

Case Study: Northern Care Alliance



BACKGROUND

Northern Care Alliance FT was involved in the first year of Martha's Rule national pilot from 2024-25.

As part of the pilot, the Trust sought to implement Components 2 and 3 (route for staff escalation and empowering staff and patients, their families and carers, to escalate when they are concerned a patient is deteriorating), on ward G1, at Royal Oldham Hospital, with a view to expanding to other wards on the site, in due course.

SOLUTION

Established helpline for staff to assist them with escalation process

Designed and put up posters and leaflets around the site to communicate Martha's Rule principles and components.

Staff engagement with patients, families and carers to ascertain what is helpful regarding pre-pilot escalation processes and what they would like to see be implemented.

CHALLENGES

Staffing pressures resulted in staff being moved around the site, negatively impacting progression of implementation of components 2 and 3.

Data collection issues due to lack of digital systems, making it difficult to ensure continuity and input accuracy.

Lack of paediatric CCOT team at Royal Oldham hospital

LEARNING

Development of standardised data collection process is important in developing an accurate picture of staff and patient feedback on pilot wards.

Ringfenced staffing numbers on the ward to ensure continuity of processes and communication.

CONCLUSION

Staffing numbers ringfenced to ensure continuity of the pilot progress around components 2 and 3

Continue development and small-scale testing of PWQs implementation on the pilot ward, with a view to expanding to other wards in the future.