

Rupert

48, PIC and Transport team Consultant



What happened?

Rupert has a dual role working in the PICU and the Transport team. He finds it difficult to get to know all the nurses and their level of competence on the unit as it's a large team and there's a high turnover of nursing staff.

⚠️ After working in the Transport team for a while, Rupert returned to the unit. He was having a difficult time settling back into the routine on the unit.

⚠️ Rupert liked to work closely with the nurses but wasn't always aware of what was an appropriate task to give them according to their skill set. He'd asked Tom to get a cannula ready, but he hadn't done this before.

⚠️ Rupert didn't know where the cannulas were kept because they'd been moved since his last shift on the unit.

⚠️ Rupert asked a colleague, Howard, where they were. Howard said that Rupert should know where they were and continued on his way.

⚠️ Sally overheard this and decided to help out Rupert - she showed Rupert where the cannulas were now kept and talked him through the skillset of the current nursing team.

And then?

⚠️ Rupert is unaware of the nursing staff competences. He feels unable to allocate appropriate tasks to them which means he has to spend longer explaining things.

⚠️ Initially Rupert felt this slowed down patient care, but soon came to appreciate the benefits of getting to know the nursing team, helping to develop their confidence, and creating a good team dynamic.

✓ Rupert then decided to always take time to talk with the nurses he was on shift with.

✓ This made Rupert feel more at home and a part of the team.



How to improve

⬆️ **Clear, up to date information** is required on the unit so that all staff can find equipment quickly and easily. This will help those with split roles but also those new to the unit.

⬆️ **A briefing** for those new or returning to the unit would be beneficial.

⬆️ It is helpful when teams **work together across disciplines**. Consultants and nurses are able to work more coherently together when they have a **good team dynamic** and feel at ease with each other.