

## Nightingale Challenge

### Module 4 Programme

16.12.20

#### Aims & Objectives of Event

- To reflect & evaluate the impact of the programme
- To discuss experience/lessons of leading during COVID
- Project Presentation, graduation & celebration

TIME	ACTIVITY/OBJECTIVE COVERED	Facilitator
09:00	<b>Welcome &amp; Aims &amp; Objectives of Module</b> GS covers usual Teams Housekeeping, walk through programme, welcome to any external speakers if they are already on call	GS HF
09:10	<b>Matthew Reed, CEO</b> Welcome & Opening Comments <a href="https://web.microsoftstream.com/embed/video/a647f6bf-0d16-4ae6-ba0e-353dd69640f5">https://web.microsoftstream.com/embed/video/a647f6bf-0d16-4ae6-ba0e-353dd69640f5</a>	MR
09:30	<b>The Nightingale Journey 2020</b> Julie Pearce, Chief Nurse, Executive Director of Quality & Caring Services – to reflect on the challenges of the year <ul style="list-style-type: none"><li>• Challenging year but important to be proud of what we have all achieved.</li><li>• The additional challenges of COVID have stretched leadership journey</li><li>• Year of Nurse and Midwife carrying into 2021 as well</li><li>• Journey about person centered and compassionate leadership</li><li>• Being a nurse stays with you and you should be proud of that</li><li>• EOLC is a special place to work – some moments in life are particularly important and being part of that requires a special type of leader.</li><li>• Reviewed sessions and achievements</li><li>• Today is a celebration of all that you have achieved.</li></ul>	JP
10:00	<b>Keynote Speaker - Chris Caldwell, Director of Nursing HEE COVID Response</b> Chris to talk about her career in Nursing leading up to heading the London Nursing response to COVID (incl Q&A)  <a href="https://web.microsoftstream.com/video/8480e359-8895-45bb-b122-6db45313f6ab">https://web.microsoftstream.com/video/8480e359-8895-45bb-b122-6db45313f6ab</a>	CC, GS to facilitate Q&A
11:00	<b>Break</b>	
11:15	<b>Presentations 1-6</b> 11:20 - Laura Lee <ul style="list-style-type: none"><li>• IPU Edinburgh</li><li>• Applied for Nightingale as lacks confidence as a leader. Avoids being in charge but recently stepped up.</li><li>• Nightingale has pushed me to see what I'm capable of, never had the confidence before.</li><li>• Found the strength and drive to complete the course.</li><li>• Shadowing opportunities within hospice been useful, plus mentor relationship. Insight into functioning of senior managers has helped contextualize the organization.</li><li>• Project initially was exploring relationship between IPU Nurses and AHPs but realized this was too big and change for the sake of change. Changed to explore difficult conversations and sharing skills around complex conversations.</li><li>• Plan is to produce some post death guidelines about discussions with families. Plan was to do small group work across hospice but for various reasons these have been done on a 1:1 with more junior staff.</li></ul>	Delegates

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	<ul style="list-style-type: none"> <li>• <b>Outcomes: structured learning tool, support staff, 1:1 learning, would like to produce something similar about identifying the dying phase and discussing this with families.</b></li> <li>• <b>Received lots of positive feedback and requests for more similar guidance.</b></li> <li>• <b>Presenting at an RN update session which is daunting but important to step up.</b></li> <li>• <b>Learnt that small changes can have a big impact. Personally I can make an important contribution. Keen to seek out other similar opportunities and potentially further down</b></li> </ul> <p>11:40 - Claire Hutchinson</p> <ul style="list-style-type: none"> <li>• <b>Junior Sister, Hampstead</b></li> <li>• <b>Looked a tracheostomy care in hospice as part of project</b></li> <li>• <b>Staff providing care irregularly due to low number of patients with these in place.</b></li> <li>• <b>Project aimed to review literature on tracheostomy care in hospices – very little available and little evidence as to how these patients are cared for.</b></li> <li>• <b>Reviewed national Tracheostomy Safety Project.</b></li> <li>• <b>Used PDSA cycle to improve staff confidence. Identified care currently being provided and then offer training to improve confidence and skills. Used a survey to identify confidence levels, offered training, followed up with a further survey.</b></li> <li>• <b>General feedback on project – increased confidence levels, benefited from mentor relationship. Previously avoided confrontation and difficult conversations but now feel more confident in addressing this. Feels capable of moving forward</b></li> </ul> <p>12:00 - Stacey Taylor</p> <ul style="list-style-type: none"> <li>• <b>Applied to explore leadership skills further and understand more about the leadership and decision-making process within the hospice. Great mentor relationship.</b></li> <li>• <b>Passionate about dementia care. Previously worked to making hospice dementia friendly. Each ward has a dementia kit in place but not seen in use very often. Set up training and word of mouth to explain rationale behind the kits and encourage use. Education centre was flooded and so changed to ‘micro learning’ – 15 minute sessions ad hoc with ward staff. Handouts to support learning. Will carry into 2021.</b></li> </ul> <p>12:20 - Jemma Vevers</p> <ul style="list-style-type: none"> <li>• <b>Reflection on her whole Nightingale experience.</b></li> <li>• <b>The shadowing of wider meetings gave her valuable insight to the world outside of her “bubble”</b></li> <li>• <b>Has used her mentor (Dir of Nursing) for valuable support during Covid and as way of testing her ideas.</b></li> <li>• <b>Working on project to ensure there are named nurses available to support new nurses and be point of contact for medical team. Project still in early stages</b></li> </ul>	
12:40	Stretch Break	
	<p>12:45 - Louise Wright</p> <ul style="list-style-type: none"> <li>• <b>Noticed how patients were moved to Hospital when diagnose with high levels of potassium and low calcium levels. Identified moving patients during the pandemic as a risk. As someone who can treat such conditions, Louise wanted to look at how she could support rest of team to develop the skills in this area and reduce the number of patients leaving hospice.</b></li> <li>• <b>Questionnaire sent out to understand staff appetite for idea and level of knowledge.</b></li> <li>• <b>Has had to liaise with a wide variety of stakeholder (Lead Nurse, Clinical Educators etc.). Programme helped with her ability communicate with these</b></li> </ul>	

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	<p><b>groups.</b></p> <p>13:05 - Jessica English</p> <ul style="list-style-type: none"> <li>• <b>Found the programme extremely beneficial. It was a challenge at times but delighted to still be there at end</b></li> <li>• <b>Programme help her develop her resilience &amp; gave her a better understanding of leadership styles plus her own and others Myers Briggs preferences</b></li> <li>• <b>Mentor helped her pull scale of project into a more realistic ambition</b></li> <li>• <b>Researched the recruitment &amp; retention figures for nursing in South Scotland - as a result realised new starters would benefit from more support upon commencing at org.</b></li> <li>• <b>Sent out questionnaire to all new nurses in their first 12 months and got 100% response rate! The results informed the creation of a resource pack providing vital information and support</b></li> <li>• <b>In it's first year of development but has the potential to be shared across org.</b></li> </ul>	
13:45	<b>Graduation</b>	GS, HF
14:00	<p><b>Wrap Up &amp; Thanks</b></p> <p>GS &amp; HF say a final few words of leadership inspiration, thank them all for hard work, energy and engagement. They are now part of the MC Nightingale Alumni &amp; will continue to get leadership development opportunities and resources. Remind them to dial into MC Connect at 3pm</p>	HS, HF
14:10	<b>Close</b>	