

## **15 Steps Challenge**

### **Quarter 2 2019/20**

The success of this programme relies on the support of volunteers as part of the team during visits. This can be challenging at times when the circumstances of volunteers change or they risk becoming 'experts' due to the number of visits they have completed. Currently volunteers are very limited which has had an impact on the programme. A volunteer recruitment campaign is planned for November.

### **Overview of visits this quarter**

#### **ARC**

- The unit was spacious, bright and clean with a calming atmosphere.
- The staff were all very welcoming and keen to chat with the team. Interaction seen with patients was professional whilst being friendly and considerate.
- The team felt that should a friend or family member be referred they would be confident in the professional assessment and care provided.

#### **Dental Clinic**

- The clinic is small with no receptionist; there is only a small waiting area immediately outside the surgery room. Once admitted to the clinic room staff were friendly and helpful.
- Parking was found to be difficult on the St Marks site at the time of the visit.
- The team were impressed by the staff and their enthusiasm on this visit and would be confident to bring a family member to the clinic.

#### **Donnington Ward**

- Positive visit with staff very engaged throughout the process and keen to receive feedback. Well organised ward with staff working purposely with each other and their patients in a relaxed and caring environment.
- A lot of information around the ward which at times was not clear who this was directed at, patients, visitors or staff. Suggested colour coded background/outline for each group may assist all visitors to the ward.

#### **Podiatry**

- Professional service observed with all staff engaged with their patients and working well together.
- Good range of leaflets although on top of cabinets outside clinic rooms which made it difficult to read, particularly for wheelchair users. (Staff reported that they do give out leaflet during and after treatment when they discuss this more with their patients).

- No staff board observed to identify who was working within the clinic. Discussed at feedback, informed this is being reviewed.

**Pam Mohamed-Hossen & Kate Mellor**  
**Professional Development Nurses**  
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