

# MCALS Manx Care Advice & Liaison Service

# MONTHLY

TAKE A LOOK  
AT HOW WE  
SUPPORTED YOU  
IN MARCH

OUR FIRST "IN  
YOUR SHOES"  
EVENT

BRIAN DOLAN  
MBE "TODAY  
WORKSHOP"  
EVENT

COULD YOU BE A  
VOLUNTEER?

PLUS MORE!



manx care

Kiarail Vannin

APRIL 2024



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A message from the Manx Care Experience and Engagement Lead.



## MARCH HUB HIGHLIGHTS

See what areas our service reached last month.



## MARCH FFT BREAKDOWN

See how we did!



## THEMES AND TRENDS

Take a look at what concerns you the most and how we are combatting them.



## FRIENDS AND FAMILY TEST

Now available by text!



## OUR FIRST "IN YOUR SHOES" EVENT

See how our first collaborative "In Your Shoes" Event went.



## TODAY WORKSHOP

An internal event delivered by Professor Brian Dolan MBE - training 80 Manx Care colleagues.



## END PJ PARALYSIS

Find out how you can help yourself and family members end PJ paralysis.



## CAN YOU VOLUNTEER?

Can you spare two hours a month to volunteer for MCALS?

# LETTER FROM KAREN MADDOX



Welcome to our second issue of **MCALS MONTHLY**, which has been formulated to help capture all that we have achieved across the month of March to help patients, service users, carers and family.

We hope you enjoy this issue, where you can see our regular statistics, read about the events that happened in March and also find out whether volunteering within the MCALS team is something that you would like to pursue.

**KAREN MADDOX**  
MANX CARE EXPERIENCE AND  
ENGAGEMENT LEAD



**“Working with the community allows us to hear feedback straight from the source and helps shape the future of the health and social care service on the Island.”**

We received a total of

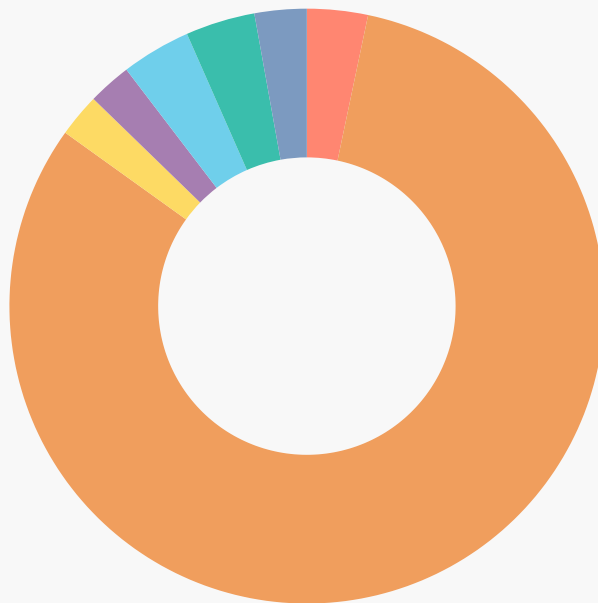
# 705

## ENQUIRIES

# 95%

were handled on the same day and a response was given in less than 24 hours.

During March **MCALS**, worked right across the island and met a total of 212 people at locations that were more convenient for them.



- Jurby
- Noble's Foyer
- Port Erin Library
- Onchan Library
- Crossroads for Carers
- Peel Charity Shop
- Ramsey Town Hall



# 296

contacts were received by phone.



# 3

contacts were received by letter.



# 194

contacts were received by email.

Our Friends and Family Test Survey Stats for February were as follows:

**IN MARCH**  
**1,994**

SURVEYS WERE COMPLETED IN TOTAL

**89%** OF SCORES

WERE 'GOOD' OR  
'VERY GOOD'

- 4% rated Manx Care Services as “Neither Good nor Poor”
- 7% rated Manx Care Services as “Poor” or “Very Poor”

Caring, efficient and supportive care were the main themes in March captured by the survey:



“Maintained my care in moving from one practice to another.”



“Prompt friendly, caring service.”



“Always there to help go above and beyond.”



“After finally getting an appointment the nurse was excellent and reassuring.”

In March service users told us to improve on:

“Sign in touch pad screen not very reactive.”

“Being able to book online on patient access”

“Try to understand a bit more why I have the conditions I have”

“The surgery needs better lights. It was dim and lacked colour.”

“Better way of getting appointments when needed.”

**MARCH FET BREAKDOWN**

The main themes and trends were **waiting times for appointments** in ophthalmology, cardiology and orthopaedics.

We know Manx Care have been working in partnership with Synaptik to restore and recover Manx Care's waiting list planned procedures since 2022 and have delivered 3,000 procedures.

448

points of contact were made about waiting times for appointments within **ophthalmology, cardiology, GP, general surgery, gynaecology** and **orthopaedics**.

15

people contacted us for help regarding **accessing treatment** and **medication**.

150

people were **signposted** into other Manx Care services and third sector partnership for further support.

6

**compliments** were received via MCALS about Manx Care services – **thank you!**

**In response** to service user concerns around appointments, Manx Care carried out improvements including:

- provide extra capacity to reduce waiting times.
- manage service user and carer expectations by communicating accurate waiting times.
- informing service users about hospital or clinic delays or problems, when they arrive.

## WE WANT TO HEAR FROM YOU!

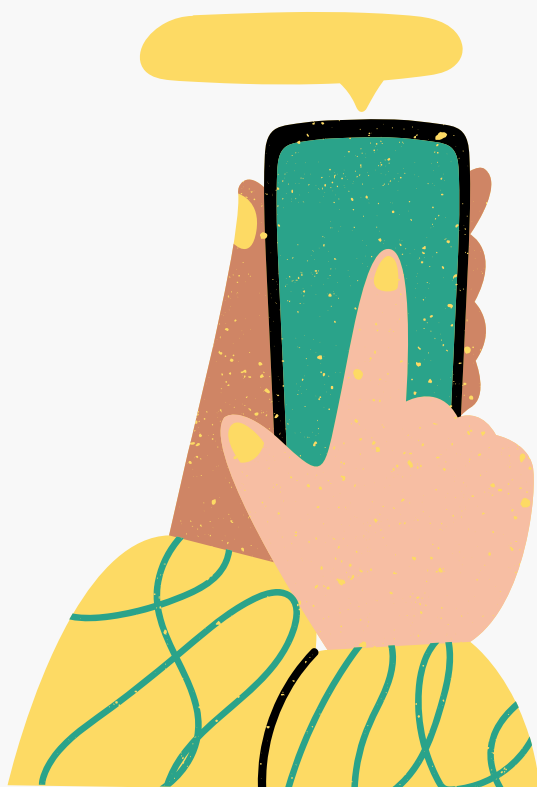


Either scan the QR code or  
head to [bit.ly/FriendsFeedback](https://bit.ly/FriendsFeedback)

Please take a few  
minutes to complete our  
Friends and Family Test  
Survey

Help us to make  
changes to improve our  
services and the way we  
provide care.

Feedback is voluntary  
and anonymous.



Manx Care is inviting those who have 'opted in' to text message reminder services to complete the Manx Care Friends and Family Test Survey by text.

FFT link: [bit.ly/FriendsFeedback](https://bit.ly/FriendsFeedback)

A text with the link to the survey will be delivered 48 hours after an outpatient appointment within hospital settings, the community, mental health, social care, GP or any primary care or inpatient setting.

# FRIENDS AND FAMILY TEST





## 'IN YOUR SHOES'

'In Your Shoes' is about listening to our service users to learn more about what matters most to you. Your feedback will help develop Manx Care's values, so that these are based on what makes the biggest positive difference to you.

**THIS SESSION IS FOR: CARERS FOR THOSE WITH DEMENTIA**

Tuesday 19 March 2024

10:00 – 12:00

Crossroads for Carers Charity Shop & Community Space

11 Tynwald Street, Douglas

Places are limited so please book in advance:

01624 642642 / MCALS@GOV.IM



## Manx Care “In your Shoes” Listening Event – 19 March 2024

The first Manx Care “In your Shoes” listening event took place Tuesday 19 March 2024 at the Crossroads for Carers Community Hub in Tynwald Street, Douglas.

20 carers and Manx Care staff took part in the Focus group style workshop to better understand what life is really like as a carer of those living with dementia.

Carers were able to speak about their experiences on tables which included Manx Care Health professionals, including the Executive Director of Nursing Paul Moore. Paul said it was “important that we really understand your lived experiences and make the most of this opportunity to learn how we can improve our services for carers who are supporting those living with dementia”.



Executive Director of Nursing for Manx Care Paul Moore and Jeanette Hogg, Lead Admiral Nurse

From the feedback received, an action plan will be developed alongside a collaborative working group where staff from Manx Care, Hospice, and third sector charities will be invited to work together to help support changes.

Karen Maddox, Experience and Engagement lead said “We are very grateful to those who gave up their very valuable time to support this event and have been able to take away a rich source of feedback which will enable us to form the basis of a co-designed plan for learning, improving and future collaboration.”

Manx Care ‘In Your Shoes’ meetings will be held across the next year part as of an organisation-wide initiative which aims to improve the quality of every service user, carer and family member’s experience within the services Manx Care provides.



Karen Maddox and James Kelly – Experience and Engagement Team and coordinators of ‘In Your Shoes’ Events

# TODAY Workshop

Valuing Time, Leading Change, Enhancing Care

09.30-16.30 Friday 22 March 2024  
Lecture Theatre, Keyll Darree, Strang



This free workshop is open to all staff in Manx Care incl. Aged Care Providers

**COLLEAGUE  
EVENT  
ONLY!**

**TODAYWORKSHOPEVENT**

## Professor Brian Dolan “brings to life” the TODAY programme for Manx Care staff at Keyll Darree Lecture Theatre – 22 March 2024

On Friday 22 March 2024, Professor Brian Dolan delivered a masterclass to 80 Manx Care staff on examining the TODAY model for change to apply to their own work areas.

The introduction of the workshop is designed to help participants think about their role and impact and how they can influence both care and the workplace for the better by learning the following:

**TIME** is the most important currency in healthcare. How to maximise time, minimise wasted time and prioritise patients' time.

**OWNERSHIP** is about taking responsibility, understanding what you can influence and gaining support

**DIAGNOSTICS** is about understanding what good looks like then being able to assess care and activity against that and identify potential problems

**ACTIONS** identify some of the things that are already prioritising patients' time. How to engage others in meaningful change

**YOU** is about understanding yourself, the impact you can have and how to influence others to make change.



Professor Brian Dolan MBE and Executive Director of Nursing for Manx Care Paul Moore

Brian Dolan is Director of Health Service 360 which provides 360 appraisals for nurses, doctors, allied health and managers. He works with organisations in New Zealand (he is Director of Service Improvement, Canterbury DHB), Australia and the UK, undertaking leadership development, culture change and whole systems reform. He co-created the TODAY model of change with Lynda Holt, CEO, Health Service 360.

Brian also created the #endpjaralysis movement which aims to value patients' time and help more people to live the richest, fullest lives possible by reducing immobility, muscle deconditioning, and dependency at the same time as protecting cognitive function, social interaction and dignity. One of the major impacts of the #EndPjparalysis campaign has been the focus on both the individual and the organisational impact of 'staying in bed'.

Following the delivery of the TODAY programme, a campaign for Manx Care to be involved in the #endpjaralysis movement will be coordinated by the Experience and Engagement Team and Care, Quality and Safety Team to produce an audit for inpatients, including those under care of the community nurses, residential care homes and mental health inpatients. The audit will include key performance indicators to monitor the length of stay in inpatient settings, including metrics around deconditioning and survey results to assess if getting up and getting dressed has made a positive impact.



# GET UP, GET DRESSED, GET MOVING!



FOR PEOPLE OVER  
THE AGE OF

**80...**

TEN DAYS IN BED  
AGES MUSCLES BY

**10 years**

ONE WEEK OF BED  
REST RESULTS IN

**10% MUSCLE  
LOSS**

**ENDPJPARALYSIS IS AN INTERNATIONAL CONCEPT AIMED AT GETTING PATIENTS TO GET OUT OF THEIR PYJAMAS AND DRESSED IN THEIR OWN CLOTHES DURING THEIR HOSPITAL STAY.**

**THIS IS TO ENCOURAGE PATIENTS TO GET UP AND MOVE ABOUT AS IT CAN RESULT IN A SHORTER STAY IN HOSPITAL.**

**WE WANT TO GET YOU BACK TO YOUR NORMAL ROUTINE AS QUICKLY AS POSSIBLE.**

# What is PAJAMA PARALYSIS?



**#endPjparalysis** is an international concept aimed at getting patients to get out of their pyjamas and dressed in their own clothes during their hospital stay. This is to encourage patients to get up and move about. It can result in a shorter stay in hospital.

Having to stay on bed rest because of an accident, illness or treatment can have an effect on your entire body. If you are elderly the effect can be greater.

**For example, for people over the age of 80:**

- **Ten days in bed can age muscles by 10 years.**
- **One week of bed rest and result in 10% muscle loss.**

This loss of strength could make the difference between staying independent or needing more help with daily living. It is very important to prevent excess loss of strength and to begin moving as soon as possible.

## What are the benefits of wearing my own clothes and walking about?



If you get dressed in your own clothes you are more likely to walk around, feel more confident and restore your sense of self.

**If you get up, get dressed and walk you may have less risk of:**

- **Getting an infection**
- **Losing mobility and agility**
- **Loss of fitness and strength**

**and** you are more likely to go home sooner.

**We want to get you back to your normal routine as quickly as possible.**

## What can I do?

When you start to feel better you will be encouraged to get up and get moving.

You may feel more comfortable in your own clothes rather than pyjamas or a hospital gown.

A relative / friend / carer can bring in some comfy clothes and footwear for you. We encourage you to walk with your carer / relative, Nurse / Health Care Assistant, Physiotherapist / Occupational Therapist as part of your recovery.

**We encourage you to fill in the mobility chart to motivate you each day to walk.**



# VOLUNTEERS WANTED



For more information please contact the team on **642642** or email **MCALS@GOV.IM**

*Can you spare two hours a month?*

If you would enjoy helping and supporting people either in person at community drop-ins, over the phone or via email, this may be the role for you.

## What will I have to do?

- ♥ Assist Service Users, Patients, Carers and Families who ask for information and advice by signposting them to the MCALS (Manx Care Advise and Liaison Service) Team for onward support.
- ♥ Record Service Users, Patients, Carers and Families concerns and experiences of receiving care.
- ♥ Provide a listening service which will help Manx Care to continually improve services and the experiences of those using our services.
- ♥ Helping service users access the Manx Care complaints process as required.



## MCALS Volunteer Roy said:

“It’s nice to know you’re doing something good for the people of the Island. We all need to use health and care services at some point, and we bring our experience from the ‘other side’ to this really friendly team.”



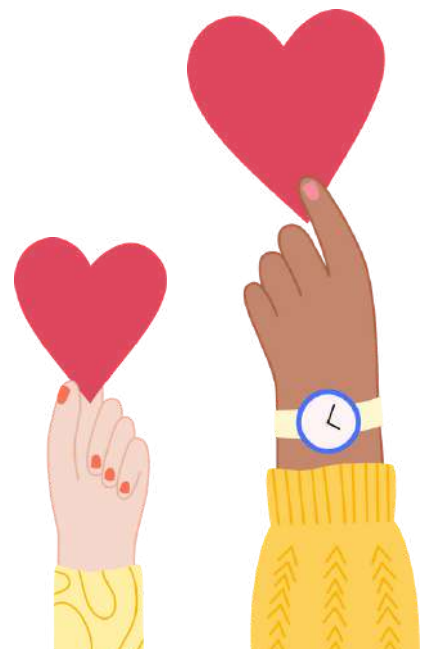
## MCALS Volunteer Neil said:

“I’ve had experience of Manx Care as a carer and as a patient, and have experienced the good as well as the problems. I recently retired, and wanted to help people – this seemed like the perfect opportunity as MCALS are there to help.”

## Why should I volunteer?

People have many reasons for volunteering, helping in their community, meeting and making new friends, whatever your reason we want you!

We know not everyone wants to, or is able, to pick up the phone or write an email – it’s nice to still have a friendly face to talk to and this is where you fabulous volunteers come in! We would like our volunteers to be based in the North, South, East, and West of the island so we can reach as many people as possible. So, if for example you live in Peel, and would love help your local community, we would base you there. Alternatively, if you prefer to get out and about around this beautiful island of ours, we are happy for you to volunteer across various Manx Care settings.





# MCALS

Manx Care Advice & Liaison Service

are here to **support** you with **any healthcare queries** you might have, come along and chat to the team.

*We will be  
on-hand at the  
following locations  
throughout May:*



**NOBLE'S FOYER  
PORT ERIN LIBRARY  
HENRY BLOOM NOBLE LIBRARY**



MCALS@GOV.IM



642642