

July Staff Newsletter

1. Full occupancy of 40 beds and 2 more to be trialled

We have been able to maintain full occupancy of 40 beds since March which is good news and we have several referrals, so we hope to refill beds quickly when the next discharges happen. Filling vacancies for healthcare assistants remains difficult. Thank you to all the ward teams for maintaining high standards for patients.

Gina has agreed with St Anthony's ward team to start trialling the use of the two new rooms. We will not yet increase the number of patients above 20 but will hope to do so quickly as soon as we have approval from CQC.

2. Upcoming inspection by CQC – unannounced

I had a phone call recently from Matthew Preston, our contact at CQC, to say that we should expect the unexpected – that is to say, we are due to have an unannounced inspection. A team of 3 or 4 will arrive one morning and set about visiting wards and departments, speaking to patients, visitors and staff. The inspection may last more than a day.

This is no surprise. We should be proud of the service we provide and say so when engaging with the CQC. Ours is special work, greatly appreciated by patients and visitors and is very helpful to local NHS services. I hope you all find ways to tell the inspectors positive things about your work and how important it is to you personally to provide safe and caring services to meet the needs of patients and their families.

3. Patient Satisfaction Survey and Feedback forms

This year's feedback from the Satisfaction Survey has been analysed and a report will be available on the Hospital's website very soon. Unsurprisingly, there is a lower overall score, reflecting no doubt the recent challenges including Covid, senior staff changes and recruitment difficulties. Every health care organisation in the UK will have experienced similar things. We recognise that there is ground to be made up and the Management Team is determined to rebuild the trust of patients and families where this has faltered.

We have introduced the new Feedback forms to encourage patients and visitors to give us quick feedback as and when things occur to them, whether praise for services provided or concerns about the same. Please support and encourage people to use the forms. Doing so provides us with very valuable guidance on what is good and what is not so good. It also ticks an important box in the inspectors' toolkit, showing them that we take seriously our responsibility to listen to feedback and act on it.

4. Building work – St Margaret's Project

As expected, the contractor Flint has been carrying out noisy work. However, good progress has been made and we may be past the worst of the disruption.

5. Adjustments to Senior Management Team

The Trustees have approved some new appointments to support the leadership team while the business of recruiting a new CEO is in process. From 1st July, Gina's position will be Director of Patient Services in recognition of the wider role that she has taken on since

Rasheed's departure. Gina chairs the Multi-disciplinary team and is responsible for co-ordinating all services to patients, reporting weekly to Dr Melville in the ward round. We have started looking for a suitably qualified nurse to take on the role of Nursing Services Manager, a post that will support Gina and all the nursing staff in the delivery of safe, effective and responsive services.

Jo Speed has quietly taken on more and more responsibilities over the past year and her position from 1st July will be Director of Operations. In this role she will work closely with Gina to oversee and develop all the services that are needed to maintain the full range of what is required by patients. Between them and working with Management Team, their roles will also include planning the development of services to ensure that Holy Cross successfully adapts to new demands and opportunities. Jo will also serve as Deputy CEO on the occasions when Chris Hinton is not available.

For the time being, Chris will provide line management to all therapy staff and will work closely with the in-patient therapy team while we seek a new experienced physiotherapist to replace Viji and Richard who are leaving in the coming weeks.

6. Seeking our new CEO

The consultants who are working with the Trustees to find the next CEO have a number of applications that are being considered. A selection will be made of the most promising of them and formal interviews are planned to be held in August.

7. Nurse Associate apprenticeship programme attracts interest

The deadline has now closed for applications from Health Care Assistants wishing to apply for the role of Trainee Nursing Associate to start in February 2024. We are delighted that despite the huge amount of work involved we have received a good number of applications.

8. Fund-raising for the Hydrotherapy Pool hoist

The day of the Dragon Boat Race in Kingston on Sunday 16th July is fast approaching. Kristy reports that all preparations have been made and the team have trained hard. Good luck to them all and we hope the sponsorship money comes pouring in. Any donation will encourage the team to give their utmost effort to cross the line ahead of the competition.

An order has been placed for a replacement hoist and delivery is expected in early August. The Pool will be closed for about three weeks to allow time for some other essential maintenance and the removal of the existing hoist.

9. Forthcoming Events – Diary Dates

- Clinical Development Day 7th September
- Celebration of Learning and Development 26th September

Chris Hinton

3rd July 2023