Margaret Harries Lead Nurse Older People 28 Nov 2014

Compassion In Practice

University Hospitals Birmingham

Delivering the best in care

Queen Elizabeth Hospitals Birmingham

- >1250 in patient beds
- 44% single side rooms
- 36 Bedded wards
- Royal Centre for Defence Medicine
- Major Trauma and Burns centre
- 8500 staff
- Largest critical care unit in Europe

Delivering the best in care

Our Vision :Dignity for all

Delivering the best in care

Based on Older People's Champion Project

Delivering the best in care

Dignity for All at UHB

- High profile project
- 551 Dignity Champions
- Clear structure for Champions
- Dignity Team
- Dignity Clinical Educators
- Dignity framework
- Communication Strategy
- Report to Trust Board via Care Quality Group
- Dignity Rounds

Nursing Times Awards 2011 Winner

Delivering the best in care

Delivering the best in care

Delivering the best in care

Seeing the person

Delivering the best in care

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Valuing Carers

Delivering the best in care

University Hospitals Birmingham NHS

Welcoming Volunteers

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Activities

Delivering the best in care

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Have you tried?

- Source
- Use
- Clean
- Dispose

Delivering the best in care

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Music

Delivering the best in care

University Hospitals Birmingham NHS

Another cup of tea and a slice of cake?: Meal times on acute hospital wards for frail older people

- Active engagement
- Social interaction
- Reduced isolation
- Familiar routine

Delivering the best in care

University Hospitals Birmingham NHS

Make Specialing Special

All About Me

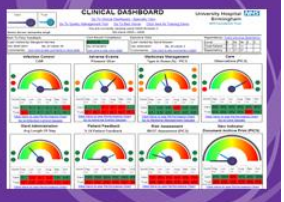
More About Me

Specialing Bag
- Suggested activities
  - Pictures
  - Puzzles
  - Poems
- ABC charts

Delivering the best in care

University Hospitals Birmingham NHS

Delivering High Quality and Measuring Impact



Delivering the best in care

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Enhancing the Environment Heritage Building

(Old Queen Elizabeth Hospital)

Delivering the best in care

University Hospitals Birmingham NHS

Toilet

Delivering the best in care

University Hospitals Birmingham NHS

Delivering the best in care

University Hospitals Birmingham NHS

Thank you for listening

Delivering the best in care

University Hospitals Birmingham NHS