

Moments of curiosity and conversation

Maternity & Neonatal Shared Learning Event Programme
Maternity in the UK; what next?

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What have we learnt from the Perinatal Culture & Leadership Programme?

- How we talk about systems
- How we talk about culture
- Interventions
- Keeping culture entwined with the work

Ralph Stacey

Complexity Grid

Complex responsive
processes of relating



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Culture

What is culture?

A dynamic social
construct

How does it shift?

In the moments of our
interactions



Why do we pay attention to culture...

- To craft, create and nurture the conditions where we all flourish
&
- To provide brilliant care

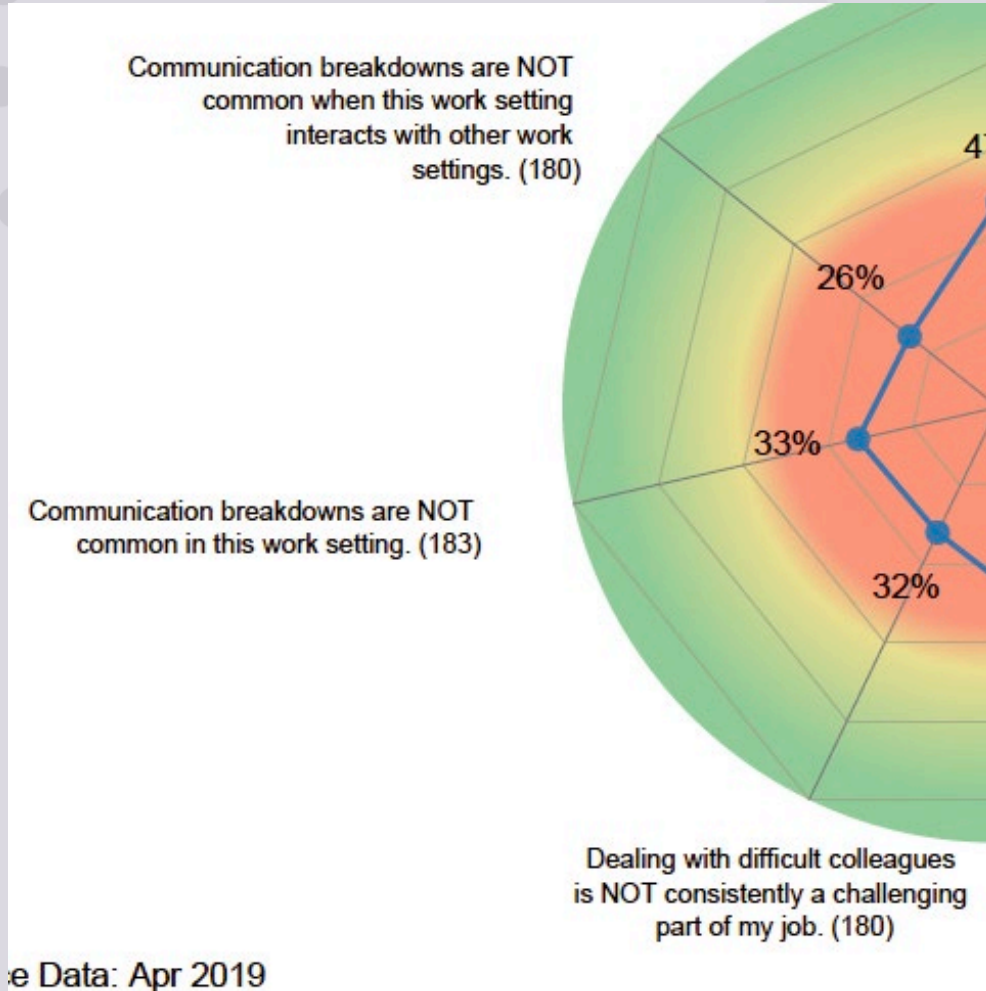


Interventions

Moving from what we do to
how we do it



Background



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Enabling safety culture development practices across maternity and neonatal services

End of project final report

Nicola Mackintosh, Sarah Chew, Natalie Armstrong, Janet Willars, Carolyn Tarrant

MOMENTS

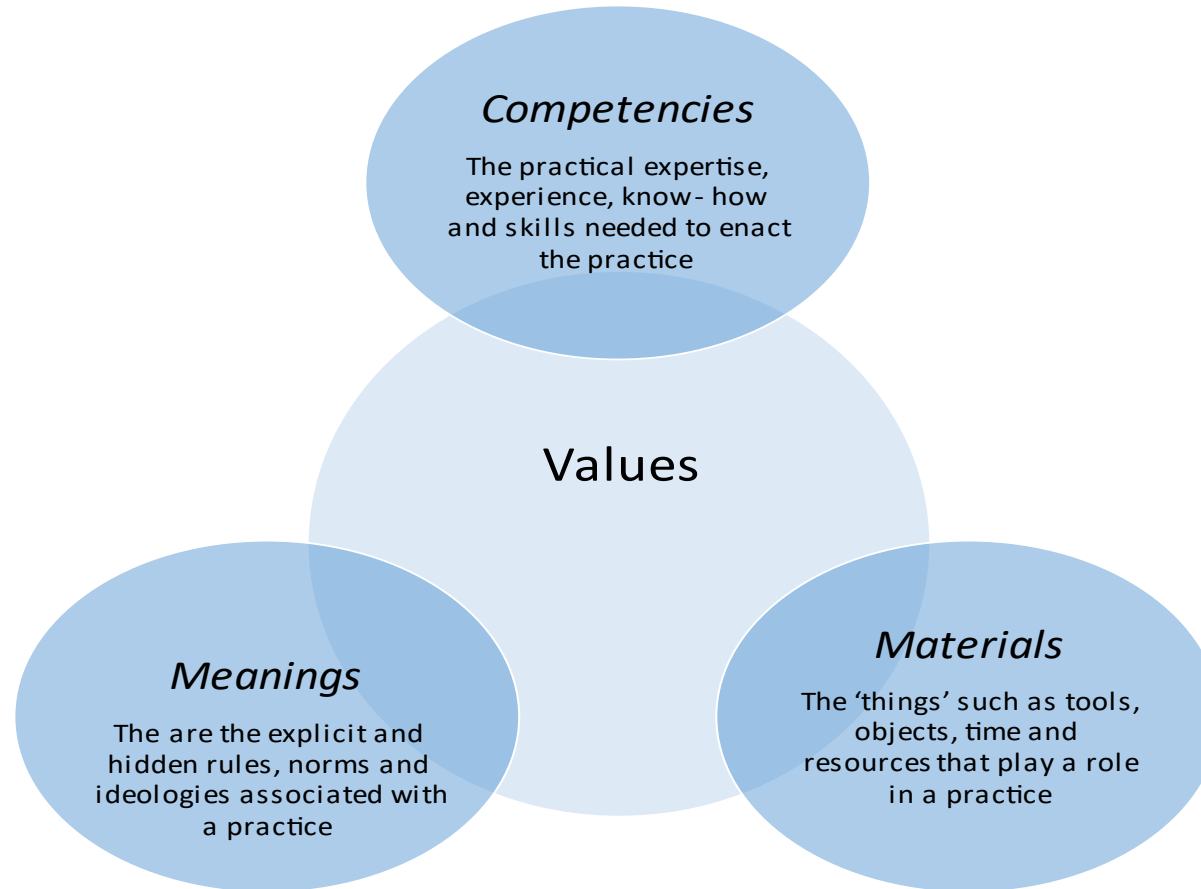
Understanding our everyday practices

moments-safety.com



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MOMENTS



MOMENTS

A cup of tea

Materials

What do we need?

Competencies

What do we need to be able to do?

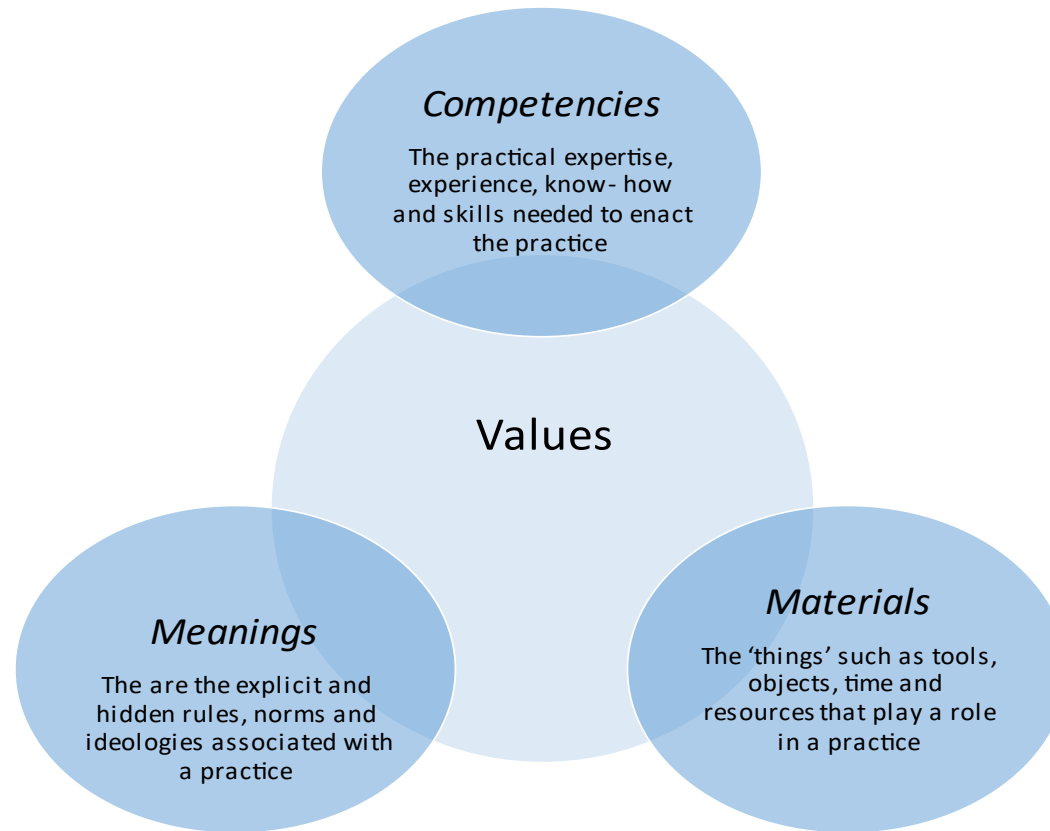
Meanings

What meanings are associated with a cup of tea?

Values

What values are visible when we have a cup of tea?



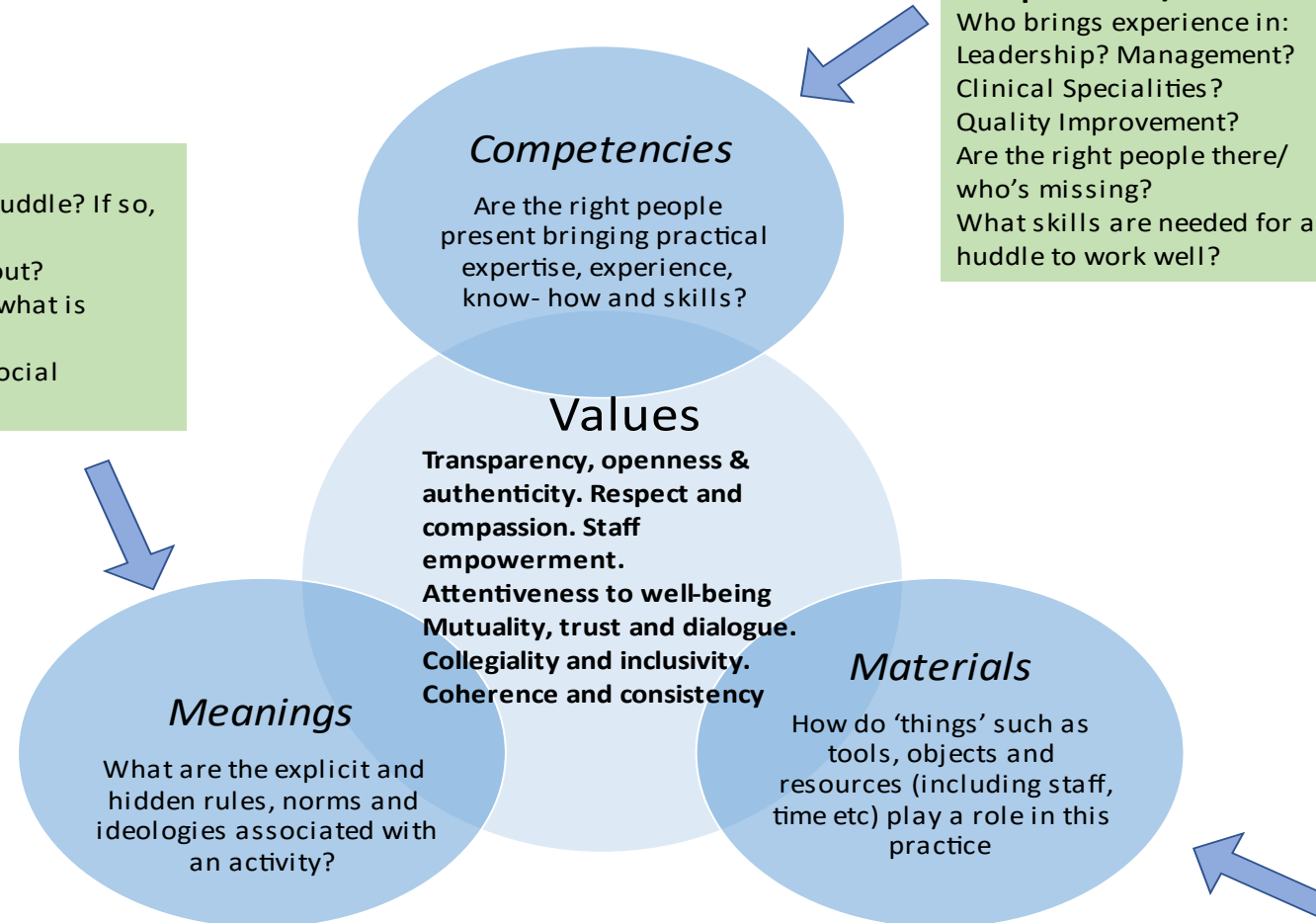


Safety Huddle: asking helpful questions

How do COMPETENCIES, MEANINGS and MATERIALS shape your safety huddle?
How do CULTURAL VALUES influence how safety huddles work in practice?

'Meanings' questions

Are there RULES about the huddle? If so, what are their impact?
How do HIERARCHIES play out?
What's TALKED ABOUT and what is under the radar?
What's VALUED and given social approval?



Competencies/'know how' questions:

Who brings experience in:
Leadership? Management?
Clinical Specialities?
Quality Improvement?
Are the right people there/
who's missing?
What skills are needed for a
huddle to work well?

Materials 'Things' questions:

COMMUNICATION How is the information shared and by whom?/GEOGRAPHY How does location affect communication and attendance? /RESOURCES Is what we are using working?

MOMENTS

An approach to everyday work practices to improve safety culture

Safety culture is a set of interrelated things we do and, most importantly, how we do them.

Take a MOMENT to consider:

What are your team's values?

- Transparency, openness and authenticity
- Respect and compassion
- Passion and commitment
- Staff empowerment
- Attentiveness to staff wellbeing
- Mutuality, trust and dialogue
- Civility
- Collegiality and inclusivity
- Unity, coherence and consistency

How is culture reflected in your daily practices?

- | | | |
|---|--|---|
| 
COMPASSIONATE LEADERSHIP
Walk-rounds; Open door policies; Health and wellbeing check-ins. | 
COLLABORATIVE WORKING
Multidisciplinary meetings; Safety huddles; Handovers; Formal/informal forums. | 
RESPONSIVENESS TO SERVICE USERS
Walk-rounds; Formal/informal forums; Practice development; Story-telling; Staff training. |
| 
OPEN & SUPPORTIVE RISK MANAGEMENT
Debriefs; Formal/informal forums; Safety huddles; Communications | 
WORKING ACROSS TEAMS & LOCALITIES
Communication strategies; Cross-site meetings; Local collaborative networks | 
CONTINUOUS IMPROVEMENT
Practice development roles; Regional networks; Safety collaboratives |

MOMENTS approach was developed by University of Leicester. HIN O&TV can facilitate a MOMENTS session with your team to explore everyday practices and help identify actionable steps to strengthen safety culture. A train-the-trainer model is available.

Scan the QR code to express interest.



For further information contact:

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<https://moments-safety.com>



Thank you

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