

News in Brief

CQC Inspectors were present for October's Board meeting where procurement updates were given by Janet Rowse, chief executive, and Julie Sharma, Business Development Lead relating to *your care, your way* in Bath & North East Somerset and the Community Children's Health Partnership in Bristol, North Somerset and South Gloucestershire. More information on both is due in November, the Board was told.

Sarah Margetts, Head of HR Central Services, presented the results from the staff survey which found three in four people felt their role made a difference to service users (77.78%). Sarah told the Board the next steps included publishing some of the actions that have taken place as a result of the survey.

The organisation's Risk Register was discussed in detail and the Board was keen that nursing staff were reminded not to leave revalidation to the "last minute" after the risk of this happening was highlighted.

Clive Bassett, Finance Director, presented the financial position and said pressures over winter would be difficult but would be regularly monitored.

"I have my own surgery that comes to me," - Service User tells the Board

The Board heard an emotionally-charged description of how community services have transformed the life of 82-year-old John Suddell.

John receives care in South Gloucestershire from Community Matron Sue Jones and is also one of the first to use the new respiratory service set up by Emma Caleb and colleagues who are pictured with Sirona's chairman Simon Knighton.

John, who has COPD - Chronic Obstructive Pulmonary Disease - joined Emma, Sirona's Head of Specialist Rehabilitation Services to talk about the new service which has been set up alongside colleagues from the North Bristol Trust (NBT) and his experience with Sirona.

John said: "I can pick up the phone and my matron is there within the hour. She's never let me down. We need reassurance especially with this disease."

He believed his problem was he couldn't control the condition and it helped being able to discuss it with someone who understood the condition.

"When the matron comes in she checks me over and tells me I am still alive," he joked but adding: "She is someone to talk to, someone who knows what the problem is, who knows that those who have trouble breathing cannot stand up, cannot speak.

"It is a terrible life with COPD but one we can live with, with your help. I have only been admitted to hospital once this year; at one time I was being admitted to hospital every weekend."

He said the difficulty for many services is the



natural reaction for someone who has difficulty breathing is to admit them to hospital.

"You can find that you get up in the morning and you're breathing goes, you can't even stand up properly; a person who cannot breathe properly can't get in the car and drive to a clinic. Now I have options.

"Sue and the new service run by Emma have helped me understand what I can do when my breathing goes and this has helped me to manage the condition myself. But I know when I need to I can phone someone who will either talk me through what to do or will come and visit me.

"It also helps that Sue, when she visits, takes my blood and gives me my injections – it is like having my own surgery that comes to me."

Emma said this was a great example of services working together and the new service really valued the role of the Community Matron in helping to support people at home.

All of the Board thanked John and Emma for attending.



aimed at improving Sirona's compliance with mandatory training requirements.

HR Director Liz Richards said we were on track to achieve our training targets within the 12 month plan, however, voiced concern that of those due to have had their training in the period June to August only 76 per cent had achieved this.

Janet Rowse, chief executive, said: "It's great to see we are making improvement, however the fact 25 per cent who were due to go and haven't

isn't acceptable."

Liz said that three months notice is given of dates and further appointments given as appropriate.

Jenny Theed, Director of Operations and Nursing, said no-shows and lack of attendance needed escalating to Heads of Division and Operational Leads if individuals were failing to attend a number of times.

Chairman Simon Knighton asked the Senior Leadership Team to look into the issue further and report back to the Board.

The Board was reminded that the new model for mandatory training - All in One Day - was launched in June.

The one-day refresher programme is

PREVENT

Geoff Watson, Professional Lead for Social Work and Lucy Muchina presented a paper on the national PREVENT initiative and Sirona's response.

The strategy was published in 2011 and is part of the Government's counter-terrorism strategy, CONTEST, which aims to reduce the risk to the United Kingdom from international terrorism.

The objectives of PREVENT are:-

- 1.To respond to the ideological challenge of terrorism and the threat we face from those who promote it.
- 2.To prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.
- 3.To work with sectors and institutions where there are risks of radicalisation which we need to address.

As a health and social care provider, Sirona's role is helping to recognise individuals who may be vulnerable and therefore more susceptible to radicalisation by extremists or terrorists. Sirona's main focus will be on objectives two and three, the strategy outlines.

A three-year programme of training has been set in place with it included in a day which includes Safeguarding Adults and Children training (Level 2), Mental Capacity Act Training and PREVENT.

For non-frontline staff, an overview is included in induction and mandatory refresher training days,

However, this would not meet Bath and North East Somerset Council's target of achieving the 75 per cent of frontline staff being trained by March 2017.

The Board requested that although this target wasn't a contractual one, a plan to show when Sirona would achieve the target should be put together for Commissioners.

All staff received a leaflet in December 2015 which contained key messages and details on how to report it. This is also available on the [intranet](#)

Following approval, the strategy will be circulated to all Sirona managers for discussion in staff meetings.

The Board was clear that it should never be used to discriminate against any individual and with that amendment it was approved.