Supporting Newly Qualified Nurses in Older People's Mental Health Services: The NQN Educational Programme

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Background

- Low NQN recruitment and retention 2023/24

- TURAS and exit interview data highlighted common themes around feeling unsupported and unskilled to deliver complex care

- August 2023 - Response to iMatter Survey, OPMH Senior Charge Nurse Team began developing an Action Plan

- What could we do to address issues arising?

- Series of brainstorming sessions in Boardroom led by CNM with SCNs

- Nursing and Midwifery Strategic Plan used as mapping document

Vision: NHS Lothian will become a great place to work and receive care

- 'Targeting our fire'

Ambition: Reinvigorate our workforce

- Attract, recruit and retain a skilled Nursing and Midwifery workforce
- Create and foster opportunities for personal and professional development
- Maximise potential and impact at every level of practice
- Invest in areas of growth that matter to our staff.
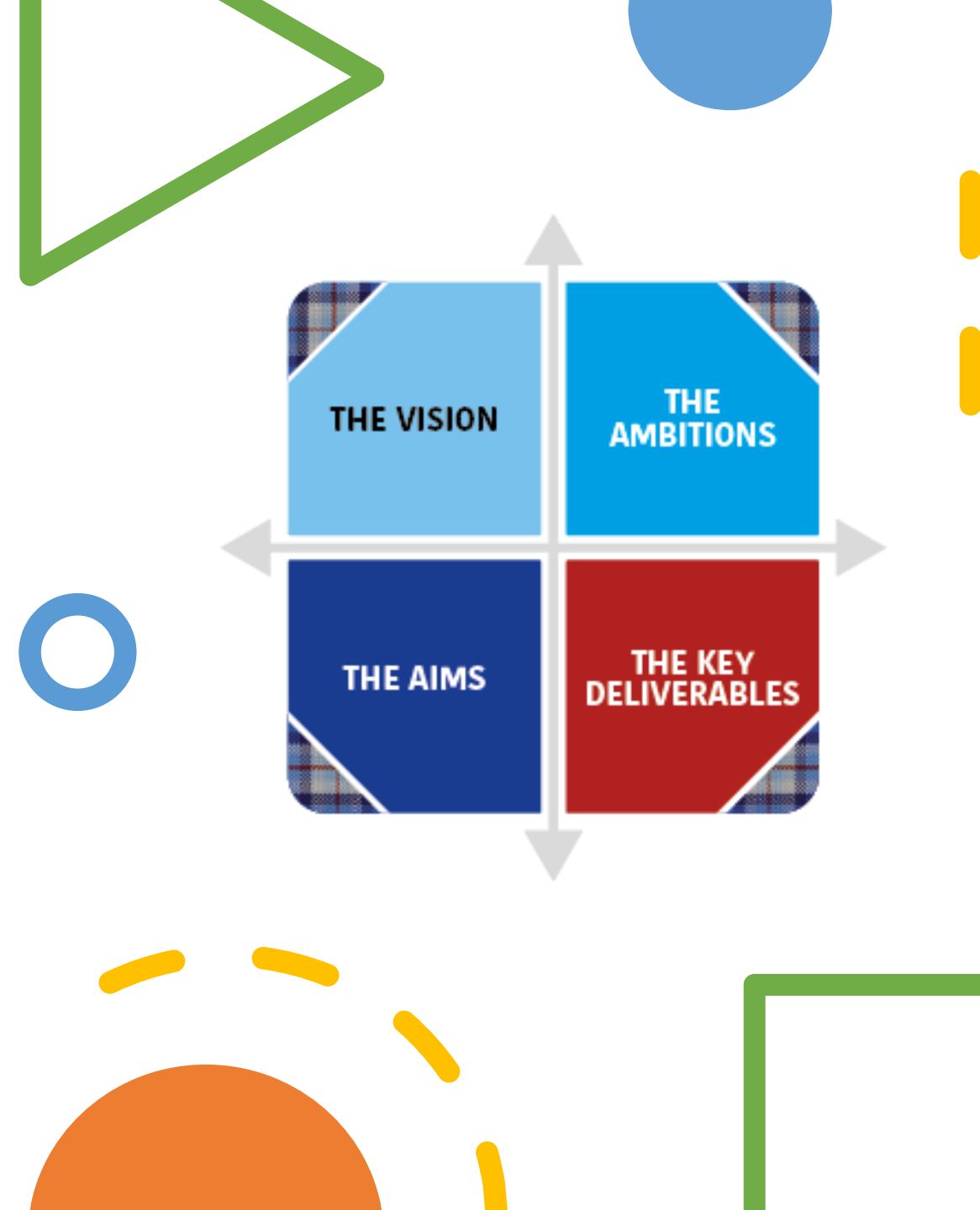
Ambition for OPMH: Reinvigorate our workforce

ON THE BASIS OF PATTERN OF POOR RECRUITMENT AND RETENTION OF NQNS IN OPMH WHEN COMPARED WITH OTHER AREAS OF REAS...

ATTRACT, RECRUIT AND RETAIN A SKILLED NURSING AND MIDWIFERY WORKFORCE

CREATE AND FOSTER OPPORTUNITIES FOR PERSONAL AND PROFESSIONAL DEVELOPMENT

MAXIMISE POTENTIAL AND IMPACT AT EVERY LEVEL OF PRACTICE

INVEST IN AREAS OF GROWTH THAT MATTER TO OUR STAFF.

What did we do?

NQN Educational Programme

- Purpose: generate sense of belonging and confidence within speciality, highlight complexity of speciality, develop professional self,

- Also - for us to know them

- Programme of monthly meetings

- Small group, peer-based, learning sessions varying in length, focused on education, peer support and supervision, and networking

NQN Educational Programme Activities

- Education sessions:
- Focused on what they would need to gain confidence in role
- Use of policy, process, legislation,
- Memory assessment
- Suicide and safety planning
- Trauma informed care
- Decider Skills
- Support and supervision:
- Always facilitated by 1 or 2 members of OPMH SCN team in addition to teaching 'expert'
- Protected time for learning prioritised by SCNs
- Offer of career development sessions with different members of SCN team based on their own ambitions
- 2x rotation of staff within service to meet development goals
- Networking:
- Meeting / developing relationships with Senior Management and wider MDT
- Teaching OPMH experts and researchers such as NRS Neuroprogressive and Dementia Network

Outcomes

Retention of all (4) NQNs

Recruitment figures for 2024/25 show 300% increase (12)

Overwhelmingly positive feedback for NQNs and OPMH/Senior Staff generally

Of 4, 2 have applied to Masters programmes to continue professional development

Operationalised programme to 'sell' to prospective NQNs

Increased interest from prospective NQNs this year

NQN Feedback

- *"It meant a lot to me that this programme was put together, I felt connected and included in the wider REH team from Day 1, and this was so important to me starting out. Even knowing that upper management knows who I am and care about me personally and professionally is very special. It has helped me feel loyalty to REAS OA that I want to maintain long term. Ultimately, I have ambitions of progressing my career within this service and staying in REAS OA will be dictated by when, how and what support I have to achieve this. But based on my NQP experience so far, I am optimistic."*
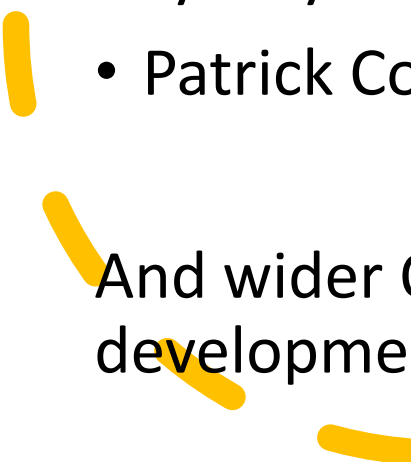
Moving forward...

- Complete 2023/24 programme and reflect on aims and delivery, supported by evaluative feedback from NQNs, leadership and management teams

- Consider how to retain this cohort moving forward

- Use programme to continue to sell ourselves to prospective NQNs

- Planning underway for 2024/25 cohort

- Plan to include conference attendance + 2023/24 cohort teaching on 24/25 programme

- Secure admin support if possible

With thanks to…

- Karen Ritchie, Clinical Nurse Manager, OPMH

- Carrie Coull, Senior Charge Nurse, Harlaw (previously Lee Smith)

- Cheryl Reynolds, Senior Charge Nurse, Fairmile

- Fiona Richardson, Senior Charge Nurse, Eden

- Lynsey Homer, Senior Charge Nurse, Rapid Response Team

- Patrick Coleman, Senior Charge Nurse, Canaan

And wider OPMH Senior and MDT team who support and contribute to the development of our NQNs.