



## SIGN UP PACK

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### Welcome to Sign up to Safety

#### *Harnessing the commitment of staff across the NHS in England to make care safer.*

Our vision is for the whole NHS to become the safest healthcare system in the world, aiming to deliver harm free care for every patient every time. This means taking all the activities and programmes that each of our organisations undertake and aligning them with this single common purpose.

Sign up to Safety has an ambition of halving avoidable harm in the NHS over the next three years and saving 6,000 lives as a result.

As Chief Executive or leader of your organisation, we invite you sign up to the campaign by setting out what your organisation will do to deliver safer care:

- Describe the actions your organisation will undertake in response to the five Sign up to Safety pledges (see page 3 to 5) and agree to publish this on your organisation's website for staff, patients and the public to see. You may like to share and get feedback your pledges before you publish – we will be happy to provide this.
- If you are an acute, ambulance, community, or mental health organisation providing care for patients, commit to turn your proposed actions into a **Safety Improvement Plan** which will show how your organisation intends to save lives and reduce harm for patients over the next 3 years. Again, feedback will be available, if you wish to access it, to assist in the description of these plans.
- Within your Safety Improvement Plan you will be asked to identify the patient safety improvement areas you will focus on.

To officially sign up your organisation to the campaign, please complete the following sign up form and return via email to [signuptosafety@nhs.uk](mailto:signuptosafety@nhs.uk).



## SIGN UP FORM

Organisation name: **BOLTON HOSPICE**

In signing up, we commit to strengthening our patient safety by:

- Describing the actions (on the following pages) we will undertake in response to the five campaign pledges
- Committing to turn these actions into a Safety Improvement Plan which will show how our organisation intends to save lives and reduce harm for patients over the next three years (acute, ambulance, community, mental health providers only)
- Identify the patient safety improvement areas we will focus on
- Engage our local community, patients and staff to ensure that the focus of our work reflects what is important to our community
- Make public our commitments and plans.

Chief Executive or organisation leadership sponsor:

**Jill Entwistle**

Name: Jill Entwistle

Signature

Date

Please tell who will be the key contact in your organisation for Sign up to Safety:

Title:	Mrs	First name:	Jill	Last name:	Entwistle
Email:	<a href="mailto:Jill.entwistle@boltonhospice.org">Jill.entwistle@boltonhospice.org</a>		Job title:	Clinical Nurse Director	

## The five Sign up to Safety pledges

### 1. Putting safety first.

Bolton Hospice is committed to reduce avoidable harm in Bolton Hospice and make public our locally developed goals and plans through our Quality Accounts.

#### *This will include:-*

- Continue to work with our CQC, CCG and Bolton FT and provide evidence on how we embrace Local and National Safety Initiatives.
- To undertake NHS Harm Free Care monthly and submit data to The Safety Thermometer.
- To report all relevant Harms to the CQC and the CCG and undertake root cause analysis.
- To report all Controlled Drug errors to NHS England within 48 hours.
- To ensure all staff receive a Clinical Governance Bulletin monthly.
- To ensure our services are Dementia Friendly and staff have relevant training.
- To have an effective and efficient skill mix on all shifts.
- To utilise the Palliative and End of Life Care Guidelines set out by National Institute of Clinical Excellence.

### 2. Continually learning.

Bolton Hospice wants to become more resilient to risks, by acting on the feedback from patients and staff and by constantly measuring and monitoring how safe our services are.

#### *This will include:-*

- To ensure our Risk Register is live and current and reviewed by the Quality & Standards Committee and Board of Trustees.
- To undertake annual Patient Led Assessment of the Clinical Environment (PLACE).
- Engage with all staff to participate in safety audits and risk assessments.
- Encourage all staff to report all incidents and feedback learning.
- Increased number of staff with Institution of Occupational Safety and Health training.
- Undertake 2 unannounced Trustee visits annually and provide action plan to staff and general public.
- All staff to undertake annual and follow up appraisals.
- To ensure all our policies and procedures are evidence based and reviewed regularly or when there are changes in legislation.
- All patients to have relevant risk assessments which are up to date.

### 3. Being honest.

Bolton Hospice will be open and transparent with people about our progress to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong.

***This will include :-***

- We will continue to undertake “I Want Great Care” patient satisfaction survey and upload results on to our website [www.boltonhospice.org](http://www.boltonhospice.org)
- Promote Staff Reflections and Re-validation of all our Registered Nurses.
- Continue to deal with all informal and formal complaints and comply with Duty of Candour when things go wrong.
- To monitor all safety complaints, share with relevant parties, provide written apologies and develop an action plan.
- We will work with our partners to ensure we have a consistent and measurable approach and learn from best practice.
- We will publish informal and formal complaints within our Quality Accounts outlining the learning that has taken place.

### 4. Collaborating.

Bolton Hospice will be actively involved in taking a lead role in supporting local collaborative learning, so that improvements are made across all of the local services that patients use.

***These will include :-***

- Bolton Hospice are “**signing up to safety**” as an independent charity organisation which is showing its commitment to the wider health care arena to work with others to promote patient safety.
- We are keen to be audited from external agencies which allows for transparency and a sharing of knowledge and expertise.
- Produce a quarterly Performance and Quality report to our CCG including all aspects of patient safety.
- We will work closely with our community partners to ensure all patients are discharged home safely and incident report this if it goes wrong.
- Bolton Hospice will work with our Local Intelligence Network to ensure that all Controlled Drug incidents are reported within 48 hours.

# Sign up to SAFETY

## 5. Being supportive.

Bolton Hospice wants to help people to understand why things go wrong and how to put them right. Give them the time and support to improve and celebrate progress and learning.

### *This will include:-*

- Bolton Hospice understands that we can all make mistakes and promotes a culture where incident reporting is actively encouraged.
- Bolton Hospice supports staff through every aspect of this process of learning in an attempt to identify why things went wrong and how can we prevent this from happening again.
- Bolton Hospice has Medication and Incident proforma booklets that allow staff and managers to reflect constructively on aspects of the incident.
- We would provide education training and support if this was required to ensure staff felt equipped to undertake this role.
- All staff receive a Clinical Governance Report monthly which allows them to keep abreast of trends and outcomes.