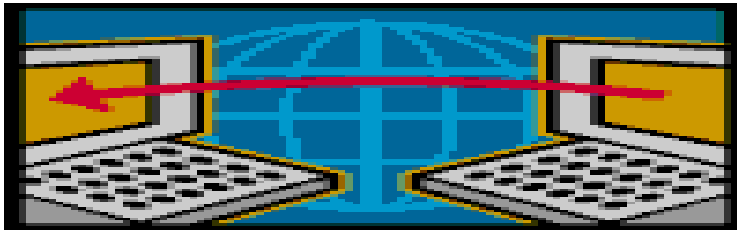# Title 'Get into the Groove'

Paula Moody
Deputy Named Nurse Safeguarding children.
Lincolnshire Community health services.

RGN, RM,BSc (Hons) Community Specialist Practitioner (health Visiting)

Aims and Objectives of the Presentation

- To Provide an overview of the Child Protection Groove Project.

- To introduce the wider project team

- Highlight the main benefits of the project

- Reason for the project

- Reflection of lessons learnt from the chosen methodology

- Describe future Project Planning.

Who is involved in the Planning of the Groove Child Protection Project?

- Programme Manager:- Andrea Blakeley

- Project Manager – Katie Robertson –Bailey:

- D2i representatives – Ray Jordon, Clive Davies

- Child Protection Project Clinical Lead :- Paula Moody

- Members of the Lincolnshire Safeguarding Team :- Angela Davies, Joy Gilbert, Ali Balderstone, Debbie Boulton, Christine Edwards, Bev Kitchen, Claire Saggiorato, Belinda Allen
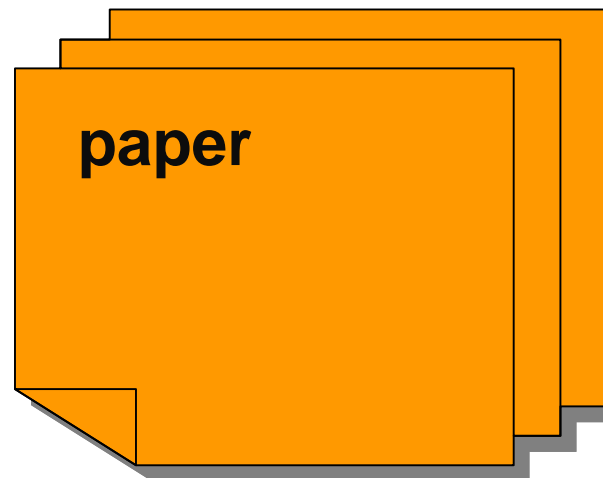
What Is Groove?

- A team workspace application that integrates with other Microsoft Office 2007 system product.
- A workspace that uses secure services to bridge work boundaries and optimizes communications.
- Provides a callaborative plateform . Allows team members to share patient confidential information in a timely manner.
- Assist to capture, share, and retain data from informal processes
- Can be an aid to measure outcome.

Why use Groove?

- **The team were frustrated with communication methods.**
- **Following telephone consultation or supervision sessions the communication restricted by either the geography, or the IT limitations.**
- **The method of communication ad hoc, slow and inefficient.**
- **Following critical incident the information sharing processes was sometimes slow, difficult to audit and monitor.**
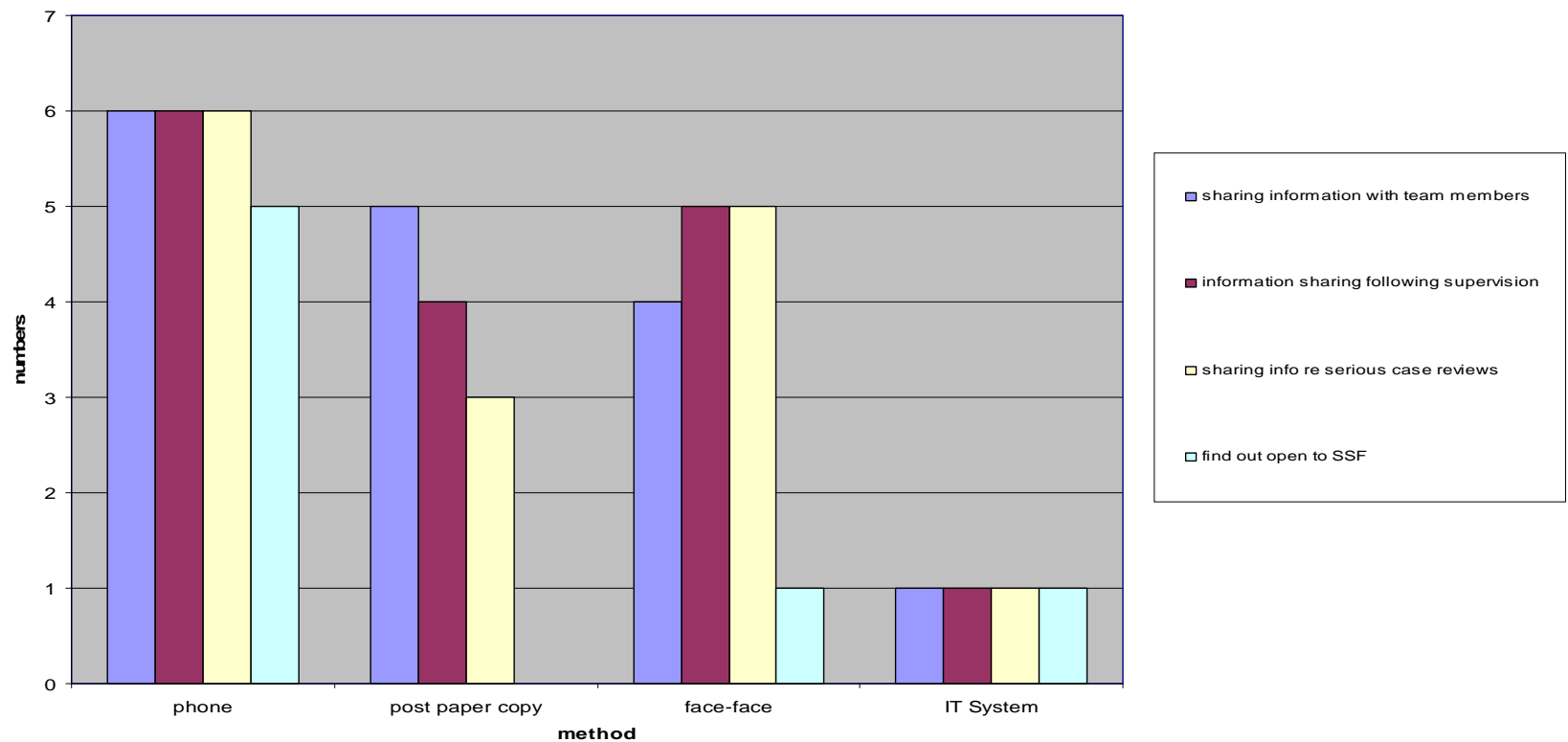
paper

Results of the questionnaire

What are the views and perceptions of staff members working within the child protection team about a proposed New IT 'Groove' communication system?.
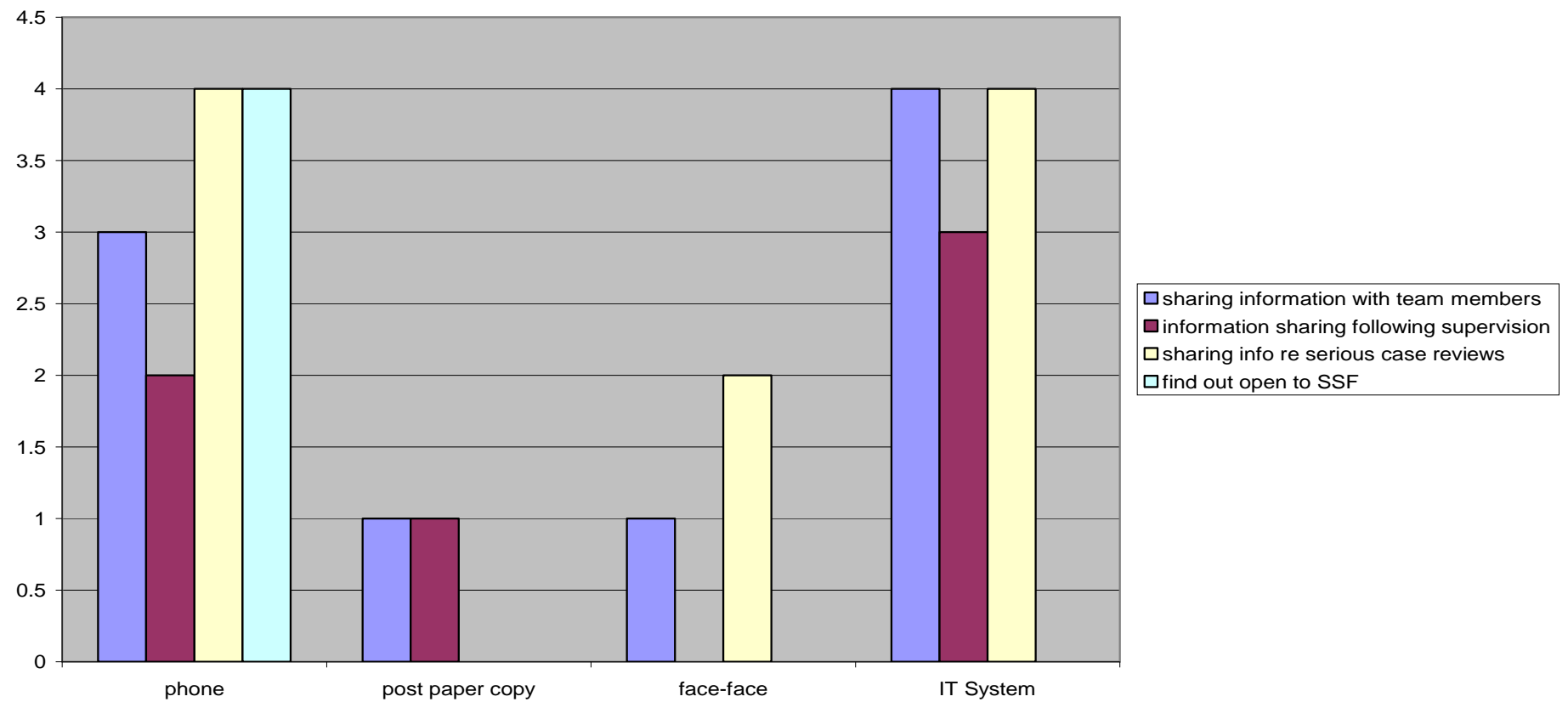
Results of the questionnaire
Pre Groove May 2009 Current information sharing procedures

Results of the questionnaire

Post Groove
NNCPcurrent practices on information sharing Nov 2009

Legend:
- sharing information with team members
- information sharing following supervision
- sharing info re serious case reviews
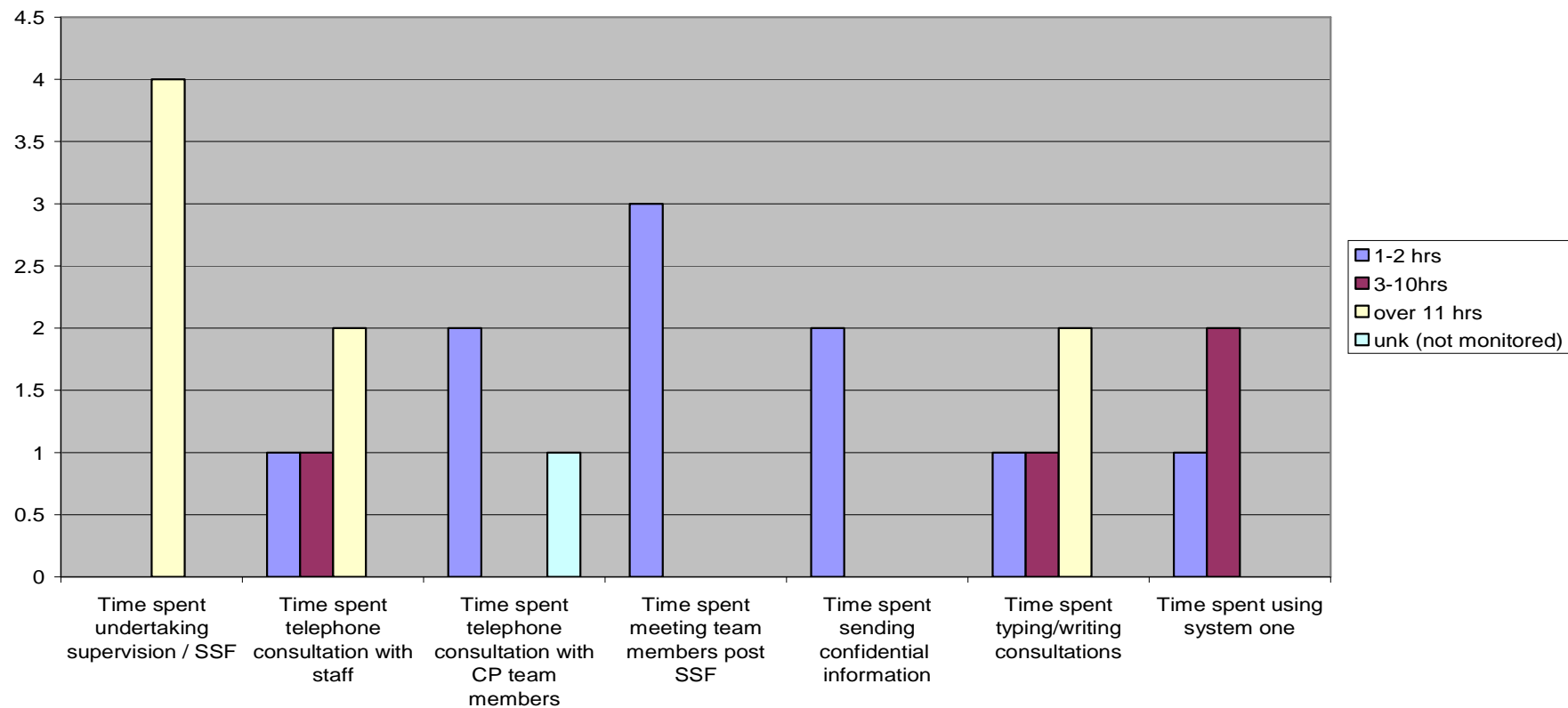- find out open to SSF

Results of the questionnaire
Pre Groove May 2009
Weekly NNCP approx Time Management Audit

Results of the questionnaire

Post Groove
Weekly NNCP approx Time Management Audit Nov 2009

Designing our innovative workspaces?

- Telephone advice and Consultation

- 'Professional consultation' new

- Training and staff supervision'

- Untoward incidents (central record)

- Shared on-line calender

- Reference section

- County wide staff contacts and details

Challenges of the project

- During the evaluation phase the groove workspaces were :- continually evaluated and challenges addressed:-
- Time and Staffing levels.
- cost of the project.
- Triggers of change
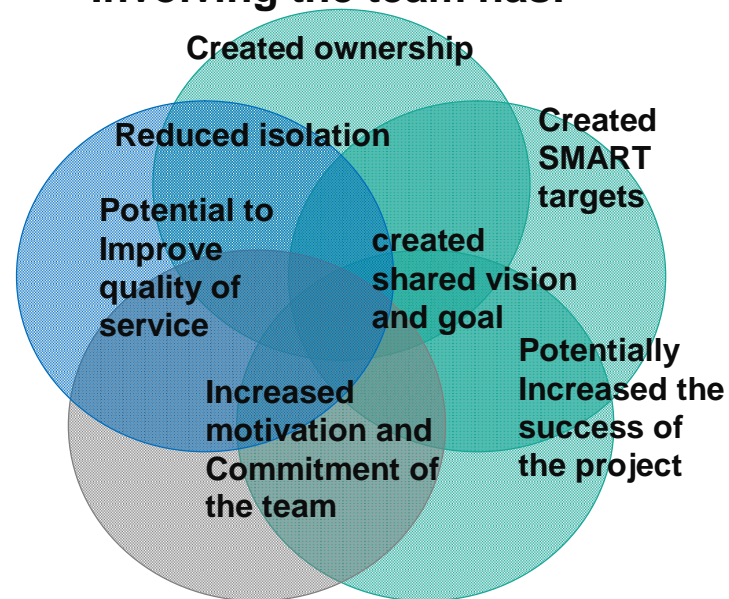- Information governance issues

BENEFITS of Groove

- **Improved confidentiality** – secure and safe

- **Improved quality of service** - Improved audit, time management.

- **Reduced costs** - Save time travelling, faxing

- **Improved communication** - sensitive data, timely manner

- **Increased efficiency** - efficient & timely

- **Improved Peer Support** – training, team developments

- **Improved archiving-** (new)

- **Improved service development-** KPA and CQC.

Lessons learnt from doing this chosen methodology

The CP team are a dynamic proactive team with shared goals and visions to improve the quality of service and method of communication offered to protect and safeguard children within our community. Involving the team has:-

Created ownership

Reduced isolation

Potential to Improve quality of service

created shared vision and goal

Created SMART targets

Increased motivation and Commitment of the team

Potentially Increased the success of the project

'views of service users'

- *'Groove has changed the way we operate our advice and consultancy service'*

- *'We were able to instigate a more efficient on call service and speed up communication'*

- *'Teaching packages can be shared and updated much more rapidly'*

Future Project Planning
What Next?

- To continue to monitor the risks, benefits and achievable outcomes of the project.

- To continue to evaluate the overall effectiveness and monitor measurable achievable outcomes of the project.

- To develop the Lincolnshire groove workspace to meet the needs of the clients and the service.

Our Vision

Working together as a team has ensured that every practitioner, working with every child, in every part of the county has the best possible communication support system and advice from the safeguarding team.

 Our aim is to continue to achieve excellence, protect and continue to develop, support and improve the service and outcomes for the most vulnerable and disadvantaged members of our population within Lincolnshire.

Information sheets

- Title 'Get into the Groove'
- The child protection 'groove' study. Helping us to embrace 'new technology' and improve communication within our small dynamic, visionary, forward thinking team.
- **Aims and Objectives**
- Ensuring effective communication and co-ordination is key to safeguarding and protecting vulnerable children (working together 2006, Lamming 2009).
- The Groove workspace is a collaborative platform to allow the safeguarding team members to share patient and staff identifiable confidential information in a timely and secure manner.
- This project embraced new technology, to support the health improvement programmed by reviewing the quality and reliability of information transmitted.
- **Outcomes**
- Groove has provided one electronic workspace where all the team can view all records and advice given and staff child protection supervision history.
- Following child protection telephone consultations with LCHS staff Groove workspace has assisted the child protection team to collect, collaborate, distribute patient related confidential information, to other team members in a timely, effective and efficient manner.
- Pre and post questionnaires were sent to members of the team to listen to their views and experiences of using 'groove'. The results suggested that the electronic groove workspaces has proved invaluable especially during periods of staff sickness or leave when standing in for or covering for colleagues across the county. The groove work space has improved the reliability, quality and influenced the safety of the information sharing process. It has also provided a reliable platform for sharing information about critical incidents or staff supervision history between members of the team.
- **Paula Moody on behalf of the Lincolnshire Community Health (LCHS) safeguarding team**

Thank you for listening.

Any questions?