

Learning from the Pandemic

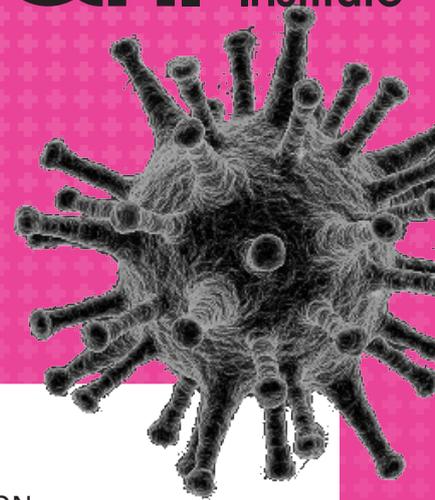
Queen's Nurse Annual Meeting

Wednesday 12 May 2021

Community Nursing Covid-19 Innovation/Best Practice

CASE STUDY

A New Supportive Online Professional Forum of CCNs for children returning to school with AGPs



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Personal details

Name: Rebecca Daniels, QN

Job title: Children's Community Matron

Employer: East London NHS Foundation Trust

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Please describe your practice innovation.

A new supportive online professional forum of Children's Community nurses which was created via Twitter in response to children returning to school with aerosol generating procedures (AGPs). A new twitter handle (@careCcn) was created by Becky Bedford to support and tweet relevant information and ask the question regarding children returning to school with AGP's. This led to a massive response and an online forum being set up to help us navigate the challenging guidelines that were released Summer 2020. Through the online forum over 70 nurses and community professionals joined from around the United Kingdom, shared knowledge, experiences and innovations within their own local areas to ensure children and young people (CYP) with AGP and complex needs could return to school safely and without discrimination. As the guidance remained discriminatory and difficult to work with, the forum soon realised that a return to school within the current guidelines was not going to be feasible for all. The professional forum began lobbying for greater clarification, and requesting a change in recommendations. Over a 6 month campaign, forum members used every opportunity to speak out about the issue, including speaking at conferences, tweeting, writing open letters, interviews with reporters and finally a meeting with the Chief Nursing Officer for England, Ruth May, who listened and helped the forum take their concerns about the guidance back to Public Health England. The guidance was finally updated and changed in November 2020, giving more clarity and scope for many children and young people to return to school.

3/

How has this enabled you to treat/support individuals/residents/families/carers more effectively and safely?

Through the online professional forum, we have created a network of supportive professionals working within children's community nursing & others, including a core group from across the country (England, Northern Ireland, Isle of Wight and Wales). The online forum enabled us to share best practice, and develop shared documents including risk assessment templates and guidance. Innovation regards pop up tents, antiviral filters on long term ventilation circuits were shared and implemented across the country. Through this we have been able to put best practice in place and ensure most of those children and young people, who have been out of school for almost 12months since COVID19 began, are now back in school safely with their peers and not isolated at home. Our focus throughout was ensuring our CYP were not discriminated against due to their complex health needs and that they could return to school safely, in the same way as their peers.

4/

How has this enabled you to work more effectively with colleagues/partner organisations?

The professional on line forum has enabled us to share best practice and develop guidance on a wider scale. Most of us work in small community nursing teams, often in isolation from other children's community nurses; this forum has enabled greater collaboration to raise the profile but also to share information and support each other. This is crucial in the ever growing, more complex caseloads we are working with. Risk assessment templates and guidance were developed and shared with the forum which enabled local areas to adopt these. Innovation regarding pop up tents, antiviral filters on long term ventilation circuits was shared and implemented across the country. The professional on line forum has now progressed to look at other subject areas that we can discuss and share best practice/knowledge, experience and guidance on across the United Kingdom, including blended diets. The online work has developed into opportunities to present at on line conferences so we have been able to discuss and share our experience/knowledge on supporting CYP with AGPs across the country. There is a core group of us, including Queen's Nurses, who are in constant contact for advice and continue to work together to support each other in clinical practice but also meeting with key influential people (meeting with Ruth May and Crystal Oldman). The on line twitter handle has also enabled us to gain parental voices in the work we are undertaking, which is so important.

5/

Do you see this new way of working as a temporary adaptation to current conditions, or a permanent/evolving change?

This way of working with the online professional forum will continue to be a long term permanent piece of work. The virtual platform has been a fantastic opportunity to work with community children's nurses from across the country (Isle of Wight, Scotland, England, Ireland and Wales) which would normally be restricted due to travel and lack of space/venues. We have been able to have meaningful discussions and share practice guidance that previously would have been difficult to facilitate for such large numbers that the virtual platform supports.

6/

Please describe any new and continuing challenges you had to overcome.

One of our biggest challenges we had to overcome was getting the voice of children's community nurses heard in a public forum. CYP are usually forgotten about and it is always difficult to gain the true voice of professionals working at ground level. The online forum enabled us to do this but it continued to be a battle whilst we lobbied public figures. Our turning point was getting a meeting set up with Ruth May. As the @CareCcn twitter handle has grown, it has increased the platform for the "Roar" of children's community nurses to be heard.

The size of the online professional network also grew so one meeting had over 80 professionals invited, having an agreed chair and minute taker was based on the generosity of colleagues but was a challenge to facilitate and ensure everyone's voices could be heard in the time allocated. As the forum continues to grow, this will be an increasing pressure.

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Please list any websites, online platforms or apps that have helped you

Microsoft teams, Twitter.

8/

Please give any quotes from individuals/family members/carers, or other relevant information.

See Twitter screenshots below.



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Rebecca Daniels

