

Cygnet Health Care Nursing Strategy

2016-2018



Cygnel's mission is simple:

'To provide superior quality health care that service users recommend to family & friends; clinicians prefer for those in their care; purchasers select for their clients; and employees are proud of.'

David Cole, CEO

Our values as defined by our staff and underpinned our culture:

- HELPFUL
- RESPONSIBLE
- RESPECTFUL
- HONEST
- EMPATHETIC

Introduction

The purpose of this strategy is to articulate the unique contribution nurses have to make to deliver Cygnnet's values, and define the nursing objectives that will contribute to delivering Cygnnet's mission.

I am delighted to present the Cygnnet Health Care Nursing Strategy 2016 – 2018, the strategy has been developed and worked on by lots of our nurses, and I am really pleased to have come into post this year and have been able to pull all that hard work together to deliver our first Nursing Strategy.

Healthcare and the nursing profession are facing many challenges, in my role as Director of Nursing I will lead, develop and shape strategy and relationships that enables our nurses to respond and meet these challenges and opportunities. This strategy sets out how we will deliver this.

Julie Kerry

Director Nursing and Patient Experience



My commitment is to

- Ensure service users and families experience nursing that is safe, high quality and respectful
- Deliver improved health outcomes
- Ensure that our nurses are registered with the NMC and up to date in relation to their training needs
- Afford our nurses the opportunity to develop their practice by supporting them to attend external training courses and grow strong links with local universities
- Ensure that we confront and challenge poor or sub-standard care
- Support our nurses to challenge the practice of their colleagues no matter which discipline they belong to.

Our nurses commitment

- We will pride ourselves in being there when you need us
- We will make time to care
- We will make time to listen
- We will be there to offer on the spot support where and when it is needed.

What we will see Cygnet nurses doing

HELPFUL

- Will be highly visible
- Promoting excellence and professionalism in the nursing discipline
- Making time to care
- Facilitating group and one to one nursing sessions
- Create a calm, clean environment and maintain a therapeutic environment
- Promoting a positive and friendly culture

RESPONSIBLE

- Accountability
- Adhering to NMC code of conduct
- Having the courage to confront and challenge poor and sub-standard practice
- Ensuring effective communication and record keeping
- Ensure we are up to date with our registration and practice
- Being professional at all times
- Encouraging and supporting all career enhancement through continued development and training
- Appropriately qualified nurses and health care assistants delivering evidence based, high quality and specialist care

EMPATHETIC

- Listening and learning
- Learning from incidents, complaints, patient feedback and experience
- Promote and embed a reflective culture
- Shared learning across our organisation and other health care organisations
- Promoting and safeguarding the rights of patients
- Be non-judgemental and embrace the diversity of our patients and staff team
- Cygnet nurses will endeavour to see the person in every patient
- Supporting patients throughout their care pathway from admission to discharge
- Supporting family, carers and significant others
- To care about our colleagues

Encouraging and supporting all career enhancement through continued development and training

RESPECTFUL

- We will always be user focused
- Treating patients with respect and dignity
- Involving patients in decision making, care planning and risk management
- Promoting patient centred care in a safe and therapeutic environment
- Supporting our patients to shape our services
- Promoting and enabling physical health care and wellbeing
- Supporting patients to access vocational, educational and employment opportunities

HONEST

- Sharing and supporting in an open and honest way
- Working collaboratively with patients and colleagues to deliver high quality care
- Doing what we say we will do
- Engendering transparency in service delivery

Six Strategic Objectives - Frame work for Delivery

PATIENT EXPERIENCE

1

Objective	Nurses Commitment	How we will deliver
<p>Delivering patient centred care</p> <p>We will work to put patients at the centre of all we do.</p>	<ul style="list-style-type: none"> ■ To develop and maintain effective joint patient centred care plans using the My Shared Pathway framework ■ To demonstrate trust and respect in their interactions with service users ■ Work with other MDT colleagues in supporting the service user to access vocational, educational and employment opportunities as identified with a service user via their MSP ■ Have a responsibility to ensure the environment they work in is clean and safe ■ Lead by example, promoting service users to be respectful of each other ■ Ensure that community groups with staff and service users are responsible for the environment being a place where people want to live and work ■ Ensure that service users are enabled to experience well-being from having a sense of purpose. 	<ul style="list-style-type: none"> ■ To support the implementation MoJ project ■ To support the uptake of Patient Experience surveys ■ To support the development of the patient experience strategy ■ To encourage the sign up and implementation to Star Wards.

SAFETY AND QUALITY

2

Objective	Nurses Commitment	How we will deliver
<p>Focus on quality, safety and excellence</p> <p>We will work to deliver year on year improvements.</p>	<ul style="list-style-type: none"> ■ Ensure that we confront and challenge poor or sub-standard care ■ Support our nurses to challenge the practice of their colleagues no matter which discipline they belong to ■ We embrace audit and research to ensure the relevance and effectiveness of the care we deliver. We promote and embed a reflective culture to enable shared learning across the organisation; this is enhanced by local and corporate governance. 	<ul style="list-style-type: none"> ■ To support CQUIN delivery ■ To ensure incidents are reported, investigated and lessons learnt ■ Improve safeguarding practise – develop local networks ■ To raise awareness and understanding of PREVENT and FGM.

IMPROVING STAFF EXPERIENCE

3

Objective	Nurses Commitment	How we will deliver
<p>Empower and care for our staff</p> <p>We will contribute to developing a culture that is empowering and supportive.</p>	<ul style="list-style-type: none"> ■ Afford our nurses the opportunity to develop their practice by supporting them to attend external training courses and grow strong links with local universities ■ Our nurses will receive regular clinical supervision from a suitably trained individual as well as a yearly appraisal which will assess their core nursing competencies, ensuring that they are accountable for all areas of nursing ■ Promote reflective practice. 	<ul style="list-style-type: none"> ■ Support nurses to successfully revalidate ■ To support implementation of the staff survey ■ Improve the experience and retention of newly qualified nurses.

LEADERSHIP

4

Objective	Nurses Commitment	How we will deliver
<p>Build and strengthen our Nursing leadership</p> <p>To build a culture of nursing leadership at every level.</p>	<ul style="list-style-type: none"> ■ Nursing leadership cuts across all grades of nursing ■ We will be proactive in raising the nursing profile by promoting the 'visible nurse' concept ■ Nursing visibility encompasses concepts such as presence, being available, accessible and being responsive. These concepts are vital in developing and enhancing nursing leadership at ward levels. It supports job satisfaction among staff and enhances the profile of the nursing profession. Nursing visibility helps nurse leadership at every level to refocus and continually define the disciplines domain and perspective. 	<ul style="list-style-type: none"> ■ Contribute to the delivery of the Nursing Strategy ■ Host the first nursing conference ■ Improve the career pathway within the organisation to attract and retain nurses ■ Take opportunities to support and enable nurses at all levels to be leaders.

IMPROVING OUTCOMES

5

Objective	Nurses Commitment	How we will deliver
<p>Improve Health Outcomes</p> <p>We will contribute to delivery improved health outcomes for our patient.</p>	<ul style="list-style-type: none"> ■ Take responsibility for ensuring that the physical health needs of all our service users are assessed and understood and appropriate interventions and education offered as needed. 	<ul style="list-style-type: none"> ■ CQUINs ■ Ensure there is access to GPs, dentists, opticians and other health care services, if necessary, to meet service users ongoing physical health needs ■ To lead reducing restrictive practice projects – delivering measurable reductions in restrictive practice ■ To support the implementation of Safe Wards ■ To support our hospitals to become smoke free.

FAMILY EXPERIENCE

6

Objective	Nurses Commitment	How we will deliver
<p>Provide a positive experience of care for patients, Families and Carers</p> <p>To build a culture of nursing leadership at every level.</p>	<ul style="list-style-type: none"> ■ To constantly look at ways to better understand patient and families experience of our care ■ To evidence learning from complaints ■ We listen to and learn from our service users and their families; we encourage their feedback on the care they receive and the place it is delivered ■ Whenever possible we act on the issues raised to improve our services and provide collaborative care. 	<ul style="list-style-type: none"> ■ Support the implementation of the FFT ■ Work to ensure Families are included in serious incident investigations ■ Provide better information for families ■ Support the Making Families Count Conference ■ Support for carers, where appropriate, with information in order to preserve their own health and wellbeing ■ Supporting the service user and carers to recognise the signs of relapse.

