

# Developing people for health and healthcare



## Strategic Clinical Skills Advisors 2013

# How the Strategic Clinical Skills Advisors support the Yorkshire and the Humber Local Education and Training Board

## Introduction

The Yorkshire and Humber Strategic Clinical Skills Advisors continue to promote clinical skills and simulation training for all healthcare professionals. The new Y&H Clinical Skills and Simulation Strategy (2013-17) provides direction for the team and supports on-going work-streams. A large proportion of the work will focus around the quality management system profiling and annual audits and the return on investment requirements, this will ensure sustainability. The team work hard to quality manage all training with a desire to improve patient safety and experience and reduce risk.

### Strategic Vision:-

To provide direction for the Yorkshire and the Humber healthcare and public health workforce to deliver all clinical skills safely through simulated techniques that allow patients to be cared for by fully trained and competent staff.

## DEFINITIONS

### Clinical skills

Have been defined for this region as any action performed by staff involved in direct patient care which impacts on clinical outcomes in a measurable way and includes:

- Cognitive or 'thinking' skills such as clinical reasoning and decision making
- Non- technical skills such as team-working and communication
- Technical skills such as clinical examination and invasive procedures

### Simulation

Can be defined as; a person, device or set of conditions that tries to present problems authentically. The student or trainee is required to respond to the problems as he or she would under natural circumstances

### Clinical skills and simulation technicians –

The Yorkshire and Humber Technicians Network is a vibrant group which communicates with the national Technicians and Learning Technologists Special Interest Group (ASPiH) The 'evolving' role of these invaluable members of staff have been captured by a regional scoping exercise which identified -

- No specifically trained technical support staff for a significant 60% of facilities questioned
- A small proportion with Laboratory technician experience
- No recognised qualifications, training or career pathway available to help perform the roles expected in the new simulation learning environments

The Strategic Clinical Skills Advisors have secured the clinical skills and simulation technician role within the healthcare science apprenticeship educational framework (CF) 2-4. This is being developed nationally with the Modernising Scientific Careers (MSC) programme team working with the SCSA regionally. A proposal to pilot a small cohort of Clinical Skills and Simulation Technician apprentices in the region is to be piloted.



*Technical skills require technician support*

## Learning from events - Serious Incidents (SIs)

The Strategic Clinical Skills Advisors (SCSAs) are consistently promoting the improvement of the mechanisms of learning from serious incidents and concerns in practice through simulation and team training. There is evidence of a variety of Critical Incident Courses across the region.

On-going collaboration with the regional Practice Placement Quality Working group, where primary and secondary care, skills and simulation centres and Higher Education Institutions are working towards the provision of a shared repository of learning resources, themes include simulated scenarios, video materials, eLearning and more.

The SCSA team recognises that these quality improvement initiatives contribute primarily to the patient safety agenda but also towards creating a safer environment by encouraging a more robust, open reporting culture.

## Clinical Commissioning Groups

With the changing landscape of the NHS it is imperative that the clinicians and trainers in this environment are supported.

The SCSAs are well placed to act as conduits for NHS and non-NHS organisations and to enable these organisations to be exposed to clinical skills and simulation training opportunities and to ensure that services commissioned have appropriately trained staff to deliver quality care. These new groups may also be providing training and the SCSA can enable these professionals to gain a quality status.

## Health Care Support Workers

A bespoke Training Needs Analysis (TNA) which included information from community based Health Care Assistants (HCA) highlighted that this staff group had insufficient and un-coordinated clinical skills training and inequity of access to training. HCA training has historically been delivered in an ad hoc manner and learnt through 'see one do one' and largely practicing on patients. In response to this, a 2 day training programme was developed and delivered. This included a range of fundamental procedural clinical skills including wound care and baseline observations. The overall aim of the training was to:

- Provide a protected 2 day developmental training programme for community HCA
- Inform and train to augment existing individual learning and skill acquisition gained within teams
- Deliver training in a community setting and not impact on existing team training and be community focused and recognise the organisational integration changes and values
- Enable simulated competency to be gained

Evaluation of the training was positive with comments such as 'this should have happened years ago'. Assessment also showed that all attendees improved their knowledge and skills and most gained skills competency.



*Mental Health Nurse learning venepuncture at Scarborough clinical skills lab*

## Yorkshire Maternity Emergency Training (YMET)

YMET continues to gain momentum throughout the region. Train the Trainer sessions delivered in the last 12 months have evaluated well and we have had representation from all organisations in the region. Plans are in place to continue this valuable training session next year. From our central administration we have evidence of the impact of training and we continue to promote YMET within the area and plans are in place to hold regular steering group meetings to continually improve our web based resources.

## Physiotherapy on-call training

The development on an on-call training package is now underway with finances in place and an interest from a majority of the organisations across Yorkshire and the Humber.

Thematic analysis following on from a regional steering group meeting demonstrated no regional standard for trainers or specific courses. Variation of content of the training throughout the region was highlighted, with simulation equipment not readily accessible and no recognised standard of pre-course material.

Evaluation and competency forms were used in some training but were not widely available and differed in standard and content. It is envisaged that through using the same formula as the Yorkshire Maternity Emergency Training (YMET) an on-line resource will be available and content will include pre-course reading, competency and evaluation forms. A free 'train the trainer' course is being discussed to be accessible by all trainers in the region and letters for proposed bids have been delivered to all physiotherapy on-call leads.

Data from questionnaires received from physiotherapists partaking in the on-call rota in the region will be analysed and used in the final report to show a positive impact on the regional training package.

## Peripatetic Clinical Skills Trainer for Nursing Homes Pilot Project

The impact of referrals from nursing homes to NHS services became apparent following regional scoping.



A successful proposal has supported the appointment of a clinical skills trainer within the SCSA team. The trainer will provide a range of procedural and non-technical training specifically to nursing homes in the North of the region. The training will be delivered using current simulation methodologies with the overall aim to improve the quality of care.

The trainer will also support the gaining of competency of these skills for nursing homes staff. The project has quickly gained momentum with training requests ensuring that training programmes are immediately filled. It is anticipated that this seminal work, which is being evaluated through robust research by Leeds Metropolitan University, will have an impact on quality of care, improve patient safety and reduce the unnecessary demands on NHS services.

## Quality Management System

A unique web-based Quality Management System (QMS) is now fully operational and is freely available for use in the region.

The QMS was developed (2010) to assist regional stakeholders (commissioning and delivering clinical skills and simulation training) to meet NHS Y&H clinical skills and simulation quality management requirements and provide credible quality assured clinical skills and simulation training.

The system has the potential to highlight poor practice which can be addressed and demonstrate good practice which could be adopted regionally and nationally. It can also support reports

or visits by regulatory bodies, including Care Quality Commission (CQC) and can confirm return on investment of allocated funding.

To ensure credibility of the QMS the 11 training standards were mapped against:

- the regulatory standards that govern quality assurance in healthcare governing bodies
- The 290 recommendations Francis that were significant to staff training in the NHS

Implementation of a robust quality management system which approves trainers and training programmes, checks their quality and includes standards which are fit for purpose is paramount and addresses concerns raised by Francis.

*"The system has the potential to highlight poor practice..."*

## Mental Health Physical Health Agenda (PHA)

We have recently held our 3rd Regional Mental Health & Learning Disabilities Physical Health Agenda conference in Sheffield.

The evaluation was extremely encouraging and highlighted the worth of involving all the regions mental health organisations to scope, share and network. Each organisation had the opportunity to showcase their excellent work in relation to physical health and how the trusts are addressing the issues.

The Regional Action Plan (RAP) remains instrumental in assessing the standardisation of the service development for each organisation, working tirelessly towards improving patients/service users physical health needs and promoting truly holistic care.

The evaluation further suggested that it would be beneficial to have an annual conference and create a regional forum, this would enable all organisations to meet on a regular basis to share ideas and initiatives with the aim of reducing repetition of work.

Furthermore, the conference provided each organisation the opportunity to bid for clinical skills training equipment to enhance and develop new skills for all professionals in the organisation. Everyone who submitted a bid met the criteria and are now proactively using the equipment. This will be closely monitored by the Strategic Clinical Skills Advisors.

***The RAP remains instrumental in assessing the standardisation of the service development for each organisation***



## Engagement with Allied Health Professionals (AHPs)

A specific AHP event organised by the SCSAs in 2012 provided an opportunity to share best practice and discuss the possibilities for clinical skills and simulation training for this group of professionals. Since the event their involvement has increased and indeed the region now has an AHP simulation lead within one of our acute trusts.

## Recognising and Assessing Medical Problems in Psychiatric Settings (RAMPPS)

A scoping exercise by the SCSAs identified the need for psychiatry services to embrace simulation techniques and so the RAMPPS programme was developed with five scenarios for both psychological and physical conditions.

A faculty development day and subsequent pilot day shaped future programmes. HEYH appointed a Simulation Fellow, to work with the SCSA team and this has accelerated the RAMPPS development. The programme has been delivered across multiple sites, with future sessions booked.

Feedback evaluation is collated to evidence the impact the course has on inter-professional working and its value to clinical practice. A regional steering committee (RSC) will be formed to take overall responsibility for programme development, faculty involvement, the repository of scenarios, subsequent additional scenarios, quality assurance, financial commitments and sustainability of the programme, reporting directly to Health Education Yorkshire and the Humber.

## Yorkshire and the Humber Children's and Neonatal Simulation – YHCaNS

The recently formed Yorkshire and the Humber Children and Neonatal Simulation (YHCaNS) network has over 80 multi professional members and has been very busy developing a YHCaNS strategy alongside the Yorkshire and Humber Post Graduate Medical and Dental School of Paediatrics Strategy.

As YHCaNS co-nursing chair, the Strategic Clinical Skills Advisor has been scoping current clinical skills and simulation activity, including courses running at the designated clinical skills and simulation centres and the "in situ" clinical simulation in the workplace. A programme of multi-professional courses has been identified and is currently being delivered at these centres by trained faculty including our enthusiastic simulation fellows. YHCaNS are using standardised scenarios and recognised de-brief tools. The "in situ" simulation is identifying latent risks that contribute to patient / family harm, through identifying, recording and working with local clinical risk management teams' patient / family safety is demonstrably starting to improve.

All YHCaNS training is evaluated through different processes either by pre and post questionnaires, de-briefing / feedback tools or reflective practice / competency follow-up at six month post-training. Currently 13 /19 Children and Neonatal areas have been accredited or are working towards the YH Clinical Skills and Simulation Quality Assurance standards.

## Medical Devices

The Strategic Clinical Skills Advisors have collaborated with Medical Devices Educators and Trainers across Yorkshire and the Humber. This newly established National Association of Medical Device Educators and Trainers (NAMDET) Yorkshire, aims to share best practice, gaining a skilled and knowledgeable workforce and making medical devices and their use more effective and safer for patients.

The Clinical Skills Network meetings across Yorkshire and the Humber have encouraged medical device trainers to become accredited through the YH Clinical Skills and Simulation Quality Management System. A medical device training interval matrix, a self-assessment document and a records of training database are being used to promote patient safety. Training can be blended with the 50 E- 'Learning for Health' - medical equipment training modules.

An example of collaborative working can be seen at Sheffield Teaching Hospitals NHS Foundation Trust where community nurses attend a day course for an intravenous administration of medicines. This training includes a "hand on" medical device / infusion pumps training where competence and trouble shooting is achieved. This enables community nursing staff to safely deliver medications to patients at home to prevent unnecessary hospital admissions and aid early hospital discharge.

This brochure provides only a snapshot of the detailed work of the Strategic Clinical Skills Advisors over the past year (2012-2013) and further information can be obtained by contacting the individual team members or the team manager.

### Team details:

Manager to the Strategic Clinical Skills Advisors – Joanne Barrott: [j.barrott@leedsmet.ac.uk](mailto:j.barrott@leedsmet.ac.uk)

South Yorkshire – Michelle Chappell: [m.c.chappell@leedsmet.ac.uk](mailto:m.c.chappell@leedsmet.ac.uk)

Sheffield – Tracy Latham: [t.j.latham@leedsmet.ac.uk](mailto:t.j.latham@leedsmet.ac.uk)

North Yorkshire and York – Kay Ford: [k.ford@leedsmet.ac.uk](mailto:k.ford@leedsmet.ac.uk)

North Yorkshire Nursing Home Peripatetic Clinical Skills Trainer– Jackie Mason: [j.mason@leedsmet.ac.uk](mailto:j.mason@leedsmet.ac.uk)

Hull, Humber, North East Lincolnshire and Goole – Gary Jordan: [g.jordan@leedsmet.ac.uk](mailto:g.jordan@leedsmet.ac.uk)

Leeds – Jane Nicklin: [j.nicklin@leedsmet.ac.uk](mailto:j.nicklin@leedsmet.ac.uk)

West Yorkshire - Airedale, Bradford, Calderdale and Huddersfield – Helen Ruck: [h.ruck@leedsmet.ac.uk](mailto:h.ruck@leedsmet.ac.uk)