Shared learning

Theme of the week

Communicating with Patients

Date

06/01/2025

Background and context

During a patient incident investigation, the patient relayed to staff that she has experienced a breakdown in communication from a member of staff in relation to their care interventions.

What happened?

The patient was a new admission, and was able to demonstrate awareness, consent to care and able to verbally communicate - impairment to their english but able to communicate clearly in their native language.
Patient relayed concerns relating to staff communication, express that the member of staff did not introduce herself; member of staff did not respond to her questions and that member of staff appeared "angry and tired of the job".
On further investigation, was observed that member of staff was consistently working 6 shifts per week.

What should have happened?

Staff should always introduce themselves on approaching patients, to make them aware of what needs to be done and to actively involve them and seek consent. Staff should always present themselves in a professional and caring manner, to ensure that patient's trust is gained and in order for them to feel safe.

Staff should not be working in excess of 4 consecutive shifts without adequate rest period to reduce risk of fatigue/burn out which impacts on their physical and mental well-being, and the contra-implications on our patients.

What we will do differently next time

Ward Management will monitor the level of bank shifts being picked by staff in correlation with their contracted hours, to ensure that adequate rest time is taken between shifts to avoid burnout and the negative effects associated with this.

What have we learned?

We continue to be reminded on how we communicate with our patients is a fundamental element of the care we provide.

We continue to be reminded that we should also include our patients in all aspect of their care and not assume that they are unable to participate meaningfully.

☑ I have read this

Name	Job role	Signature