

# COACHING

## “The Unexpected Wins”

Authors: Anita Johnston and Claire Gabriel

Aim: The Coaching model was implemented on Glencairn ward as part of a national pilot but has since become part of the culture of the ward due to “the unexpected wins”. The poster below explains these wins and the potential benefits at an organisational level.

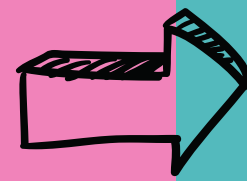
## What is Coaching?

- Coaching allows the learner to lead on patient care and take more responsibility for their learning.
- It helps the individual to unlock their potential and improve their own performance by allowing them to identify their own goals and objectives with guidance from a coach rather than direction from their practice assessor/supervisor.
- It uses questioning instead of instructing to allow the learner to explore options and identify priorities.

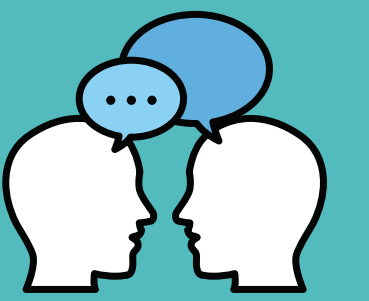
## STUDENTS



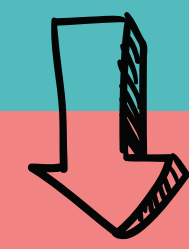
- **Teamwork** and peer support
- **High performance in interviews**
- Provides a **strong foundation for placement** of what students and staff can expect
- Increased organisation and communication around placement
- **Increased confidence and competence**
- Learning is tailored to the individual
- Students learning **whole patient care** including discharge process
- **Better preparation for the registered nursing role**
- **Permission to make mistakes** that don't impact on patient safety



## STAFF



- **Learning culture** -shared learning experiences between students and staff, safety in learning together
- Increased confidence of the team
- Better **communication** in the team
- Wellbeing- improvements in **emotional safety and resilience**, positive for current staff and new recruits.
- Team is boosted by students because staff take on the role of active contributors to positive student outcome from the outset..
- **Positive outcomes for new recruits** - problem solving, preparation for the nursing role, independence, creativity, advanced level of care provided.



## ORGANISATION

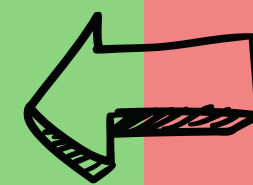


### Quality improvement

- less datix
- less conflict
- more time for activities leading to improved patient outcomes
- advanced level of care
- effective discharge planning
- Increased performance in interviews for newly qualified nurse roles

### Improved working environment

- Open communication, all ideas welcomed, normalises making mistakes
- Ripple effect into multi disciplinary team - creates innovation and creativity
- Collaboration creates positivity and inclusivity within wider team.



## PATIENTS



- **Improvements in patient outcomes** reported by multi-disciplinary team
- **Increased physical and social activity**, and more psychological interventions,
- **Improved discharges** - better knowledge, communication and creative problem solving.
- **Inter-generational relationships** between patients and students give important social interactions
- **Less PRN usage**
- Families and carers feel supported
- Patients ask for the students when they're not there

## CONCLUSION

The “unexpected wins” for students, staff and patients have the potential to have a wider organisational impact if the coaching is rolled out across the board. Observations and research from other coaching projects will contribute to the wider understanding of the impact of coaching, however, the benefits for Glencairn ward are overwhelmingly positive.

Acknowledgements: South Scotland Coaching Pilot, Glencairn nurses, healthcare support workers and doctors, PEF Team, NES, Amy McKie