

FAMILY SUPPORT NURSE GROUP

CARDIAC INTENSIVE CARE UNIT
BLACKPOOL VICTORIA HOSPITAL

INTRODUCTION/BACKGROUND

WHY WE SET UP THIS GROUP

- Elective, Emergency and re-admissions to cardiac intensive care unit (CITU)
- Expected length of stay – reasons for prolonged length of stay
 - January 2017 – August 2017 = 966 admissions
 - 86 patients were level 3 for ≥ 3 days (8.9% of all admissions)
- Literature review regarding effects of critical illness on families
- Formal complaints received from families

WHO ARE WE ?

- We are a group of 9 nurses
- We all have vast experience in cardiac intensive care
- We are end of life, organ donation, and bereavement link nurses for cardiac intensive care
- We all have a passion for this project

OBJECTIVES

- Firstly to improve communication between families of our patients and the multi-disciplinary team
- To improve families experience of cardiac intensive care
- To reduce stress and anxiety felt by families
- To improve documentation of communication between staff, patients & families

IMPLEMENTATION

.....the first steps

- Questionnaires
- Posters
- Informed staff/unit meetings
- Informed others through MDT meetings
- Information booklet
- Re-designed communication documentation in trust format

Poster for Relatives

Someone is looking after your loved one but who is looking after you?



While people are busy caring for your relative or loved one it can seem easy to step back and let them do this, but many things in ICU's are overwhelming and very distressing to see, we as Family Support Nurses (FSN) recognise this and want to be your source in times of need.

Whether it be someone to talk to, someone to ask questions to or even just voice your concerns and worries, we will endeavour to be at your side. All of the team in CITU recognise this but we as a small group of experienced CITU nurses want to dedicate our time to caring for you as well as your loved one.



(L-R Natalie, Lorraine, Hazel, Andrea, Carol, Deborah)

IMPLEMENTATION

.....the next steps

- PROLONGED STAY - when do families need our support?
- How often - should we meet with families
- Family support nurses diary
- Family support nurse – Activity log
- Business cards
- Booklets & additional information all in one place

Family Support Nurse booklet

The image shows the front cover of a booklet. At the top left is the logo for Blackpool Teaching Hospitals NHS Foundation Trust, featuring three interlocking hearts in red, blue, and green, with the tagline "Together we care". To the right of the logo is the text "Blackpool Teaching Hospitals" and the NHS logo, with "NHS Foundation Trust" underneath. The main title "Cardiac Family Support Nurses" is in a bold, dark blue font. Below this, "Information Leaflet Cardiac" is written in a smaller blue font. A large, semi-transparent watermark "PROOF" is overlaid diagonally across the center. Below the text is a photograph of a modern, multi-story hospital building with a glass facade and a light-colored base. Underneath the photo are three colored bars: green, orange, and blue. Below these bars, the text "Options available" is followed by "If you'd like a large print, audio, Braille or a translated version of this leaflet then please call: 01253 955588". At the bottom, the text "Our Four Values:" is followed by four colored boxes containing the words "People Centred", "Positive", "Compassion", and "Excellence".

Together we care

Blackpool Teaching Hospitals **NHS**
NHS Foundation Trust

Cardiac Family Support Nurses

Information Leaflet
Cardiac

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01253 955588

Our Four Values:

People Centred Positive Compassion Excellence

WHY THE BOOKLET?

- Improve communication between families patients and the multi disciplinary team.
- Help families understand and have written information they can refer back to
- Provide reassurance and support.

What next ?

- 6 monthly follow-up questionnaire to monitor effectiveness of group
- Friends and family questionnaire results
- Establish database
- Monitor incidents/complaints
- Follow-up on step-down ward
- Production of video



QUESTIONS ?