how we can support them before their appointment
	
	The Trust website is currently being updated to meet the new accessibility best practice guidance. The Trust use the website, social media platforms including Facebook, Twitter and Instagram to get information out in a timely way. The Trust also use posters and GP surgeries to ensure information gets out across the community. Where patients have opted in, information is also sent electronically.
	
	The Trust are developing a new patient search page to improve access to information. This will support the availability of patient information in HTML format via a webpage as well as the standard pdf. Benefits of HTML include:
	   • It allows the page size to change to fit the browser
	   • It is better for supporting assistive technology such as screen readers

	• Improved navigation within a document • Browser settings can be changed according to user need such as colours and text size There is ongoing development of video content. The Trust have a growing library of patient videos which can be accessed via a dedicated webpage https://video.sth.nhs.uk/. Video is a better medium for sharing some information such as demonstrating different exercises. It is also a preferred format for patients with dyslexia, learning disability or other conditions affecting information processing. New content is regularly being added to the site.
Difficulties navigating the system (Page 12)	The Trust has a number of initiatives in place to support patient navigating our systems, including: **My pathway app** – Easily provide patients with information such as appointments and communication with clinical teams **Patient booking hub** - Working with patients to understand patients' needs, arrange the best way of communicating with them and provides a central efficient place to book an appointment. **Ward discharge work** – This workstream aims to improve the discharge process or patients. Ensuring patients are given clear information on their discharge and the next steps of the pathway including clear signposting on who to contact if there is a problem.
Need for culturally competent care (Page 13)	In Maternity Services, a Cultural Safety Midwife has been appointed, a Romani-Slovak interpreter has also been appointed and the team are currently planning an engagement project to ensure the views and insights of people from different backgrounds and ethnicities are included in all improvement work. Additionally, the Trust ensures that our staff are appropriately trained in relation to equality, diversity, and inclusion, offering a comprehensive EDI training programme alongside bespoke training to teams on all areas of EDI. A guidance document about supporting patients and staff who are trans, non-binary or gender diverse has been developed, alongside bespoke training to support this. An EDI Dashboard is being developed which contains patient access data and workforce diversity data to broaden knowledge around health inequalities. It can also be used to identify opportunities to improve patient access and experience, and to increase workforce diversity. The Trust are embedding the requirements of the Accessible Information Standard to ensure that patients receive information about their care in the correct format and language. The Trust have a robust Equality Impact Assessment process in place which ensures that the Trust take account of the possible impact of decisions on people from all communities, and ensures that we don't make decisions that are discriminatory. The EDI Strategy Implementation Plan contains an outline of actions to improve patient access, experience and care.	EDI TRAINING COURSES DIRECTORY STH Supporting Trans Non-Binary and EDI Strategy Implementation Plan_\
Desire to be involved with service improvement (Page 14)	The Trust runs an Engagement Network which seeks to listen and engage with communities to seek feedback and input into Trust services and improvement work. The network aims to engage with groups who may be harder to reach or not typically respond to more tradition feedback route such as surveys. So far, the network has helped the Trust understand peoples experience of A&E and provided feedback on the visiting policy. The next project is seeking insight and feedback on the Trust Maternity services. Involving the patient and carer perspective in improvement work is critical to reducing variation in care and improving our patients' experience. The Patient First Group can give that valuable insight. The STH Patient First Group was established a year ago to provide a proactive and robust patient and carer perspective on improvement work across STH. Group members have had experience of the Trust's services either as a patient, carer, or patient representative within the last two	

	years. The Group, which has about 16 members, meets once a month virtually for an hour and is supported by Organisational Development and the Patient Experience team. The group are always looking to membership to ensure it represents the communities the Trust serve. Anyone can register their interest by emailing the Patient Experience Team on sth.patientexperience@nhs.net.