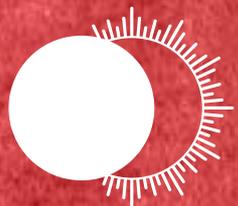
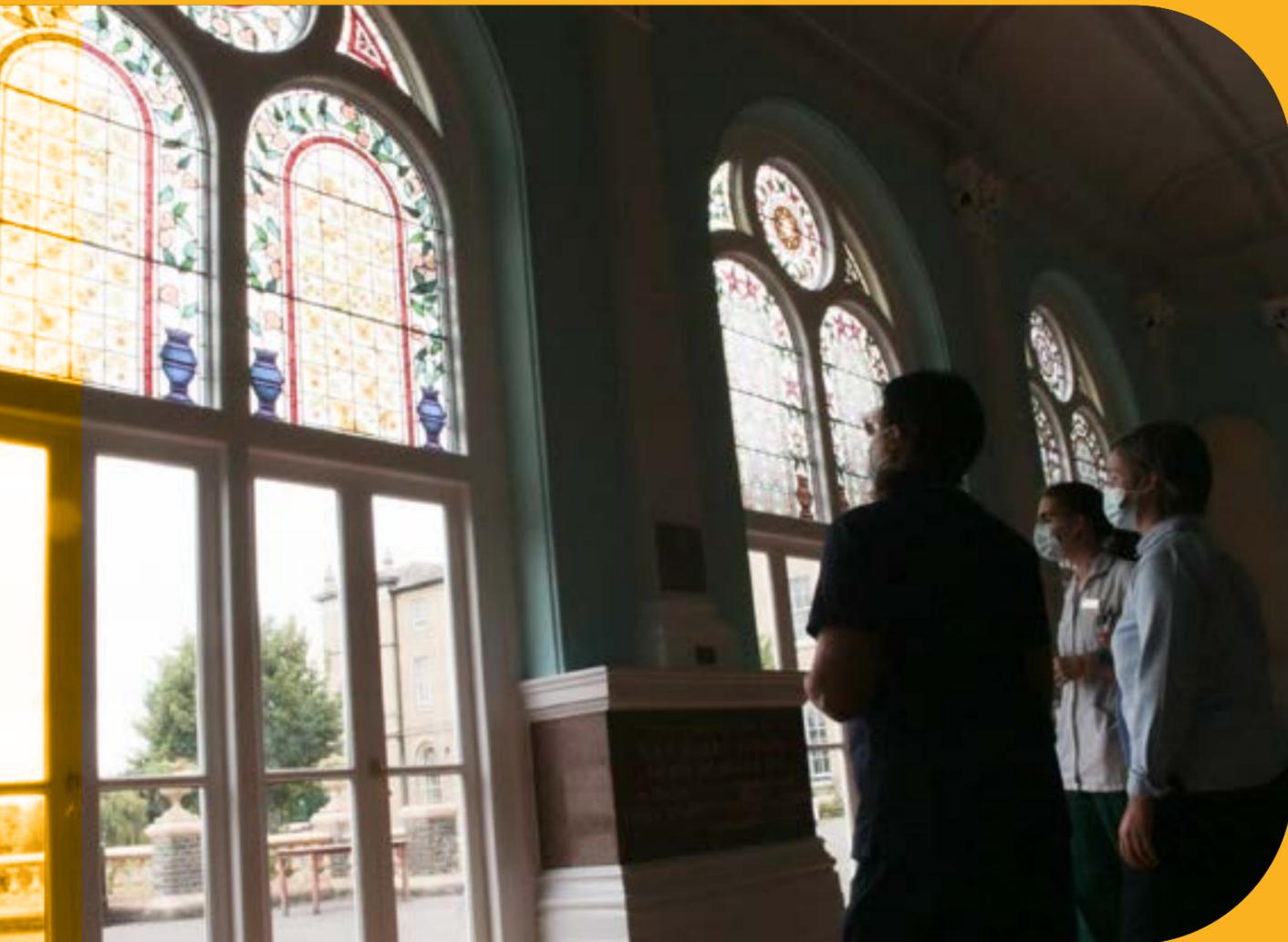




OUR YEAR 2021



Royal Hospital for
Neuro-disability



A word from our Chairman and Chief Executive



Des Benjamin
Chairman



Paul Allen
CEO

Welcome to the Royal Hospital for Neuro-disability (RHN)

Founded in 1854 by Andrew Reed, we are one of the oldest, independent charity hospitals in the UK. Today we continue as a charity hospital and research centre, caring for adults with complex brain injuries and neurological conditions.

These life-changing disabilities can be the result of a stroke, an accident, a heart or asthma attack or a condition like locked-in syndrome. We provide our patients and residents with rehabilitation, specialised long-term care and innovative technologies – all of which work together to provide a full circle of care.

In addition to being an established specialist in neuro-disability, we are also a charity. Our charitable income enables us to offer extra services and therapies which further enhance the lives of our patients and residents. These extras include:

- assistive technologies and devices that allow patients to communicate in person and online
- a bespoke wheelchair service that ensures every patient/resident has the right mobility solution for them
- our Leisure and Families Service would normally run weekly interest groups and organise trips/holidays, which sadly has not been possible this year due to COVID-19.

As we believe in looking at a person as a whole, choice and communication are integral to everything we do and the decisions we make. Though levels of ability are different from person to person, we work to provide the best possible quality of life for everyone entrusted to our care.

With another year having gone by, we can look back with great pride at what has been achieved over the past 12 months.

In September the CQC made their unannounced return to the RHN, inspecting the two domains that had been rated as “requires improvement” – Safe and Well led. We were delighted that in the inspection report, these two domains have now been rated as “good”, **resulting in an overall ‘good’ rating.**

We put much effort into addressing issues raised from their previous inspection, and subsequently appointed new safeguarding leads **Director of Nursing Della Warren** and **Head of Safeguarding Sorin Neacsu**, who have worked incredibly hard to implement a new safeguarding policy.

All staff should be very proud of this achievement, especially in the areas of Safeguarding and Leadership. You can read more about the CQC inspection on **Page 4.**

With regards to the pandemic, we only had one patient infection between February 2021 and December 2021, which is testament to the hard work of our **infection prevention and control team.** It also illustrates the benefit of the widespread vaccination of both our patients and staff. At the time of writing, 94% of staff have had at least one dose of a vaccine.

In December 2021 we were then affected by the new COVID variant, Omicron, which has resulted in over 30 patient and 120 staff infections. However, the clinical impact has been far less than in the previous waves of infection, with many positive cases being asymptomatic and no serious illnesses or deaths.

We were pleased that during the year, we have been able to progress from a position of no visiting (excluding exceptional circumstances) to visits being reinstated, before temporarily being suspended again at the end of the year. This suspension remains whilst the coronavirus continues to circulate in the community.

The pandemic has had an inevitable negative effect on RHN finances, although prudent management of our finances has resulted in a small cash surplus.

One significant reason for the negative impact is the reduction in patient volume, for various reasons. In the short term this led to the partial closure of two wards and recent focus has been on filling spare capacity, with some gradual success.

We have experienced a slight slowdown to our programme of investing in our infrastructure. One project which has been on hold for more than a year now is the refurbishment of Wellesley ward, which is due to be the next major project in our ward refurbishment programme. This work is now anticipated to start in the spring of 2022.

Several of our core fundraising events were unfortunately cancelled or postponed this year, and we have once again missed out on some of our yearly RHN events and celebrations like Founders Day and the Christmas Carol Concert, but hope to run these events again next year when it is safer to do so. We speak for the entire RHN community when we say these events have been sorely missed.

The hospital's senior managers (largely directors and their direct reports) took part in a one week leadership development course run by the University of East London. This important personal development initiative with a focus on strategy creation has been particularly timely because the board, executive team, senior managers and others have commenced the creation of a revised strategy for the RHN which should be published in the first half of 2022.

This year saw the retirement of medical director **Dr Michael Marrinan** at the end of July 2021. **Dr Ashraff Ali** took the post on an interim basis until 1 November 2021, when the new permanent medical director **Dr Steven Luttrell** took up his post.

We are pleased that within the new matron structure of five matrons, four have been promoted from within, internal promotions are always a sign of the organisation's people development programme being in good health.

For many members of staff, working through the pandemic has presented exceptional challenges but all our staff have risen both to this and the requirements of the regulator, to get the RHN into a strong position. We believe that morale is generally good and has been undoubtedly buoyed by the CQC inspection result.

We strongly believe that the RHN is now in a place where it can look forward to an exciting future. This is a perfect time to be refreshing our strategy which we feel will be a “resetting of the sails”, rather than a change in direction as we take account of everything we have experienced and learned over the last two years.

We would like to thank all our staff for their hard work and commitment in the last year.

Paul and Des

January 2022

It's official... we're GOOD

Rated 'good' in all areas for the first time!

In September, the Care Quality Commission (CQC) carried out an unannounced inspection at the RHN. They awarded a 'Good' rating in all five domains and overall. At a previous inspection, the rating was 'Requires Improvement'.

The CQC highlighted several areas of outstanding practice around safeguarding. It highlighted that the RHN has a safeguarding policy in line with NHS England's Safeguarding Assurance Accountability Framework (SAAF). The report states that staff had training in key skills and that the RHN has seven positive SAAF benchmarks. They also said that the RHN's governance processes showed clear accountability and multidisciplinary work, with learning shared through the whole organisation.

Paul Allen, CEO at the RHN, said, "I am delighted that we have been awarded 'Good' in all five domains for the first time. This is due to the hard work and diligence of all our staff, who put the wellbeing and excellent care of our patients and residents front and centre at all times."

The CQC found that 'leadership for patient safety and safeguarding was clear and was a thread through the whole service. Patient safety incidents and safeguarding were discussed and reported to the senior leadership team on a weekly basis.'

The report also noted that staff understood the RHN's vision and felt respected, supported and valued.

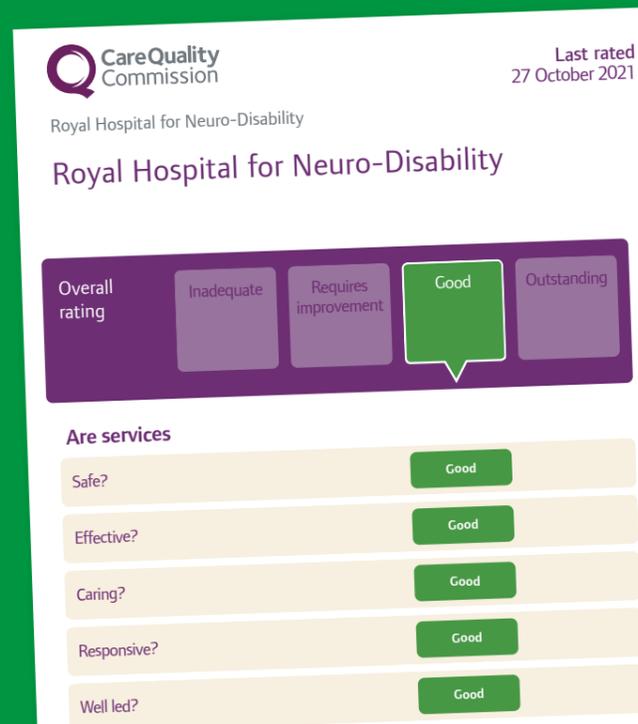
Des Benjamin, Chairman at the RHN, said, "This 'Good' rating is a testament to our stringent safeguarding and governance, which is truly responsive from ward to board. All staff deserve to be congratulated for their dedication to our patients and residents."

The CQC reported that the RHN managed patient safety incidents well, with staff recognising and reporting incidents and near misses appropriately, and that lessons learnt were shared with the whole hospital. The CQC was impressed with the detailed, clear and up-to-date records that staff keep of patients' care and treatment.

The CQC noted that monthly infection control audits ensured that infection control principles were being followed with 100% compliance. The CQC also noted that during the COVID-19 pandemic the RHN had followed NHS infection control guidelines, and made them appropriate to the RHN environment.

The CQC highlighted several areas of outstanding practice

- Our safeguarding policy is aligned with the Clinical Commissioning Group (CCG)
- We have achieved all of the seven standards of NHS England's Safeguarding Assurance Accountability Framework (SAAF)
- Our weekly Serious Incidents Complaints and Safeguarding meetings
- Our focus on moving to a preventative phase in safeguarding through the work we are doing with our health care assistants (HCA) workforce
- Our Safeguarding Operation Assurance Group (SOAG)
- Our Safeguarding Charter with its ten values that have been developed with the involvement of patients and relatives
- The use of Putney Boards as a tool for shared learning, celebrating success and driving improvement
- Our digital application 'Perfect Ward' audit implementation, provided increased oversight over risk mitigation and responsiveness across all levels of the RHN



Our year in summary



203
people admitted to the RHN



120 days
average length of stay in BIS

Beds occupied across the hospital

42
Brain Injury Service

187
Continuing Care Service

£43 million
annual turnover in 2021



Your support makes a difference

Our current fundraising target is £2.3M and with our charitable status we are able to fundraise for the additional therapies and services, that help to enhance the quality of life of those in our care.

Donations raised also go towards training our invaluable volunteers, funding research and helping with specific capital refurbishment works.

Fundraised income from our generous supporters plays a significant part in complementing our care package to patients. We would like to give a special mention to the City of London Corporation's Charity, City Bridge Trust, for supporting the hospital's disability sports programme.

Donations also go towards

- Adapted sports sessions (eg. tennis, bowling, boccia)*
- Compass computer room (adapted technologies)**
- Gardening group
- Indoor group activities (eg. making music sessions, film/documentary screenings)**
- Music therapy**
- Nurse escort service
- Occupational therapy art**
- Specially adapted wheelchairs and mobility equipment
- Specific refurbishment projects, to upgrade
- Bringing older areas of the hospital to modern standards
- Our research department; ensuring our processes and overall care are evidence-based and focused on positive patient outcomes.

*some activities were restricted or did not run due to coronavirus

**ran with appropriate covid measures

Our fundraising 2021 champions

Easter Trail **£6,700**

Thank you for raising funds for patients without relatives Kelly Baker, Caroline Kelly, Clare Cook, Linda Poole, Leigh Smith, Nathalie Ferrari, Jackie Hann, Donna Poole, Hilary Richardson, Noel Richardson, Sophie Richardson, Margaret Couson, Geraldine Talbot, Sarah Julyan, Sheri, Mehdi-Zadeh, Craigie Pearson, David Hayward, Tori Fenton, Rosali, Carlo, Princess Goba, Olympia Balogun, Kris Marcellones, Kamarra Fraser-Munroe, Shanika Fraser-Munroe, Tanesha, Fraser-Munroe, Adama Bathily, Jemsson Olasiman, Jane Asher, Katharine Asher, John Power, Brewyeen Rowland, Jackie Harvey, Ayoka Aquil, Peter Jordan

London Landmarks Half Marathon **£2,000**

Thank you David Smith, Susan Hayden

Virgin Money London Marathon **£43,000**

Thank you Tom Kenward, Iva Miholic, Joanna Ridley, James Goldsmith, Lisa Richards, Nadine Brower, Yvonne Lam, Dil Kumar Iwaram, Ben Brookes, Anthony Smith, Alexandra Hall, Jagoda Dennis, Russell Simpson

Brighton Marathon **£7,700**

Thank you Josephine Maskell, Taryn Morrish, Hannah English, Kaylin Purvor, Juliette Denny, Sophie Coulthard, Daniel True, Charlotte James, Mark Flannery

Christmas raffle **£3,900**

Thank you to everyone who participated for raising funds for instruments for music therapy sessions

Online bridge event **£1,600**

Thank you to the London Committee and everyone who participated

Want to get involved?

Visit rhn.org.uk/events



Catherine Hewitt from IT walked 100km to raise money for the RHN

London 2 Brighton Challenge **£1,400**

Thank you Craig Lloyd, Catherine Hewitt

River Walk **£2,000**

Thank you for raising funds for our Cooks Table Service Carol, Colin, Ingrida Wiltshire, Jobelle Baluis, Liliya Kelly, Ifrah Sabriye, Nettie, Monet, Belen Condero, Fatima, Louise McIntyre, Stephanie, Gabrielle Domingo, Rosevilla Caramoan, Elishia Rose Caramoan, Amanda, Stephanie, Imogen

Thank you to our wonderful volunteers

Volunteers play a key role at the RHN and really make a difference to the patients, residents and their relatives. This year has been no different.

When lockdown restrictions eased earlier this year our army of volunteers once again jumped at the chance to come back and support the RHN. This has even meant welcoming back visitors and checking lateral flow tests.

Thank you for your ongoing support.



Fundraising events resumed earlier this year with the easter trail

It's the little things you do to support the RHN that make the biggest difference

Thank you to all our supporters for their continued donations, fundraising and messages of kindness.

♥ There are many ways which you can support the RHN, including **birthday fundraisers through Facebook**, which we always appreciate and welcome.

♥ **Shop with Amazon through Amazon Smile** and they will donate a percentage when you select our charity, visit smile.amazon.co.uk to sign up.

♥ Similarly, you can support us through **PayPal** and **Give As You Live**, or speak with your employers for **Pay As You Earn**.

These are all easy and simple ways you can help support our charity and help to make huge difference for our patients and residents! Find out more at www.rhn.org.uk/

Brain Injury Service **Patients** share their success stories



Elaine was able to say goodbye to the staff who helped her through her rehabilitation

Elaine, a former patient on Drapers ward, shared her success story with the RHN for Brain Awareness Week.

Elaine at home

In May 2020, Elaine suffered a ruptured brain aneurysm and stroke which left her with a life-changing brain injury. She has been working hard at her recovery ever since.

In August 2020 Elaine was admitted to the Royal Hospital for Neuro-disability (RHN) to start a rehabilitation programme on the recently refurbished Drapers ward.

"We were anxious about mum moving to the RHN. Visiting was limited due to the pandemic, but we were reassured that contact would be maintained with mum via video call", said her daughter Joanne.

Elaine made huge progress at the RHN. She took part in quite an intensive therapy program, having physiotherapy, occupational therapy and speech and language therapy. Joanne said,

"Mum's speech was affected by her brain injury, however after coming to the RHN it improved significantly. She went from not talking much at all to now having some conversations. Mum also participated in other activities such as a pamper group and music group which she thoroughly enjoyed."

Being in hospital during the pandemic

Joanne said, "The staff were incredible in allowing us to maintain contact with mum. We managed to visit once before the situation with COVID worsened. But we spoke to mum every day on her phone via FaceTime which she was happy to engage in. On occasions we have also managed to watch mum in some of her therapy sessions to see how she was progressing with the help of the many amazing therapists working with her."

Elaine improved so much she has been able to return home to be with her family. Elaine said,

"I'm so grateful to all the RHN staff, it was quite an emotional goodbye after such a long stay. Thank you!"

Former Drapers' patient Noah records Xmas message

The RHN recently heard from former Drapers ward patient Noah Rees about the progress he has made following his time at the RHN.

Noah arrived at the RHN mid-2019 to begin his rehabilitation programme and progressed quickly in a short period of time.

Noah was discharged in January 2020 but was invited to be a guest speaker at this year's annual Christmas Carol Concert. However this was sadly cancelled for a second year due to a peak in coronavirus cases in December.

Noah spent time rehearsing his speech so sent us a video recording. In the video Noah tells viewers, "when I came to Putney, I couldn't speak and had to use assistive devices to communicate. I did a lot of work with several speech therapists and finally got to the point where I could speak."

Noah continues, "But my voice was high pitched and slightly embarrassing. One thing that helped was music therapy, singing helped my brain to do things my brain hadn't had to do for a while. It really helped me on my way to recovery."



"I can't stress how much the RHN has done for me. A huge part of this was music therapy. I wrote songs that meant a lot to me, like the difficulties and challenges I had to adjust to. It was a huge part of my recovery."

Noah ends his video message with a clip from one of his music therapy sessions, singing "I am grateful for my life".

Noah's rehabilitation continues but he hopes to one day to take part in the Paralympics.

You can follow Noah's journey on his Instagram (@Come_On_Noah) and watch his full speech on the RHN's YouTube channel

youtu.be/97ae_Hkd8-Q



Occupational therapists took over internal communication channels on OT day to tell staff about their role at the RHN

Celebrating all of our Allied Health Professionals (AHPs)

The hospital benefits from the expertise of many allied health professionals. This year we celebrated AHP day (14 October) and individual awareness days.

Our AHPs include music therapists, dietitians, occupational therapists, physiotherapists, diagnostic and therapeutic radiographers, social workers and speech and language therapists.

Continuing Care **Wedding dreams and national news**



Photo credit: Ben Heasman photography

RHN resident Steve was able to attend his daughter's wedding thanks to Matron Laura

Nathalie Kamm's father Steve is a resident at the RHN. Steve first came to the RHN in 2015 after a traumatic brain injury in 2014.

In February 2021, Nathalie reached out to Laura Chapman, Matron in charge of the specialist nursing home at the RHN, about her upcoming wedding.

At the time, strict measures on weddings had been put in place by the UK government to help control the spread and risk of COVID-19.

"I was completely astonished when Laura said it would be possible for my father to attend following risk assessment. I thought perhaps there would be the option of him watching a live stream at the most. We first met Laura when dad was on Devonshire ward and it was lovely to see a familiar face accompanying dad, so we knew he would be in good hands," said Nathalie.

"Steve is a family man so it was important that we were able to support Steve to watch his youngest daughter walking down the aisle too. We completed all risk assessments and plans to make this possible," said Laura.

Many residents have not had physical interactions with their families since November 2020 due to government lockdown restrictions and strict precautions put in place by the hospital to protect patients and residents from coronavirus.

"It brought us so much joy that dad was able to be part of our wedding. It was the first time he met my then fiancé, Neil, while awaiting the service to begin (and appeared to approve!). It was also the first time I had seen dad in person for about six months. It would also have been significant for Steve since he and my mum were married at the same venue 44 years earlier," said Nathalie.

"Family is hugely important for people who have suffered from a brain injury. This was the first time Steve had seen his whole family together including his young grandchildren in over a year. It was a very special moment to witness," said Laura.

More wedding joy

Surprisingly, Steve has not been the only resident at the RHN to attend their child's wedding in recent days. Another patient, Brigid, was also supported to attend her daughter's wedding. In 2017, a wedding ceremony was held in the hospital's De Lancey Lowe room for patient Ian and his wife Doreen.

Ammi Fagan BBC News

In July, BBC London News ran a story on Ammi Fagan, a late patient at the RHN, and interviewed his family about the launch of their fundraising appeal in his memory.

Ammi, 23, fell ill on 5 July 2020 after a brain aneurysm haemorrhaged and he was left in a prolonged disorder of consciousness.

"Ammi fought hard and endured many operations, complications and infections. In total he had 17 operations and handled every hurdle as a true warrior," said Miriam Fagan, Ammi's sister.

"Sadly, on the 22 June 2021, Ammi was tired and he peacefully passed away surrounded by his family and friends. Although it is a terribly sad time we find peace that Ammi is not suffering or in pain" said Miriam.



Miriam met with BBC New's Alice Bhandukravi in the RHN's gardens to talk about Ammi

"The staff on Devonshire and Glyn wards were all amazing. In particular Ward Manager Crispina, Ammi's keyworker Delia, Dr Andrew Hanrahan and Father Geoff. They all supported Ammi and our family throughout and we will forever be grateful towards them".

Leisure and family services resume after lockdown

During the pandemic, LaFS were unable to continue patient activities. The team instead worked as 'red runners' delivering essential supplies and equipment across the RHN to meet new and urgent demands.

As restrictions eased earlier in the year, LaFS worked hard to re-introduce leisure activities on the wards to provide greater opportunities for all residents to access leisure activities.

Weekly dance sessions (in partnership with CoDa Dance) have been in place on six wards across the hospital and weekly chaplaincy services are run on each ward every Sunday. Newspaper groups, art sessions, quizzes, movie afternoons, music sessions, sensory sessions, boccia and many 1:1 patient interaction sessions are a few of the activities that also run on the wards each week.

Therapeutic leisure sessions continued to run in the art room and computer room with support from our pool of volunteers. When family visiting was reinstated in March, the LaFS team and volunteers helped coordinate visitors and supported them with mandatory Lateral Flow Testing. Saturday concerts resumed in August with appropriate safety measures in place, as well as hairdressing and massage therapy.

Your generous donations keep this service running.



Specialist Services Updates from the wards

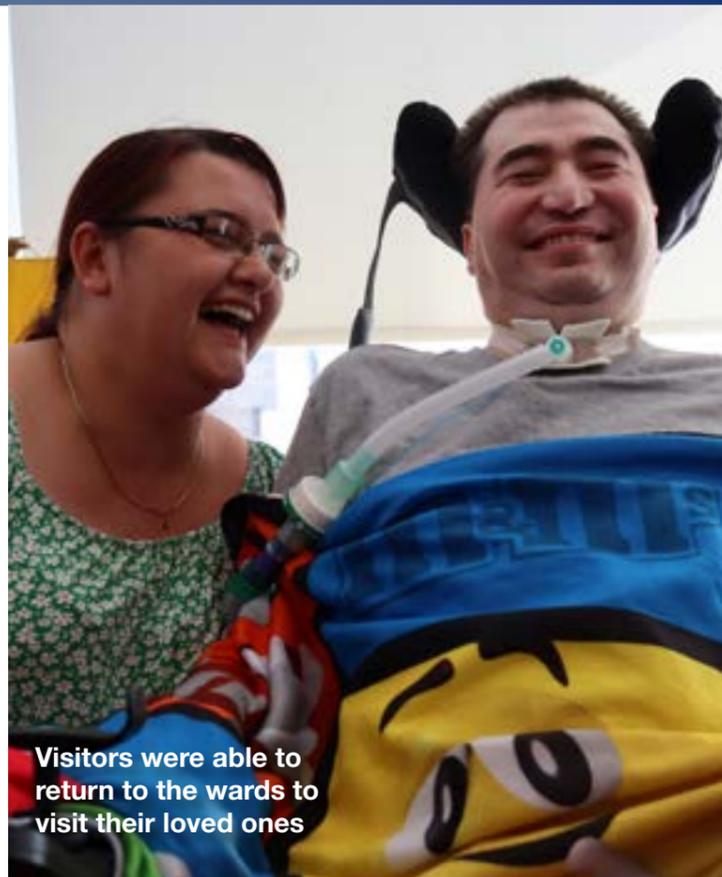
Two new vent beds on Leonora ward

In 2020, the ward previously named Andrew Reed was refurbished and opened as Leonora ward (after our president, Leonora, Countess of Lichfield).

Leonora ward was fitted with additional facilities such as piped medical gases and allowed the RHN to expand its ventilator service with six beds.

This year, the service expanded with an additional two beds. **Justin Finbow, Matron** for the service said,

“These two new ventilator beds allow us to continue supporting the growing number of patients with complex respiratory requirements. This includes patients receiving tracheostomy ventilation and non-invasive ventilator (NIV) support, as well as those requiring skilled and frequent interventions.”



Visitors were able to return to the wards to visit their loved ones

Patient Safety and Quality Preventing unplanned admissions to acute hospitals

Prior to 2019, the RHN was only able to offer oral and percutaneous endoscopic gastrostomy (PEG) antibiotics.

This meant that if patients or residents needed intravenous (IV) therapy, they would need to be transferred to acute hospitals to receive care.

The RHN started to offer IV therapy throughout wards in its brain injury service in April 2019. By September, IV therapy commenced on Jack Emerson, one of the RHN’s specialist ventilator wards.

IV therapy at the RHN

By April 2020, IV therapy had been successfully rolled out across the hospital in the midst of the COVID-19 pandemic.

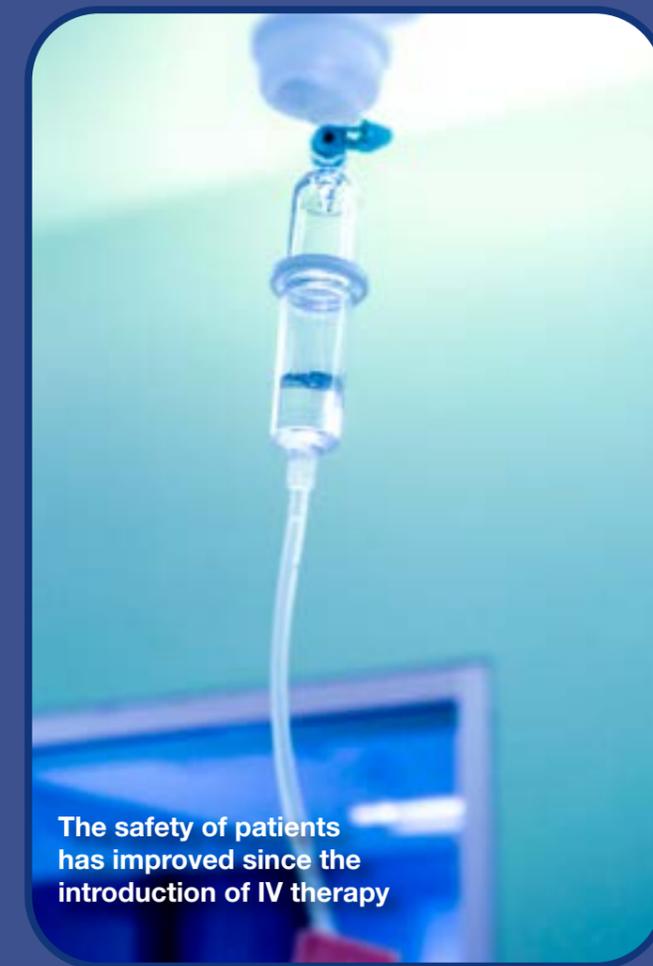
This development meant that patients and residents, who may have previously been transferred to acute hospitals for IV treatment, could now be treated at the RHN.

This not only reduced the risk of COVID-19 infection but meant that patients and residents could be treated in a more homely and holistic environment, by professionals familiar to them.

The introduction of IV therapy has significantly reduced the number of unplanned transfers of patients and residents to acute hospitals.

Background

- The RHN cares for patients and residents across different pathways across the hospital
- The brain injury service has 48 beds for patients admitted for short-term rehabilitation
- Goodman House (neuro-behavioural) wards have 27 beds, both short and long stay
- The majority of the hospital beds (181) are for long-term residents across different services (specialist ventilator, young adults, continuing care)



The safety of patients has improved since the introduction of IV therapy

CEO rocks Haberdasher’s House

As lockdown measures eased earlier in the year, residents in Haberdashers House (young adults service) were treated to a special performance from none other than CEO Paul Allen.

Patients committed to the event, creating special VIP tickets for staff to attend and decorating the wards for Paul’s performance.

Paul, a keen guitarist, would often perform to the residents pre-pandemic and is well-received by his audience. During this special event Paul performed several songs, including classics from U2 and Coldplay.

Average number of unplanned admissions each month	
2019	23 patients
2020	17 patients
2021	9 patients



Research at the RHN

The research and education work at the RHN, continues to be impacted by the COVID-19 pandemic. However, we have successfully migrated our events, training and lectures online. Online events enable us to reach a wider audience.



eleven
open lectures



ten training
courses



over 1,900 delegates
on courses

Updates

This year we successfully ran our first SMART online course. The Sensory Modality Assessment and Rehabilitation Technique (SMART) is an award winning standardised, clinical investigative tool, pioneered at the RHN.

What is SMART?

SMART has been clinically designed and developed for the assessment and rehabilitation of people with prolonged disorders of consciousness following severe brain injury.

It provides a detailed assessment and investigation of behavioural responses to a range of stimuli that enables the development of a measurable intervention and/or management strategy.

Its precision has made it one of the assessment tools of choice as recommended in the Royal College of Physicians (RCP) national clinical guidelines (2020).

The RHN took part in the Association of Medical Research Charities' (AMRC) five year peer review audit. As a condition of membership, all members are expected to have high-quality funding mechanisms. This is done by adhering to the principles of peer review. External organisations look to AMRC membership as a hallmark of quality in research funding.

The outcome was delivered in May 2021 and the RHN successfully passed the audit showing that we adhere to best practice in medical and health research peer review.

Research

Dr Elena Olgiati, Clinical Psychologist, has been successfully accepted onto a London wide postdoctoral research scheme at London South Bank University.

The aim is to help Dr Olgiati prepare a competitive research application to submit to the National Institute for Health Research so that she can develop a career that combines clinical practice with academic work.

Dr Olgiati is hoping to develop a project that will benefit patients in disorders of consciousness and their families.

Papers published during the year:

Wilford S, Howard A (2020) How do we build a picture of a patient in prolonged disorder of consciousness? *Neuropsychol Rehabil.* Dec;30(10):2067-2077.

Pundole A, Varley R, Beeke S. (2021) Assessing emergence from a prolonged disorder of consciousness: Current opinion and practice in the UK. *Neuropsychol Rehabil.* Aug;31(7):1003-1027

Excellence in safeguarding **NHS** medals for safeguarding leads



Two members of staff have been praised by the NHS in recognition of the progress the RHN has made in its safeguarding journey, and have been awarded NHS safeguarding medals.

Director of Nursing Della Warren and Head of Safeguarding Sorin Neacsu were both awarded NHS safeguarding medals in recognition of their work in transforming the RHN's safeguarding practices.

Significant progress in safeguarding was highlighted in the hospital's recent CQC inspection.

National Safeguarding week

As part of their efforts, Della and Sorin were asked to present the RHN's journey of self-improvement to the South West London CCG Safeguarding teams and partners for National Safeguarding week.

Della and Sorin presented the RHN's journey over a zoom meeting which was highly attended by safeguarding professionals within the area.

You can find out more about the RHN's safeguarding journey on the RHN website

rhn.org.uk/news/safeguarding-patients-at-extreme-risk/

Della and Sorin received their NHS medal nominations, with special acknowledgment in the following areas

- (Della) in recognition of her executive safeguarding leadership role for RHN
- Demonstrated passion to protect those most vulnerable from harm, abuse and neglect
- Working collaboratively and taking a whole hospital approach to making the improvements necessary to go from (CQC) **requires improvement to good and outstanding** in a relatively short period of time
- Embedding learning to effect changes for extremely vulnerable people with cognitive impairment and fragile patient population to improve and make safe services
- Openness, transparency and motivation to make the safeguarding improvements within the hospital in collaboration with patients, service users, families and wider stakeholders

Meet Louise Enteral and Lead Clinical Nurse Specialist (CNS)



Louise meets with an RHN resident

The RHN is renowned for hosting a wealth of experience within its walls. Our multi-disciplinary approach to the way we care for our patients and residents enhance the hospital's reputation as a centre of national excellence.

One way in which the RHN excels in its approach to care is through good basic enteral care. Enteral or tube feeding, is a way of delivering nutrition directly to the stomach or small intestine. This is particularly important at the RHN as around 85% of our patients and residents cannot eat or drink normally, meaning the RHN has one of the largest number of patients and residents with a permanent enteral tube under one roof.

A brain injury can impact many essential bodily functions, including a person's ability to swallow. If one part of the swallowing process goes wrong, then the whole process becomes unsafe. This means our patients and residents are at higher risk of complications like aspiration due to the nature of their injuries or neurological condition. Feeding tubes are fitted and monitored continually to ensure that patients and residents receive their nutrition, water or medicine.

The RHN focuses on patients and residents as individuals, meaning everyone is different when receiving enteral care. Some people are fully tube-fed, whilst others only require their tube for medication or water. This focus on individual needs improves a person's quality of life through specialised care and allows an adaptive approach to specific needs.

Louise McIntyre, Enteral and Lead Clinical Nurse Specialist (CNS) explains,

"Bad practice in enteral care can often lead to infection, and in more severe cases, admission to acute hospitals. The RHN provides unique and tailored enteral training to its staff, reinforcing best practice in order to avoid these unnecessary complications."

Louise has worked at the RHN for over three years and is highly experienced in enteral care. Louise is a qualified nurse prescriber, meaning she can meet with patients and residents across the hospital to quickly assess their needs and prescribe effective care.

The RHN's multi-disciplinary approach to care means Louise can collaborate with dieticians, occupational therapists, physiotherapists and doctors to identify and minimise risks. Having access to these experts allows Louise to work effectively with colleagues in-house, to come up with the best treatment plan when needed for the patients.

"Over COVID-19, having on-site enteral care meant patients did not need to be transferred to acute hospitals. I could host patient reviews and staff training remotely. I was even able to create videos for patients' families/carers on how to care for gastrostomy sites and feeding tubes."

Louise has helped to inform best practice and enhance the quality of life for a number of patients and residents admitted to the hospital.

Case study Feeding tubes

Patient A's feeding tube came out four times in as many weeks. However due to the patient's brain injury, they did not have any manual dexterity to remove the tube themselves. Louise began investigating why the tube was coming out.

After a joint assessment with the occupational therapist, Louise was able to identify that the incident had been caused by patient's upper limbs, which were severely contracted. The patient's arm was pressing downwards on the feeding tube, causing it to become dislodged.

After the issue was identified, Louise was able to change the design of the tube so that the patient's arm could move over the top of tube safely and without it becoming dislodged. The occupational therapist also adjusted the patient's arm positioning using strategically placed cushioning, to prevent repeat incidents of tube displacement.

General and NHS hospitals are usually contracted to use certain brands of enteral tubes but as an independent charity hospital, the RHN has the autonomy to trial a number of different makes of tube which allow us to take an individualistic approach to care and which best fit our patient's needs.

Case study Behaviour that challenges

One of the RHN's specialist services focuses on care for patients who present with behaviour that challenges as a result of their brain injury.

Many patients and residents in this service have issues with their enteral tubes, as they have no control over their movements and little cognitive awareness of their actions. Often these patients will pull their tubes out.

For patients with behaviour that challenges, Louise explores the safety of feeding tubes. She looks at the individual needs of the patient and uses a range of devices to secure tubes, in order to prevent them from becoming dislodged.

Discover more about the expertise at the RHN and how to make a referral online at www.rhn.org.uk

Outstanding achievements

Michael Jenkins Completes Neurologic Music Therapy Fellowship

Music Therapist Michael passed his Neurologic Music Therapy (NMT) Fellowship with flying colours. The NMT Fellowship is an advanced clinical training that music therapists can complete once they have completed standard music therapy training and neurologic music therapy (NMT) training.



Mona Liza Marinas Developing a strategy to improve antimicrobial prescribing

Monet, Clinical Nurse Specialist for Infection Prevention and Control, wrote about developing a strategy to improve antimicrobial prescribing as part of a campaign for #AntimicrobialResistance2021. Read Monet's article on the Global Cause website below

globalcause.co.uk/antibiotic-resistance/developing-a-strategy-to-improve-antimicrobial-prescribing/



Louise Gallagher 'Typical day being a dental nurse' for British Dentistry Journal

Louise wrote about her role as a dental nurse at the RHN in the British Dentistry Journal. Read the article below

nature.com/articles/s41407-021-0772-z



Della Warren, Sorin Neacsu Safeguarding: a journey of self-improvement

As part of National Safeguarding Week, Director of Nursing Della and Head of Safeguarding Sorin presented the RHN's journey of self-improvement to the South West London CCG Safeguarding teams and partners.

Find out more about the RHN's safeguarding achievements on [page 15](#).

'Camera Switches' Residents trial new Android technology



RHN residents were delighted to take part in the filming for the 'Camera Switches' advertisement

On Wednesday 11 August 2021, three residents from the RHN (Gary, Antonia and Dr Richard) tried out a new feature of the Android Accessibility Suite 'Camera Switches' that has been developed by Google.

Many of our patients and residents have different accessibility needs, and use technology such as Eye Gaze to control their devices. As such, the RHN's Compass team worked with Google to beta test the 'Camera Switches' feature and were asked to find residents who would like to feature in the campaign.

Our residents featured in a promotional video for the new feature, showing just how useful it can be for people with different accessibility needs.

This new feature, now available on Android devices, allows your smartphone to be controlled by chosen gestures – such as looking to the left to scroll through a menu and opening your mouth to make a selection.

You can watch the promotional video on YouTube

youtu.be/CSLv-dhVKxs



Who are Compass?

Part of the RHN, Compass are a specialised service for Augmentative and Alternative Communication (AAC) in West London for adults who have difficulty communicating using speech.

Our team of experts includes engineers, occupational therapists, speech and language therapists and technicians.

compass@rhn.org.uk

020 8780 4500 ext 5965

www.rhn.org.uk/professionals/compass/service-information/



TikTok

Follow **RHNuk**



Trees were planted in loving memory of staff and patients who died during the pandemic

Each year we need to raise £2.3million to provide additional therapies, equipment and services.

Scan the QR code with your phone's camera to donate

Text **RHNGIVE** to **70560** to donate **£5**

Or donate at www.rhn.org.uk/support-us/donate

Texts will cost the donation amount plus one standard network rate message, and you'll be opting into hearing more from us. If you would like to donate but don't wish to hear more from us, please text RHNGIVENOINFO instead.

Staff awards 2021

Thank you to all of our staff who have continued working hard throughout the ongoing pandemic.

We received many nominations from staff, patients, residents and families so it was extremely difficult to choose winners for this year's staff awards.

Congratulations to our winners

Long service awards 20 years

Juan Medina	Stella Mensah
Riza Laxamana	Doreen Berko
Paul Rockcliffe	Geraldine Carter
Maxine Beckford	Emmanuel Aghogho

Long service awards 30 years

Jane Bache	Bibi Bocus
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Newcomer of the year

Derek Bannister

Safeguarding champion

Virginia Torres Rivero

Unsung hero

Steve Short

Supper support services

Porters and drivers

Outstanding leadership

Sorin Neacsu

Excellence in care

Linda Vardy

Best team

Ward Administrators

CEO's recognition award

Andy Lambert

British Citizen COVID Hero Awards

Galina Georgieva	Justin Finbow
Andy Lambert	Laura Chapman
Amanda Dearling	Lizel Muyo
Macarena Ruiz	Tanita Manton
Louise McIntyre	Luke Rendell

A charity for adults with severe brain injury



Royal Hospital for
Neuro-disability

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