



Sirona care & health Quality Account 2017/18



Today

Introduction to Sirona

Our Values

Examples of our success

Future focus

Discharge to Assess



Bag of Calm



Future focus



Our set up

A social enterprise & a not-for-profit organisation - it is all reinvested into services or communities so that together we can transform the ways we work for the benefit of all.

Our staff

Community nurses; therapists and medical staff as well as highly trained and experienced support workers who work across all service areas. And of course all this is supported by our corporate teams.

Where we work

In people's homes Community settings, including three care homes, extra care housing and in our community hospital wards.



Who we serve

Services span birth through to end-of-life and include people who may require short term support because of an illness; those with long term conditions; physical and mental health support and specialist services for those with additional needs, especially those with physical disabilities and people with a learning difficulty.

Inspected and rated

Good



Partnership working

We work closely with other providers of similar services: Avon and Wiltshire Mental Health Partnership NHS Trust, Bristol Community Health CIC and Universities Hospital Bristol Foundation NHS Trust. Also contract with Barnardo's and Off the Record.

Our values



- We provide care to the standard we expect for ourselves and our families
- We offer a high quality environment where the individual feels in control of the care and the support they receive
- We offer a working environment where high quality care and compassion are respected and rewarded
- Our staff focus on the goals of the individual taking into account their inter-related physical, mental and social care needs
- Every member of staff takes personally their responsibility to improve the health and wellbeing of those to whom we provide support
- We nurture a just culture where all staff are supported to deliver to the highest standard and are fairly held to account when they fail to do so

Taking it Personally

Courtesy & Respect

- A welcoming and positive attitude
- Warm, friendly and interested in you
- Value and respect you as an individual

So people feel **welcome**

Caring and Supportive

- Attentive, responsive and take time to help
- Take responsibility for our own actions
- Mindful of privacy and dignity

So people feel **supported**



Effective Communication

- Listen to people and answer their questions
- Keep people clearly informed
- Involve people

So people feel **valued**

Effective and Professional

- Safe, knowledgeable and reassuring
- Effective care/responses from joined up teams
- Organised and timely, looking to improve

So people feel **safe**



Reflecting on 2017/18 quality priorities



Service user engagement

'Making it Real' framework
Making Every Contact Count (MECC)
Redefined approach to engagement – blending with communication

Service user safety

Creating conditions for safety (audit; staff levels; minimising delay in transfers; staff flu vaccination programme)
Prevention and mitigation (IPC; risk assessments & crisis management plans for adults with complex LD; maximising uptake of childhood immunisations; safeguarding)
Creating an environment for learning (adverse events; safety thermometer)

Rehabilitation, Reablement and Recovery

Discharge to Assess
Skylark

CQC review and actions

2016 review
'Good' rating, 'Outstanding' care
Internal system to ensure changes implemented

Integrated workforce plan

Bristol, North Somerset and South Gloucestershire (BNSSG) and with Health Education England

- Sustainability and Transformation Plans (STPs):
 - Standardised training
 - Shared learning & provision of training
 - Assistant Practitioner role



Discharge to Assess (1)

- Community & home-based assessment
- Ensuring people don't remain in hospital once they are medically stable to leave
- Can 'step down' from a hospital bed, allowing for someone needing more specialist care in the immediate aftermath of a stroke
- Improves service user's experience
- Sirona has operated this in South Gloucestershire in partnership with North Bristol NHS Trust and South Gloucestershire Council for 3+ years.
- Around 150 people are supported via this home-based route every month, with a further 80 continuing to have therapy support in our local rehabilitation units.

Case Study - video

Stroke survivor, Margaret, 83, was the first person to experience this speedier discharge from Southmead Hospital after a stroke.

Margaret is back living independently at her Thornbury home after intensive rehabilitation from our therapists and nurses at Thornbury hospital.

"It made such a difference to me being local to where I live; I was on home territory and it was also easier for the family to visit"

"It meant when it came to coming home, I knew I would be able to live independently – the only visit I need is linked to my medication."

Mrs Paxford had been in Southmead around three weeks and previously would have needed to stay there for another four weeks for assessment and specialist rehabilitation.

The video can be accessed [here](#).



"Outstanding" care rated by CQC

Discharge to Assess (2): Skylark

Formerly an inpatient rehabilitation service located on Elgar 2 ward at Southmead Hospital



- Supports up to 30 people who need on-going rehabilitation and can 'step down' from a hospital bed;
- An individual programme of rehabilitation and reablement to support them home as soon as they are safe to do so.
- Heart of the local community
- Opportunities to work with new models of care & best practice
- The TODAY model - which focuses on the differences you can make each day both for yourself and influencing change for your team that then improves the lives of our service users.



'Red to Green Days'

Red to Green Days looks to reduce wasted time (red days) by ensuring that every day is a green day i.e. adding value to the day by moving an individual closer to being discharged.

'Last 1000 days'

If we were in our last 1000 days would we want to spend them in hospital?



Bag of Calm

An example of staff working with families to improve care

- Sensory based toys and a brightly coloured weighted cuddle blanket. First Unit to adopt the idea and inspiring others to follow
- Mother, Kelly, and Matron, Sarah, wanted to improve experience for autistic children who use Yate Minor Injuries Unit (MIU)
- Will help keep children calm while they are being assessed



"I think it is amazing; we like celebrating good practice and we are keen to promote this as it is improving access to services and reducing stress levels for families." Jo Marie Shanks, from the community organisation South Glos Parents & Carers

"It is so lovely that Sarah and Sirona embraced this; there aren't words to describe what it means. We all know the pressure that staff are under but they are taking the time to make a difference. This is going above and beyond and if it helps just one child, then it has been worth it"

What next?

- Kelly collaborated with Bristol Autism Support and the Bags of Calm are now commonly found in museums across the city.
- Sarah is developing information cards for parents and carers with the idea they could be presented at reception when a child is booked in to make staff aware of specific triggers or fears which may heighten an individual's anxiety.

"Everybody has heard of autism but they don't necessarily know what it means or the best way to communicate. Language is not as important as visual communication and anxiety levels for children with autism can increase very quickly. I want to do as much as I can to raise awareness." Kelly, 41, mother of four

Focus for the year ahead





Questions or comments