

# Where we Were

Frances Aitken – Senior Charge Nurse; REH  
Frank Charleston – Senior Charge Nurse; REH

# Culture Change

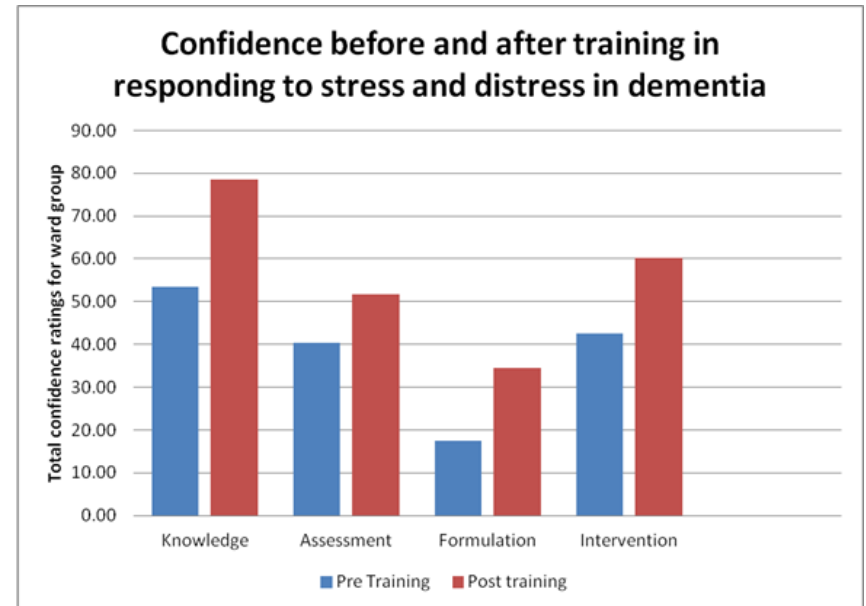
Artlink

Links to festival theatre

Involvement of wives and families



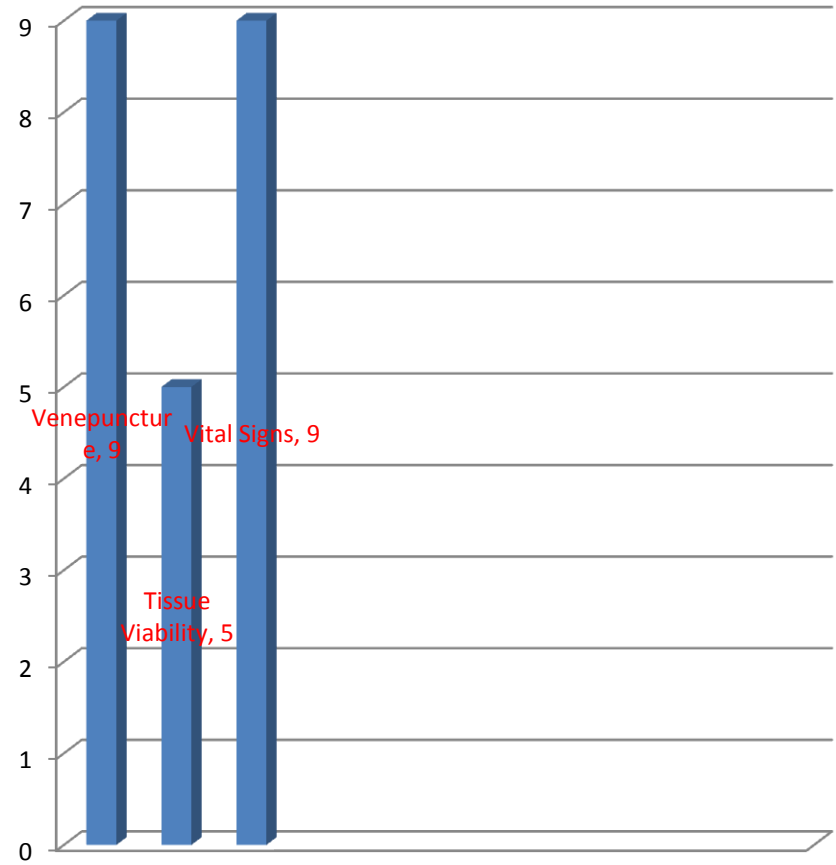
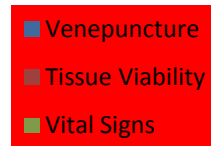
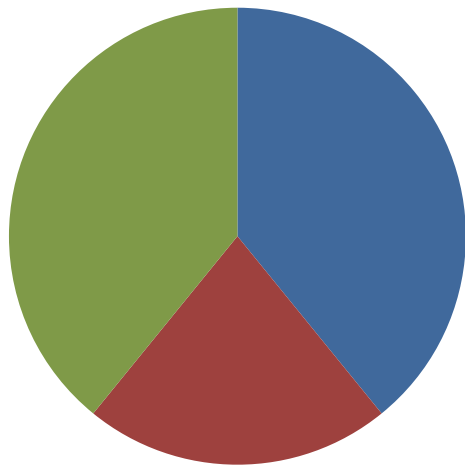
# Staff Education and Engagement



# Where we are

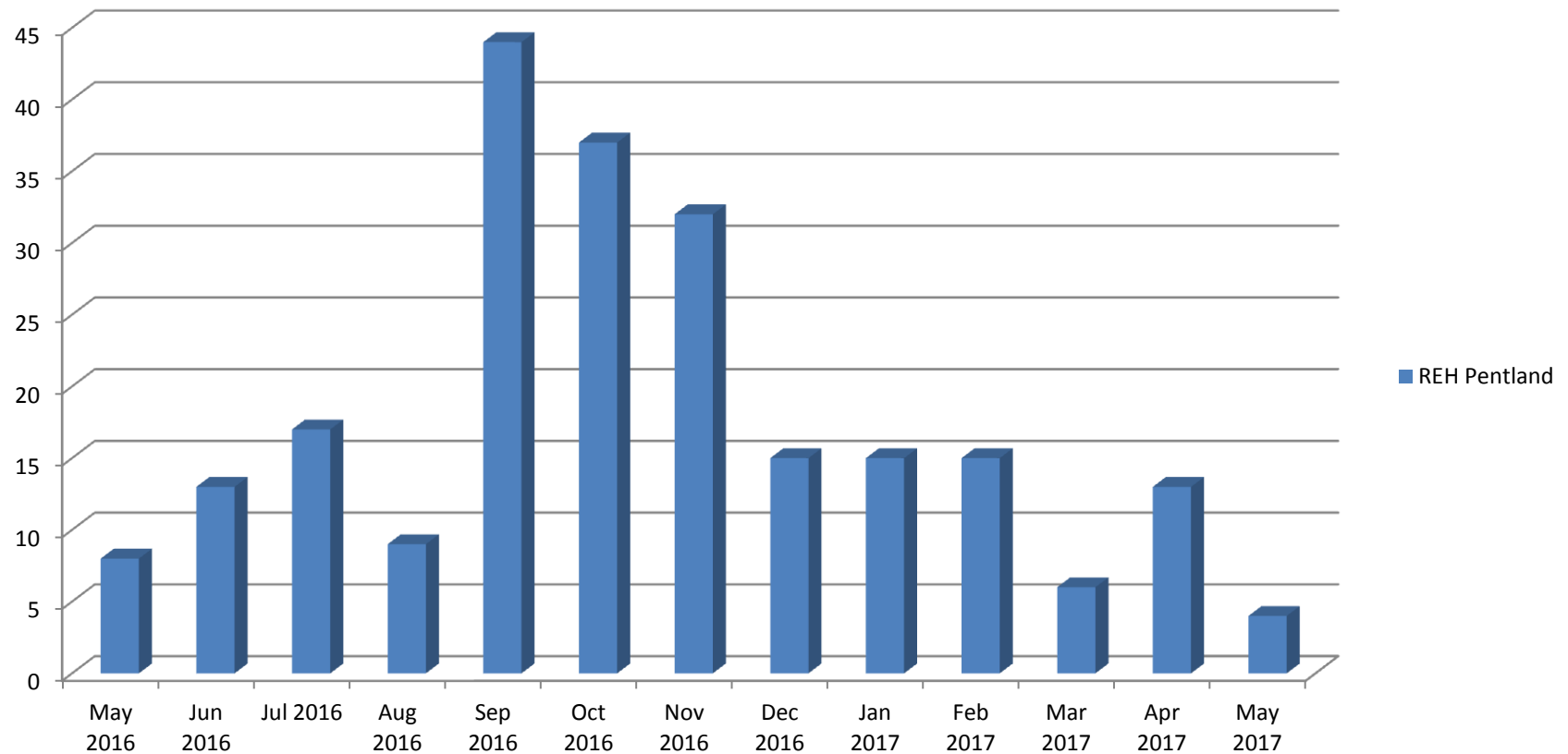
Pentland Ward

# Enhancements of Clinical Skills



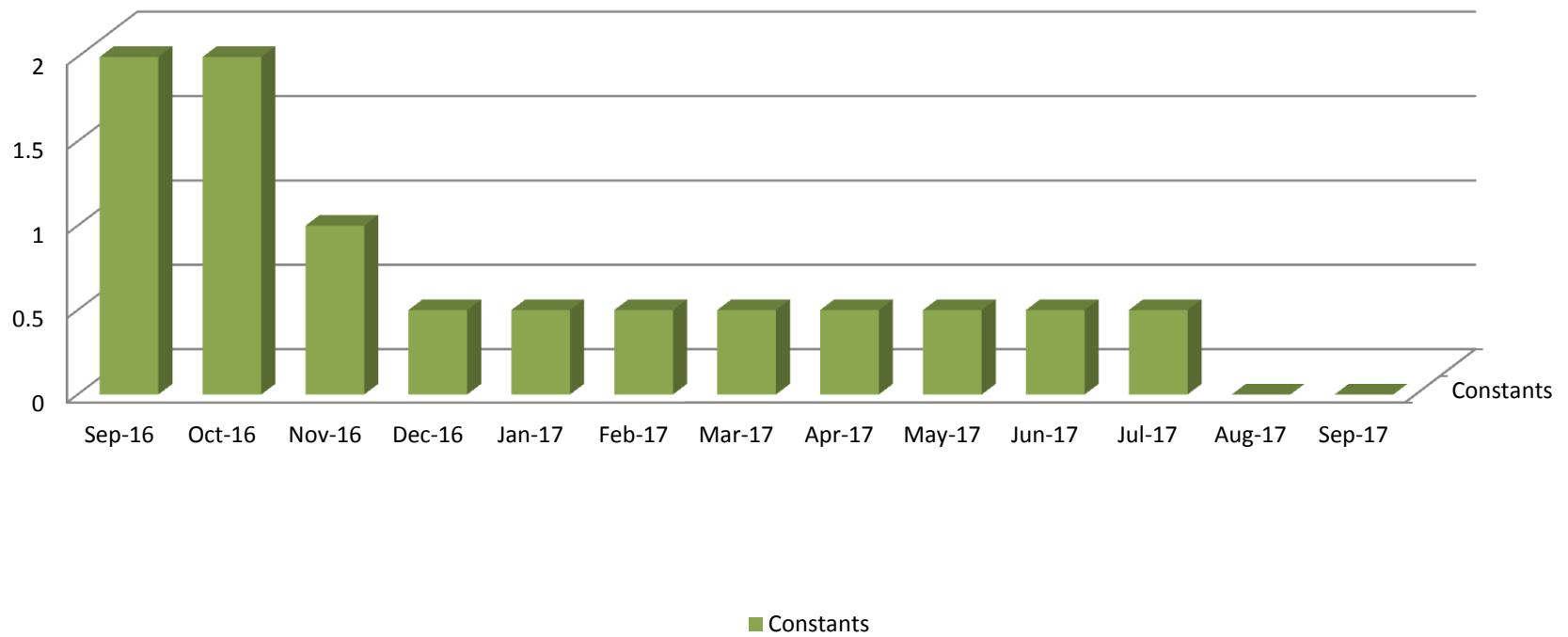
# Reduction in Adverse Events

REH Pentland



# Management of 1-1 Enhanced Observations

## Pentland 1-1 Enhanced Observations





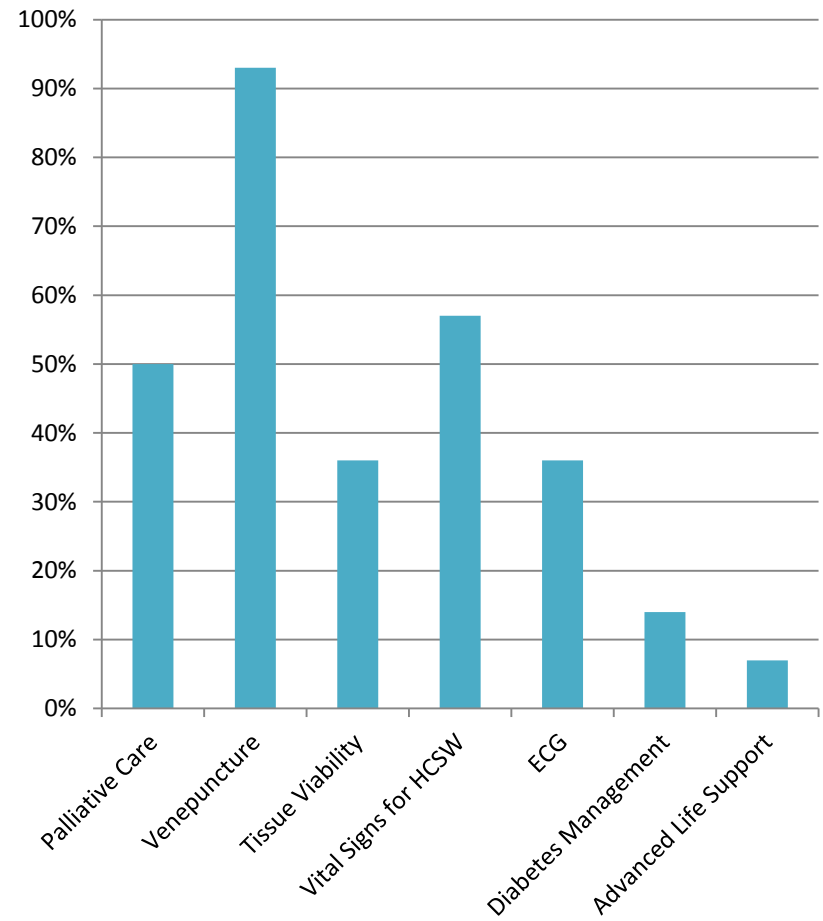
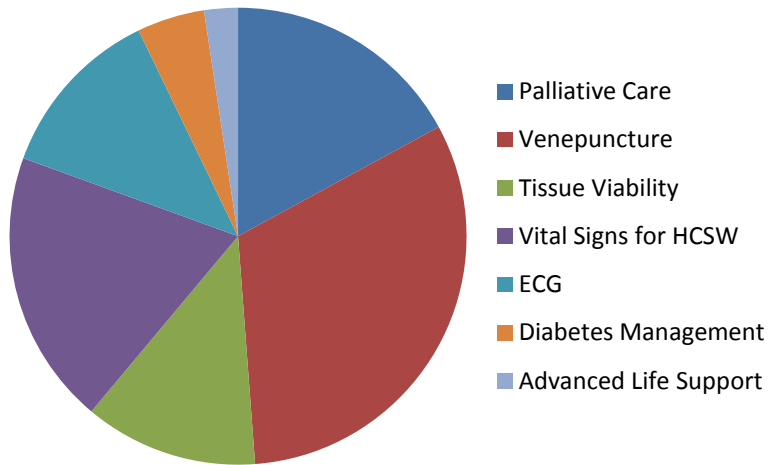
# We will become like Family



*Canaan Ward*  
*(previously ward 14)*

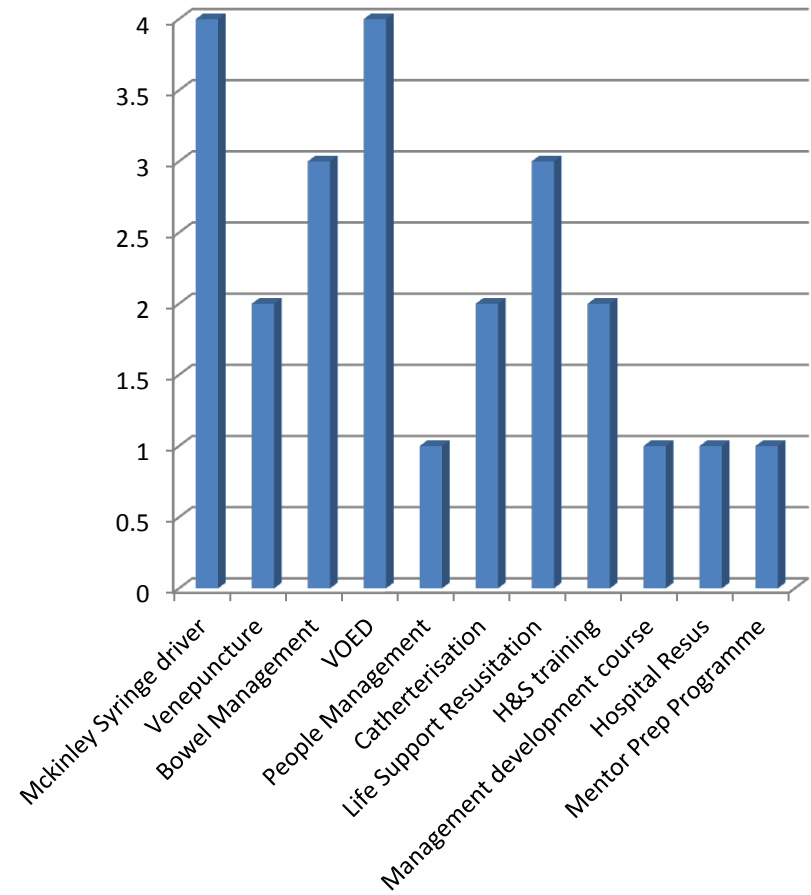
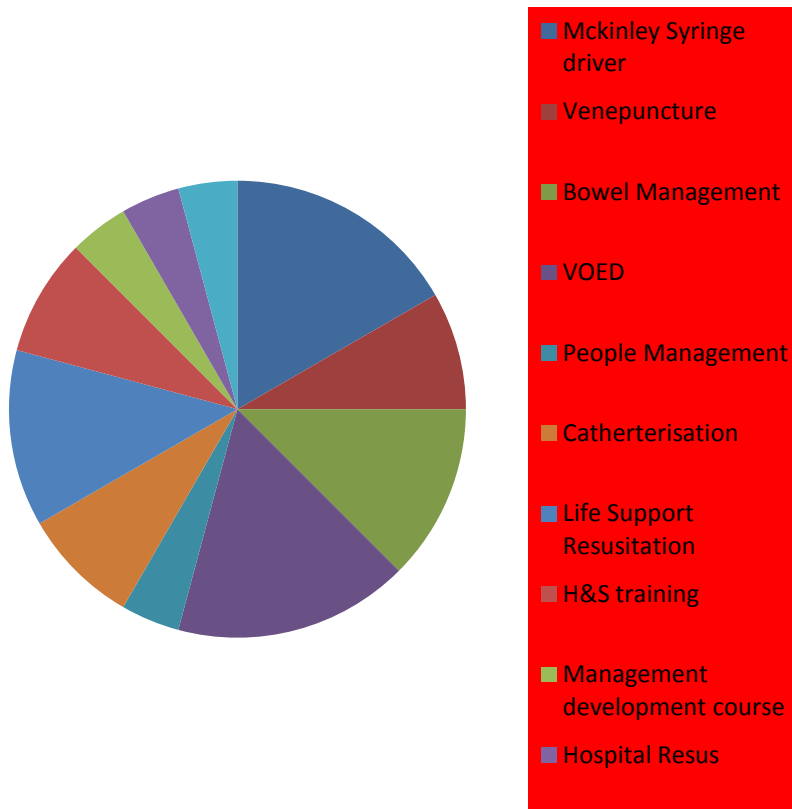
*Raising Standards Together*

# Enhancing clinical skills Healthcare Assistants

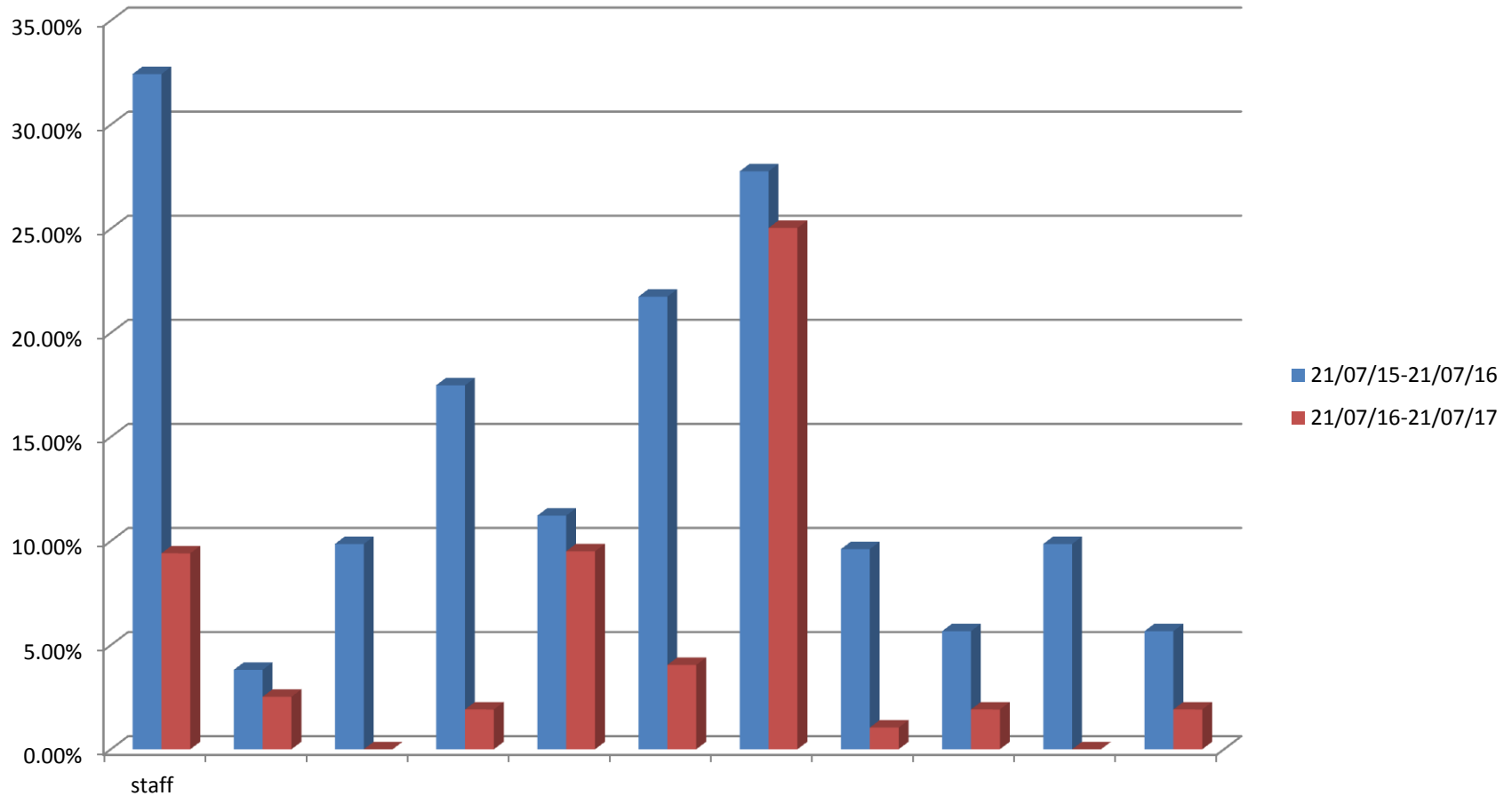


# Enhancing clinical skills

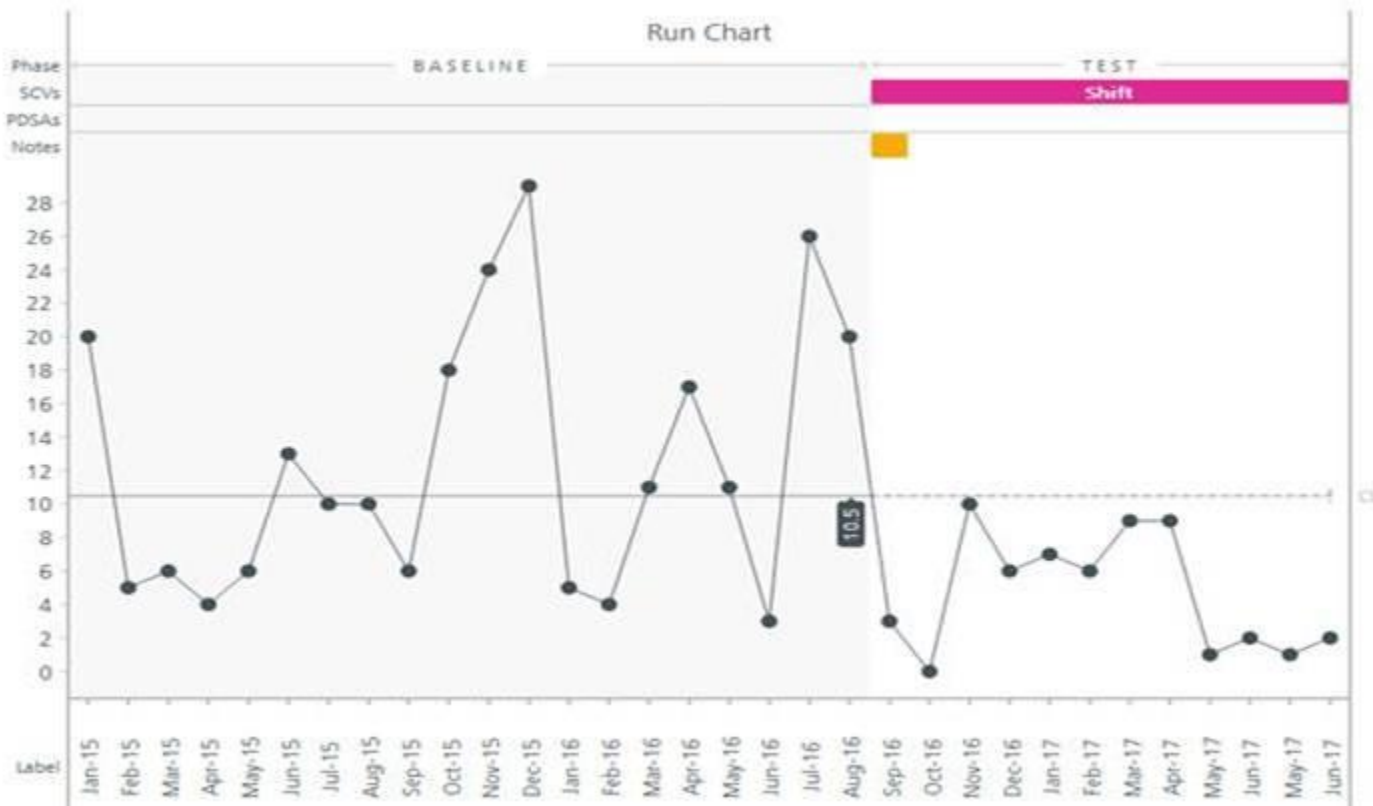
## Registered Nurses



# Improvements in sickness absence

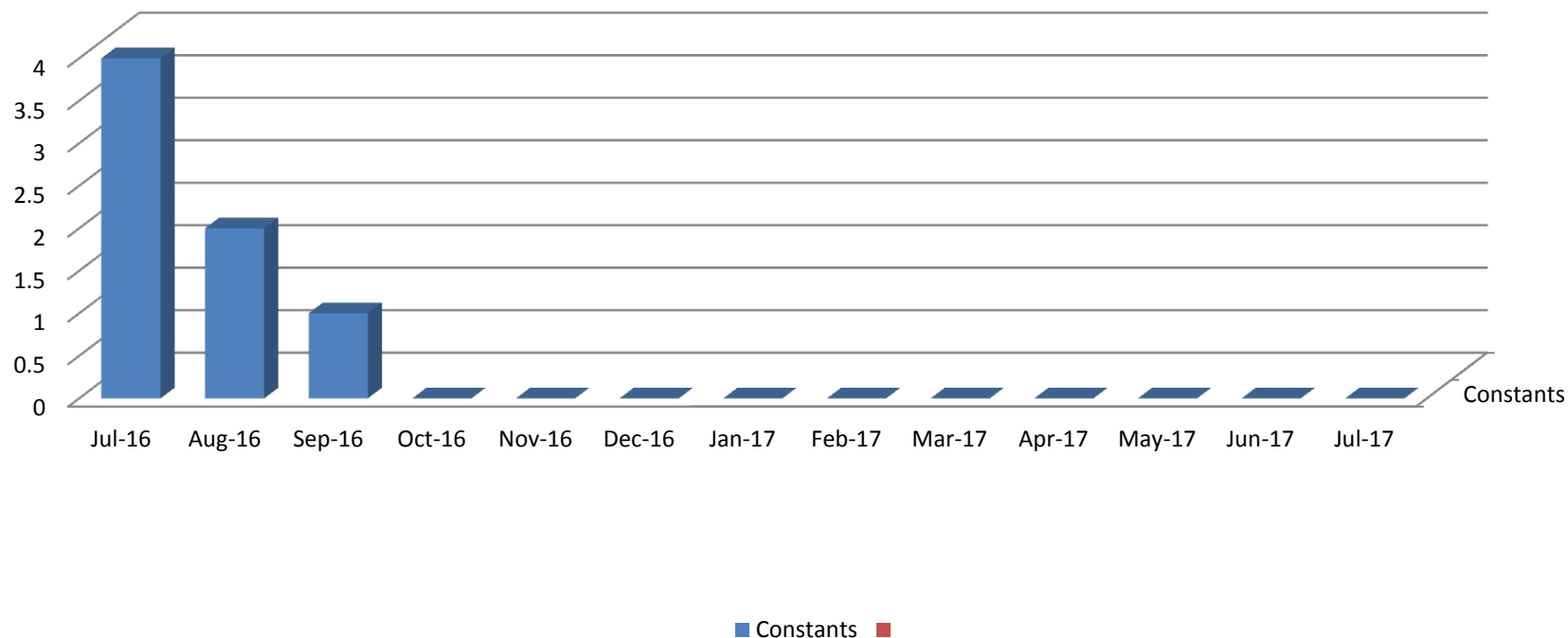


# Reductions in Adverse Events



# Reductions in 1-1 Enhanced Observations

Chart Title



# i Matter

- "During my time as a student nurse in Canaan, I have been inspired by the progressive approach that is followed in the ward. The staff are committed to supporting patients to fulfil each day with purpose, whilst minimising the difficulties that can be encountered when living with dementia. I have been supported to undertake an extensive amount of learning opportunities and it has been a privilege to do this alongside such a welcoming and cohesive team."
- **Student Nurse Kirsty Earl**
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- "You make sure that level of assessment and care provided to our patients is at an excellent standard, you are very caring, very nice to work with but at the same time very professional.
- I think that the fact that the move of our ward to the new royal Edinburgh buildings was so successful (uneventful and patients settled and adjusted very quickly) was in big part thanks to you.
- I appreciated a lot that you are finding time to organise so many activities on the ward and out of the ward for the patients and I think it makes a difference in their mental state and their overall care."
- **Dr Eirini Glava, Core Trainee in Psychiatry (CT1)**
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- "The promotion of stress and distress has increased the multi-disciplinary teams' ability to identify and assess patients unmet needs. This has allowed the team to make more accurate decisions with regard to prescriptions and future care placements."
- **Dr Pamela Taylor; Consultant Psychiatrist**
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- "This is fantastic, I have always liked coming here and I love this day"
- **A patient's word when arriving at Portobello beach**
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- My husband's condition is heart-breaking and I walk in the deepest sadness but I feel so thankful for the holistic care given to us by staff.
- **A wife's words on her and her husband's journey**
- 
- For the first time in my Nursing career I feel I have purpose in my job; I feel supported and very much apart of a balanced team.
- This is shown in my sickness absence record which has fallen from 21% to 4%. My managers both work both work with me and understand my problems. I previously felt my managers worked against me but I see now that these were personal feelings.
- **Registered Nurse Jacqui Gordon**
- 
- At work I feel valued. Even although he NHS is such a big organisation to work for, I always feel that my managers take a massive interest in me and my work. They have helped me so much in my personal development. I started in the NHS only in January 2017 and I can already carry out veno-puncture; this is a great achievement for me and it is only July 2017! My managers and the NHS make me want to come to work everyday and do my best for the patients.
- **Nursing Assistant Jayne Richards**
- 
- I wanted to get experience working in a hospital. what I got working in the ward was so much more. The team have been great to help me develop great skills and the management have been more than willing to put me on courses and training. I'm always happy coming in the door in the morning and leaving at the end of the day even after a long day. The staff make the ward what it is and I couldn't ask for a better team to work with.
- **Nursing Assistant Jason Gray**
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- "I have only been working part time on this ward since April 2017 but I feel like the very warm welcome I received from all of the staff makes my job so much more enjoyable. It also makes it easier knowing that I have such supportive colleagues who are willing to help me when I am arranging and performing activities. It always puts a smile on my face to hear patients expressing how much they've enjoyed an activity they've participated in, and knowing that I have made their day that bit better."
- **Hollie Charleston Activity Co-ordinator**
- 
- "When I first started in the ward I was not trained in anything; within the last year I am more confident within myself and in my job role since I have been up skilled. The courses I have been on are Veno-puncture, ECG, Clinical observations, and Palliative care for people with dementia. I have now applied to do the HNC course to progress onto becoming a staff nurse. I am attending ward rounds frequently, as all of the nursing assistants do, to help build my confidence of speaking in front of large groups of people."
- **Nursing Assistant Megan Ormond**



# *Together is a Powerful Tool*



Where we want to be?