

BACK TO BASICS

Quality Improvement for pressure ulcer care in the community

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Background

B2B is an implementation of a staff focus supervision group within a community nursing setting. The aim is to promote restorative supervision and compassionate leadership to build on trust, open and honest conversations and appreciative enquiry to encourage and understand barriers within practice.

Despite implementation of resources and evidence of a reduction managed by NHSE and NHSI, pressure ulcer numbers have continued to stagnate over recent years. (Sandoz 2021).

Back to basics

Back to Basics is a quality improvement to improve pressure ulcer care in the community. Providing a just culture for learning to promote an organisational and cultural change.

This quality improvement promotes group sessions to encourage and build on open and honest conversations, psychological safety and time to stop think and reflect! This will provide a culture to demonstrate an understanding to barriers in practice and identify specific training and resource requirements

Changing practice

Changing practice, culture and environment to support staff well-being is essential during the current climate to eliminate further contribution to stress that is believed to result in the delivery of quality care and sustainability of the future for the nursing profession.

(West et al 2020).

Gathering the evidence

How do you know what you need to do for your patients when you visit them?

How do you know what your doing is right?

What keeps you awake at night?

A positive impact on the immediate well-being of staff.

Staff feel valued by their employer's for investing in them and their well being.

Influence a significant reduction in stress and burnout.

Improve the compassion and job satisfaction of staff

Reduce stress levels whilst maintaining compassion

Improve working relationships and team dynamics

Help staff to manage work/life balance effectively

Increase enjoyment satisfaction related to work.

(Pettit and Stephan 2015)

Results

'Back to basics' is proving to be a highly useful way to address very practical issues facing Community Nursing. The approach allows staff to raise and discuss concerns in a non-threatening way. It is a platform to further develop a culture of honesty and openness. This has also resulted in less concise investigations and a evidence of better awareness of community nursing barriers to other disciplines. This could be a design that could be utilised for all aspects of quality improvement pilots rolling out to all services.

"Feel like I was really heard"

"They asked how they could help, I felt they wanted to"

"Thank you for listening"

"Nice to give our own opinions"

Good to share anxieties that were in my head.

"Nice to have the opportunity to be honest and feel listened too."

