

# Working as a true multi-disciplinary team

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**Abbreviated abstract:** Whilst we are decanted and our modernised hospice is being built, we had the opportunity to reconsider how we work as a true multi-disciplinary team. This has involved our Catering and Housekeeping Team moving from facilities to clinical line management. Both teams now attend the morning handover with clinical staff supporting them to feel a valued part of the multidisciplinary team.

# Previous work, challenge, and approach

Historically, housekeeping and catering teams have been managed by our facilities services.

During covid-19 both teams, as core staff required to be on site, adapted to the additional requirements regarding infection prevention and control to keep patients and staff safe, working closely with clinical staff.

In 2022, whilst decanted to temporary accommodation during the rebuild of our hospice building, the opportunity was taken to bring these teams under the clinical services umbrella, in recognition of the close links with not only clinical staff, but also with patients and families. Management structure was amended, and the teams' attendance at and input at MDT meetings incorporated into routine practice.

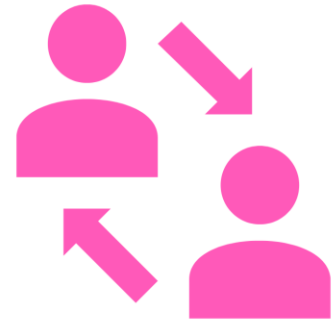


# Techniques and Methods

This change has allowed for improved communication between teams

Sharing of practical and patient safety information, such as

- Expected admissions and discharges
- Special care requirements
- Falls risk
- Infection control precautions etc.
- Clinically relevant information disclosed to the housekeeping/catering teams whilst they are in cleaning rooms or providing meals, that may not have been mentioned to clinical staff



# Results and Conclusions

The inclusion of the catering and housekeeping team following this change of line management, has supported those staff to feel a valued part of the multidisciplinary team. The improved lines of communication will help ensure that patients wishes and requirements are considered in all aspects of patient care.

This embraces the philosophy that every job is important!

