

# NHS Ayrshire & Arran



**Meeting:** Ayrshire and Arran NHS Board  
**Meeting date:** Monday 31 January 2022  
**Title:** Board briefing  
**Responsible Director:** Claire Burden, Chief Executive  
**Report Author:** Shona McCulloch, Head of Corporate Governance

## 1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Local policy

This aligns to the NHS Scotland quality ambitions of Safe, Effective and Person Centred.

## 2. Report summary

### 2.1 Situation

Key areas of interest are advised to Board Members for awareness at each Board meeting. The Good News stories provide Members with information from across the organisation which shows the good work being delivered by our teams to improve patient and community care and recognises awards received locally and nationally.

### 2.2 Background

At each Board meeting the briefing provides:

- Good News stories from across NHS Ayrshire & Arran
- Key events from the Chief Executive and Board Chair diaries
- Circulars from the Scottish Government Health & Social Care Directorates
- Current consultations

Further briefing updates will be issued following the Board meeting from the Communications Department via e-News, Stop Press, Daily digest and “Team talk.” Up-to-date information is also published on NHS Ayrshire & Arran’s website [www.nhsaaa.net](http://www.nhsaaa.net)

Should you require further information in relation to the briefing, please contact Shona McCulloch, Head of Corporate Governance (Tel 01292 513630).

## 2.3 Briefing

### Good News Stories

#### Logo for Foxgrove National Secure Adolescent Inpatient Service (NSAIS)

Thelma Bowers, Head of Mental Health Services

In January 2021 the NHS Board approved the name “Foxgrove” for a new 12 bedded National Secure Adolescent Inpatient Service facility for young people aged 12 to 18<sup>th</sup> birthday which is being built on the grounds of Ayrshire Central Hospital, adjacent to Woodland View. The name was decided through an online survey to get the views of young people throughout Scotland and Foxgrove was the name that received most votes.

It was recognised that a logo would be important for Foxgrove and a selection of logos was developed and a final one selected following a series of consultation activities. The proposed logo focused on various formations and combinations of trees and hands. To assist with selecting the shapes of trees our graphic designer visited Ayrshire Central Hospital where Foxgrove will be built and took inspiration from the surrounding environment.

In addition to the consultation activities with young people, views were sought from stakeholders and the projects public reference group which led to the final logo design as shown below.



For more information on Foxgrove - The National Secure Adolescent Inpatient Service and latest News Releases, check the Foxgrove website [here](#).

#### Speech & Language Therapy – Augmentative & Alternative Communication (AAC) – Emma Stirling, Director of Allied Health Professions

Following Scottish Government Legislation, each of the three Health and Social Care Partnerships have identified money for the purchase of AAC equipment for individuals who require it. This new money was provided in Autumn 2019 and since then we have been capturing patient stories to evidence the impact that this funding has had.

**What is AAC?** Augmentative and Alternative Communication (AAC) equipment refers to any method of communication that can be used as a replacement to, or to supplement speech. AAC equipment is used by children and adults who have little or no intelligible speech. This may be as a result of many conditions including motor neurone disease (MND), stroke, cerebral palsy, head injury, autism, cancer and learning difficulty.

**What difference does it make?** Comments from people who have been provided with complex high tech voice output communication equipment illustrates the impact that this has on their lives - supporting independence, learning and social communication.

*"My AAC device provides me with a voice and a means of communication in any social situation. I couldn't imagine life without it... The device gives me the reassurance that I will always be understood and able to contribute to conversations. I use my AAC device on a daily basis to communicate with those around me at work and social gatherings with friends and family. It also enables me to give presentations."*

*"I can maintain relationships through 'verbal expression' using my device and it allows me to have retained a measure of independence and confidence. I remain part of my friendship group and can still join in using Zoom.*

*When attending two weekly church meetings I am able to offer input when items call for this, giving me personal satisfaction*

*"My Indi is fixed onto my power chair, so if I was out and found myself in an emergency situation, such as if my elderly mother became ill, and I needed assistance, I am able to communicate. I also help with my church Brownie group, so it has been particularly handy here, as I can prepare activities which I'm going to need like quizzes, or just simple phrases, so the girls find this all very enthralling, and it allows me to interact with them.*

*'Brown Owl' with Cerebral Palsy*

*"My son's device has given him the opportunity to have a voice. He will now tell me his feelings and even if it is to tell me he is sad at least I can try and help with this now. He is using his device not just to request but to comment and have an opinion. He has limited patience and the promptness of how the device works benefits him greatly as he can communicate in a fast manner and also loves to explore all of the options available.*

*Comments from Mum*

## **Staff Bereavement Programme**

Andrew Gillies, Spiritual, Staff Care and Person Centred Lead

We are very proud of our first 'Staff Bereavement Support Programme' which our team have been delivering at University Hospital Ayr. The Spiritual Care Team identified an opportunity to offer this service to a small group who would gather once weekly for a period of 8 weeks and talk through their experience of loss. It felt a very important offering at this time in history and our first group, who completed the programme on 14 January 2022, was fully subscribed and evaluated extremely well. We now have a further programme planned to run from University Hospital Crosshouse in the Spring.

In addition, another bit of good news is related to what happened on session 4. Before the session started a young doctor who had finished a difficult shift visited the sanctuary to unwind. He noticed a piano in the corner of the room and began to play as his way of processing his day. At the same time, members of the group began to arrive and thought that they had intentionally been serenaded. When the doctor looked around he realised an

audience had formed; he was surprised and agreed to play for them each week. A wonderful example of sharing talents and opportunity!

## News from East Ayrshire Health and Social Care Partnership

### East Ayrshire nurse receives Queen's award

The incredible work of an East Ayrshire nurse has been recognised with a prestigious accolade.

Community Learning Disability Charge Nurse, Zoe Lightbody, was one of eight learning disability specialist nurses from across Scotland who received the QNIS Queen's Nurse Award, along with 21 other nurses from different nursing fields.



The Queen's Nurse Award is presented to nurses in recognition of their dedicated work in communities across Scotland, and are selected as a result of employer nomination and subsequent panel interviews. Each nurse then takes part in a nine-month development programme run by the Queen's Nursing Institute Scotland (QNIS).

Nurses from this year's cohort participated in a week-long residential workshop, coaching sessions and two further workshops before each selecting a specific issue for development. Each nurse commits to developing their chosen issue, which will have an impact on their practice and benefit their community.

The learning disability cohort are working together on a joint issue for development to support those with a learning disability who find themselves involved in the criminal justice system. Throughout the programme, there is an emphasis on self-care, deep reflection and connecting participants with their creativity.

The awards ceremony took place on Wednesday 24 November at Edinburgh's Sheraton Grand Hotel and was a fantastic opportunity to celebrate learning disability nursing. During the proceedings, each nurse received a Queen's Nurse badge, designed by Silversmiths Ortak, a certificate hand signed by QNIS Patron HM The Queen, and a specially commissioned Harris Tweed sash.

Zoe was understandably delighted at receiving such esteemed recognition: "I still have the biggest smile on my face. The QNIS programme has been such an amazing experience and I feel so privileged to have had this opportunity." "Our learning disability cohort will continue the journey throughout 2022 by completing a project on Criminal Justice & Learning Disabilities. I look forward to telling everyone more very soon."

Congratulations to Zoe on her remarkable achievement – thoroughly deserved!

## Mouth cancer action month



To highlight Mouth Cancer Action Month (MCAM) last November, the NHS Ayrshire & Arran Oral Health Improvement Team (OHI) visited 14 venues across Ayrshire and ran an advert on local radio to raise awareness.

During their visits, the OHI team handed out bags containing a checklist of mouth cancer signs and a disposable mouth mirror, allowing people to familiarise themselves with their own mouths and to look out for any changes.

A dentist would normally examine a patient's teeth and the soft tissues of their mouth at their regular check-up appointments. However, Covid-19 has made this extremely difficult, making the OHI team's visits even more important.

The team visited 14 venues in total, including the new Barony Campus in Cumnock, leisure centres, supermarkets, hospitals, Dumfries House and Ayrshire Colleges, and hosted a word search competition at each one (with the six winners receiving an electric toothbrush as their prize). All attendees received goody bags, which was another great way to encourage everyone to engage with the team.

Students attending the NC in Oral Health course at the Ayrshire College Kilwinning Campus arranged dates to set up a stall at each of the three Ayrshire Colleges. The OHI team supported them with this and donated three prizes for the competition the students created. They also dressed up in blue for MCAM.

The event was hugely successful and the OHI team's goal was achieved: to have more people talking about mouth cancer and knowing how to spot the signs.

## Occupational therapy a great support for children and young people's wellbeing

Occupational therapy can support children and young people to learn, play and thrive; promoting their independence skills so they can reach their full potential.

Since June 2021, Jane Ritchie has worked with children, young people and their families as the Children and Young People's Occupational Therapist for NHS Ayrshire & Arran in East Ayrshire. "Occupations for children include all the things they need and want to do on a daily basis, like getting dressed, eating, playing, and participating in nursery or school. The purpose of my role is to provide universal and targeted support for children and young people, focusing on their mental health and wellbeing needs from an occupational therapy perspective."



### Supporting school staff to help children thrive

Jane is currently working with children and young people living in Sunnyside, Montgomery and Benrig children's houses, using sensory resources to support them with emotional and behavioural regulation skills, and has developed training materials for staff to give them further information on sensory processing.

She also visits primary schools within East Ayrshire, focusing mainly on children aged 4-5: "I've created a mental health and wellbeing interactive discussion targeted at this age group and have already worked within Dunlop, Whatriggs and Catrine primary schools. I am planning to link with other schools within East Ayrshire to continue to roll this work out. "I also work with secondary school inclusion hubs to support staff, encouraging them to think about how the environment and its sensory inputs impact the young people they're working with. To this end I provide training for staff in relation to sensory processing and self-regulation."

In addition, Jane provides in-service training for staff working in education, social work and health regarding mental health and wellbeing, and where OT skills can add value for the people they are working with.

A children and young person's occupational therapy advice line was launched in November last year, providing an opportunity for people to speak with an occupational therapist about any OT specific concerns they may have for a child or young person (e.g. concerns a child may be struggling to engage in leisure/social activities or school work, to maintain personal hygiene or feed/dress themselves).

The child or young person doesn't need to have been in touch with or referred to the team before, and the service is open to anyone with a concern. The line is open every Thursday between 2pm and 4pm.

### **Empathy of staff made all the difference in young woman's final days**

At East Ayrshire Health and Social Care Partnership, we believe in treating people as individuals, listening to and respecting their wishes and taking the time to get things right for them when it matters most.

We received the following story from Charge Nurse, Jennifer Welsh, involving a young mother admitted to the Kilmarnock District Nursing Service with a diagnosis of terminal cancer. Although heartbreakingly sad, this young woman's story is a testament to the compassion and care shown by our community nurses and a shining example of everything we stand for at EAHSCP.

"In the summer of 2021 we had a 31-year-old female admitted to our caseload with a terminal diagnosis of cervical cancer. The patient had four young children, 2 under 5, and a partner whom she was planning to marry the same year.

Initially she was reluctant to engage with the district nursing service, which we later found out was mostly due to being afraid, wanting to remain as independent as she possibly could and to try and maintain a sense of normality for herself and her children. The DN team respected this and proceeded to slowly build up a relationship with her. This slow process gained the team her trust and she felt more able to engage with them as a result.

Through informal chats around anticipatory care planning, it was established that her wishes were to remain at home as much as possible and the DN team reassured her that we would strive to facilitate this in any way we could.

Sadly, her condition deteriorated fairly rapidly, and she was commenced on a medication administration device for symptom control as she was reaching end of life. This meant the team were visiting daily, which quickly enhanced our relationship and meant we were able to build up a good rapport. She felt more at ease and seemed more able to express her worries

and concerns. Providing her with the opportunity to talk while we listened and empathised and tried to manage the situation helped build trust and promoted patient-centred care.

**Wedding day** - arrangements were made for her wedding day, and this mattered to the patient more than anything. The team discussed regularly how we would best manage this. Her wedding was a Saturday, and fortunately myself and another staff member were on duty. The patient was very keen to have the equipment removed for the ceremony, although we were concerned how her symptoms would be not having this on for a period of time. We came up with a plan to facilitate her wishes, which she agreed.

We visited on the morning of her wedding to administer prescribed medication by injection, offering the best symptom control prior to leaving the house for the wedding. We then replenished the equipment and carried this in our car, with a plan to attend the ceremony afterwards and reattach this to the patient.

Despite it being a very busy weekend, with several palliative patients requiring visits amongst the other planned and unplanned visits, we met at the venue where the ceremony had taken place and reattached the equipment. The patient was then able to stay a while longer and celebrate her special day with friends and family. The team felt very privileged to care for her and meet her wishes.

**Helping with what matters most** - She was admitted to the Ayrshire Hospice for her final few days of life, as she did not want to die in the family home. Instead, she passed away very peacefully in her husband's arms.

We reflected on this episode of care as a team and felt proud to have been able to recognise and facilitate what really mattered to this patient. It was a very emotional but beautiful day and the patient and her family were very grateful for our care and support at such a sad and difficult time.

As nurses it has highlighted how important and rewarding it is to achieve a patient's wishes, especially at the end of life."

Well done to everyone in Kilmarnock District Nursing Service for perfectly demonstrating what it means to put the person first, helping to make this young woman's last experiences of life exactly as she wanted them.

## Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 1 February 2022 – 28 March 2022		Chair's Diary Key Events 1 February 2022 – 28 March 2022	
<b>A number of key events have been cancelled/postponed due to COVID19</b>			
<b>February</b>		<b>February</b>	
3	Remuneration Committee	3	Remuneration Committee
7	Information Governance Committee	7	Information Governance Committee
7	Integrated Governance Committee	7	Integrated Governance Committee
8 – 9	NHS Chief Executives' Meeting	14	Staff Governance Committee
11	Local Authority Chief Executives' meeting	18	Meeting with local MP
14	Staff Governance Committee	21	NHS Chairs' meeting
15	West of Scotland Chief Executives' Monthly Meeting	25	West of Scotland Health and Social Care Delivery Plan Programme Board
18	Meeting with local MP	28	Healthcare Governance Committee
21	South Ayrshire Chief Officers Group		
25	West of Scotland Health and Social Care Delivery Plan Programme Board		
28	Healthcare Governance Committee		
<b>March</b>		<b>March</b>	
1	East Ayrshire Community Planning Partnership Board	3	Performance Governance Committee
3	North Ayrshire Chief Officers Group	14	West of Scotland Chairs' Meeting
3	North Ayrshire Community Planning Partnership Board	17	Audit & Risk Committee
8 – 9	NHS Chief Executives' Meeting	24	Endowment Trustees
11	Local Authority Chief Executives' meeting	28	NHS Board meeting
15	West of Scotland Chief Executives' Monthly Meeting	28	NHS Chairs meeting
17	Audit & Risk Committee		
22	South Ayrshire Chief Officers Group		
22	East Ayrshire Chief Officers Group		
24	Endowment Trustees		
28	NHS Board meeting		



## Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
<b>CDO(2021)10</b> Infection, Protection and Control Mitigations: Update	Director of East Ayrshire Health & Social Care Partnership
<b>CDO(2021)11</b> Infection Prevention and Control (IPC) guidance-update	Director of East Ayrshire Health & Social Care Partnership
<b>CMO(2021)33</b> Covid-19 Vaccination Programme: Joint Committee on Vaccinations and Immunisation (JCVI): Various	Director of Public Health
<b>CMO(2021)34</b> Covid-19 Vaccination Programme: B.1.1.529 Variant (Omicron)	Director of Public Health
<b>CMO(2021)35</b> Cancer Treatment Guidelines	Medical Director
<b>CMO(2021)36</b> Abortion – Women’s health plan actions on Telemedicine and contraception	Director of Acute Services
<b>CMO(2021)37</b> Covid-19 Vaccination Programme: Supporting further acceleration of the booster programme	Director of Public Health
<b>CMO(2021)38</b> Appraisals during period of Winter pressures	Director of Human Resources
<b>CMO(2021)39</b> Covid-19 in Pregnancy - Vaccination	Director of Public Health
<b>CMO(2021)40</b> Medical Appraisal Guidance Scotland – A guide to the structure and processes for the delivery of appraisal for Revalidation purposes	Medical Director
<b>CMO(2021)41</b> Update on the highest risk list in Scotland	Director of Public Health
<b>CMO(2022)01</b> Deferral of fertility treatment for patients who are not vaccinated against Covid-19	Medical Director
<b>DL(2021)37</b> ( <i>previously not issued</i> ) Covid-19 Recovery for Children, Young People and Families	Interim Director of Nursing
<b>DL(2021)40</b> New Covid-19 Treatments for Non-Hospitalised Patients	Interim Chief Executive
<b>DL(2021)41</b> Interim Protocol for Decommissioning of Nitrous Oxide Manifolds	Director of Infrastructure & Support Services
<b>DL(2021)42</b> Mortuary Access – Compliance with Guidance	Director of Acute Services
<b>DL(2021)43</b> Revised Guidance for pregnant employees	Director of Human Resources
<b>DL(2021)44</b> Scottish Code of Practice for the International Recruitment of Health and Social Care Personnel	Director of Human Resources

<b>Circulars</b>	<b>Lead Director(s)</b>
<b>DL(2021)45</b> NHS Health Boards and Special Health Boards Remuneration Increase 2021-22: Chairs and Non-Executive Members	Director of Finance
<b>DL(2021)46</b> Launch of the Scottish Winter 2021/22 Respiratory Infections in Health & Care settings – Infection Prevention and Control (IPC) Addendum	Director of Nursing
<b>DL(2021)47</b> Incremental credit for new employees	Director of Human Resources
<b>DL(2021)48</b> Request to Stand-up Services for targeted deployment of Covid-19 Treatments for Non-Hospitalised Patients	Interim Chief Executive
<b>DL(2021)49</b> Information for frontline healthcare professionals – targeted deployment of Covid-19 medicines for non-hospitalised patients	Medical Director
<b>DL(2021)50</b> Update on Self-Isolation Exemption for health and social care staff	Director of Human Resources
<b>DL(2021)51</b> Healthcare Workers to increase Lateral Flow Device (LFD) testing frequency from twice weekly to daily	Director of Human Resources
<b>DL(2021)52</b> Information for healthcare professionals – targeted deployment of Covid-19 medicines for non-hospitalised patients	Medical Director & Director of Pharmacy
<b>DL(2021)53</b> Temporary changes to Fit Notes	Director of Human Resources
<b>DL(2022)01</b> Update on self-isolation for Health & Social Care Staff	Director of Human Resources
<b>PCA(D)(2021)08</b> General Dental Services – Revised Scottish Dental Access Initiative	Director of East Ayrshire Health & Social Care Partnership
<b>PCA(M)(2021)12</b> GP Practices – Sustainability Payment – 2021-22 & 2022-23	Director of East Ayrshire Health & Social Care Partnership
<b>PCA(M)(2021)13</b> Introduction of electronic transfer of acute medication service (AMS) prescriptions for prescribers within Primary Care Out of Hours Centres	Director of Pharmacy
<b>PCA(P)(2021)18</b> Universal Access Lateral Flow Device Test Kits - Community Pharmacy COVID-19 Test Kit Distribution Service - Amendments To Standard Operating Procedure Regarding Batch Recalls	Director of Pharmacy
<b>PCA(P)(2021)19</b> Introduction of electronic transfer of acute medication service (AMS) prescriptions for prescribers within Primary Care Out of Hours Centres	Director of Pharmacy
<b>PCA(P)(2021)20</b> Community Pharmacy: Amendments to the base payment for NHS Pharmacy First Scotland Service	Director of Pharmacy

<b>Circulars</b>	<b>Lead Director(s)</b>
<b>PCA(P)(2021)21</b> Pharmaceutical Services amendments to the Drug Tariff part 11 discount clawback scale	Director of Pharmacy
<b>PCA(P)(2022)01</b> Community Pharmacist Practitioner Champions	Director of Pharmacy
<b>PCS(ESM)(2021)03</b> Pay and Conditions of Service Executive and Senior Management Pay 2021-22	Director of Human Resources

## **Consultations/Call for evidence or written submission**

(In progress or published since last Board briefing)

<b>From</b>	<b>Topic</b>	<b>Response Date</b>
Scottish Government	Review of the Public Sector Equality Duty in Scotland	7 March 2022
Mental Welfare Commission for Scotland	Mental Welfare Commission: Consultation for investigating deaths occurring during compulsory care and treatment	15 February 2022
Scottish Government - Director of Health Finance and Governance	NHS Scotland Climate Emergency and Sustainability – Draft Strategy 2022 - 2026 & Governance	10 February 2022
Scottish Government	The 2015 Remedy – consultation on the Amendment to the Scottish NHS Pensions Schemes 2022	16 January 2022
Scottish Environment Protection Agency (SEPA)	Consultation under section 77 Flood Risk Management (Scotland) Act 2009 Programme of Works to Flood Warning Systems	14 January 2022 Responded
Bairns' Hoose Standards Project Team	Bairns' Hoose Standards Scoping report	10 December 2021 Responded

### **2.3.1 Quality/patient care**

Good News Stories provide an opportunity for Members to be aware of a range of positive impacts on the quality of care and the services we provide for our patients and communities.

### **2.3.2 Workforce**

There is no impact on workforce from this briefing.

### **2.3.3 Financial**

There is no financial impact from this briefing.

### **2.3.4 Risk assessment/management**

This briefing document does not relate to any areas of risk.

### **2.3.5 Equality and diversity, including health inequalities**

This briefing document has no impact on equality and diversity. Where specific good news stories relate to service improvements Equality Impact Assessment would be carried out as necessary.

## **2.4 Recommendation**

Members are asked to receive the briefing for awareness.