

JANUARY 2015

positive

about integrated healthcare



Living Well with Epilepsy



New resources premiered for people with epilepsy and intellectual disabilities see page 4



MESSAGE FROM THE BOARD

to evolve and be amenable to change as the NHS is being asked to change. The 5 Year Forward View sets out the reasons why and how these challenges can be met and we need to respond to this.

Essentially we need to continue with what we aim to always do – keep the service user and patient at the heart of everything and look for ways to continually improve, to ensure they are provided with high quality services that meet their needs.

We are in the second phase of assessment to become a Foundation Trust. We have had to demonstrate that we are strong financially with effective governance and these are attributes that all NHS providers need for a successful future. We are looking forward to our Monitor Board to Board meeting later this month

and anticipate being authorised as an FT in March. As a Foundation Trust we will have more freedoms to change and react to the environment around us, but most importantly to the feedback from the people who use our services, to deliver the best care possible.

On behalf of the Board, thank you to all of you who work so hard and are committed to making sure Nottinghamshire Healthcare is a good Trust that cares about patients, service users and carers.

With best wishes for a happy, healthy, new year.


Dean Howells,
Executive Director Nursing,
Quality and Patient Experience

Happy New Year and welcome to the first edition of Positive for 2015. I hope you all had a good Christmas and were able to fit in some time for rest and relaxation.

Last year was full of some fantastic achievements and accolades for individuals, teams and the Trust as a whole. We are all very much looking forward to 2015 being another great year in the life of Nottinghamshire Healthcare. We will need to continue

Award-winning care for colleagues at HMP Doncaster

The Offender Health team at HMP Doncaster was delighted to receive Serco's Area of the Quarter Award for Healthcare for July to September 2014, after being nominated by the prison's security department.

The team was highly commended for its prompt and thorough medical care of prison colleagues

during challenging incidents who had been injured as a result of conflict with prisoners, as well as continued support for those who were injured or otherwise affected by the incidents, demonstrating compassionate care for everyone involved.

All of the prison staff members involved in the incidents have expressed their gratitude for the speedy

response, care and treatment given by the healthcare staff, and their family members have also sent cake and cards as tokens of their appreciation.

Debbie Clegg, Primary Care Team Leader was praised in particular as being instrumental in leading the team in caring for prison colleagues.

Gail Coupland, Head of Healthcare at HMP Doncaster said: "I was very pleased that the team was given this award; as a recognition of their hard work and compassionate care; it is very much deserved. I am proud of the staff's professionalism in these often challenging situations, and it is always encouraging to hear such positive responses from those involved as well as their loved ones."

From left, Stacey Waugh, Pain Management Nurse; Ben Pressley, Primary Mental Health Team Leader; and Debbie Clegg, Primary Care Team Leader receiving the award on behalf of the Offender Health team



Victorian Festivities at Wathwood

Wathwood Hospital welcomed in the festive season with a Victorian Christmas Fayre for carers, staff and the local community. Goods for sale

included Christmas trees, gifts, cards made by patients and homemade jams and chutneys as well as the newest product: Wathwood Honey. More than £2,000 was raised for the Social Enterprise 'Wathwood Farm Shop C.I.C'. The team also asked attendees for ideas and opinions of how to develop the area in the future and collected 73 questionnaires on the day.



Trust achieves prestigious Investors in People Silver Standard

The Trust has successfully been awarded the Investors in People Silver Standard. The Investors in People national accreditation celebrates outstanding people management and demonstrates that an organisation puts people first.

The Trust has successfully been assessed against the accreditation for many years and was last assessed in October 2011 when it re-achieved the core standard. However, this time the Trust opted to be assessed against the Silver Standard, a higher level of accreditation which recognises the commitment of organisations that invest more.

To achieve the Standard, in addition to the 39 core evidence requirements, the Trust had to demonstrate that it could meet or exceed a further 76 evidence requirements under three performance areas of how we 'Plan, Do and Review' people investment. As part of the assessment, assessors visited the Trust for a period of 24 days and held focus groups and one-to-one interviews with a broad selection of staff, as well as attending groups, forums and events.

The assessors highlighted a significant number of areas of good practice in their feedback. This includes staff wanting what is best for the patient and being passionate about their work and providing a high standard of care; actively consulting and involving people in developing the Trust's plans; investing in leadership development and supporting people's learning and development; ensuring social responsibility is part of the Trust's culture; valuing people's work life balance; promoting equality and diversity to ensure inclusion; and striving to improve the organisation through leadership management and people development.

Ruth Hawkins, Chief Executive said: "We are delighted to have achieved this very important accreditation. People are at the heart of all we do and we are immensely proud of our staff and the valuable contribution they make to improving the lives of the people who use our services. This accreditation recognises this achievement and it demonstrates our continued commitment to investing in our staff to ensure that we provide the best quality care for our patients and their carers."



Staff and patients at the launch event

Epilepsy films and booklets launched to improve the patient journey

A series of seven short educational films to support adults with epilepsy and intellectual disabilities was launched by the Trust in December at the Broadway Cinema in Nottingham.

The films have been produced by the Trust's Specialist Epilepsy Service, in conjunction with Nottingham University Hospitals where the team delivers services, and with patients and their families. The films aim to help patients understand the service and support available, hospital tests they may have and how to live well with epilepsy. Each film follows a patient through their journey in a clear step-by-step guide with an accompanying booklet.

Nearly 80 people attended the launch event to celebrate these fantastic resources, including staff, patients and

their families. The event was opened by Simon Smith, Executive Director Local Services, with renowned special guest speaker Professor Mike Kerr, from the Welsh Centre for Learning Disabilities at Cardiff University. Professor Kerr spoke about the service as a shining light, acknowledging how it is ahead of the game in delivering accessible information and in supporting people with an intellectual disability, of which the service should be very proud.

Many of the patients involved in the films also gave inspirational speeches at the event before each film was screened. One patient spoke about how

they wanted to share their experience so that others could learn from it, and another patient said that they wanted to help because "...people think if you have epilepsy you can't do much but actually there is lots you can do and it shouldn't stop you from having fun." Each patient was then presented with a gift for participating in the films.

Sarah Pashley, Consultant Nurse Epilepsy and Intellectual Disabilities, said: "We are delighted with these fantastic resources which not only provide support to people with epilepsy and intellectual disability, but can also be used to raise awareness

Trust is a top five flu fighter

The Trust has been cited by NHS Employers Flu Fighters as one of the top five most improved performing Trust's in the country for the numbers of staff being vaccinated against seasonal flu.

Caroline Brookes, Head of Emergency Preparedness Resilience and Response said: "This reflects the hard work undertaken by all the Divisional Vaccination Teams and Occupational Health colleagues in providing easy access to the seasonal flu vaccine for all staff providing direct care to our patients."

Dean Howells, Executive Director Nursing, Quality and Patient Experience added: "This is a really good result. What a great team effort. Thank you to everyone involved."

Highlighting the dangers of 'legal highs'

The Substance Misuse Team at HMP Lowdham Grange, together with colleagues from HMP Dovegate in Staffordshire and HMP Sudbury in Derbyshire, has created an educational DVD on 'legal highs' for staff and prisoners.

The aim of the innovative DVD is to dispel the myths surrounding substances commonly known as 'legal highs' and it highlights various cases where prisoners have suffered from taking them. Those involved in the film want to discourage others from trying these new substances or acting as 'guinea pigs' for their peers.

The DVD also provides useful harm reduction information to help both healthcare and prison staff to combat the increasing prevalence of these substances within the criminal justice system.

Claire Whibberley, Substance Misuse Worker at HMP Lowdham Grange has worked with a number of patients who have used legal highs. She said: "One of my clients in particular was more than happy to contribute to the making of this film, and he worked closely with me to prepare for it.

"He shared his experiences and side effects of using legal highs, and he wanted to get a strong, clear message to those who continued to use them. He found giving his interview very rewarding as his main aim was to raise awareness of the risks associated with legal highs. After watching the completed film, he said that even he had learned from it and he was satisfied it would help to raise awareness.

"I also found the film extremely informative. It really hits home about the risks and sends a clear message that just because these substances are labelled legal, it does not mean they are safe.

"Feedback from numerous clients is that the DVD has opened their eyes to the risks associated with legal highs, and that they did not realise how serious some of the side effects were and how many deaths had been related to their use."

A fond farewell to Gill

Cherry Ward, Highbury Hospital said a very fond farewell to consultant Dr Gill Pinner when she left to take up a new position in the community and a role as an Associate Professor.

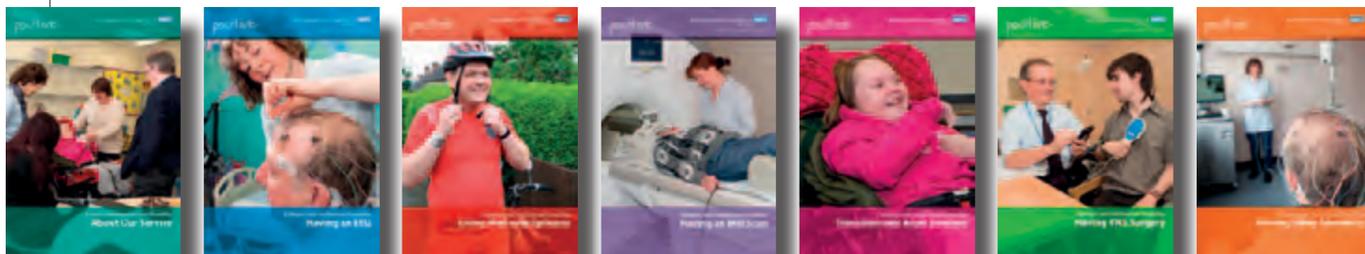
Helen Forrester, Ward Manager said: "We have worked together for many years and gelled into a team that works well together for the benefit of our patients and carers. Gill will be greatly missed by all of us.

"We had a collection to buy a few tokens of our appreciation for all her hard work for all of us on Cherry Ward; the miniature cherry tree will undoubtedly have pride of place on Gill's patio!"

Cherry Ward staff and patients send Gill all good wishes for the future.



Front row from left, Marie Amal, Helen Forrester, Dr Gill Pinner, Sharon Martin and Theresa Bailey. Back row from left, Sultana Parvin, Nkosi Mlilo, Natalie Garwood, Sue Comery, Dorothy Wynter, and Gemmel Ayles



amongst the general public about this condition. We hope that people find the films useful and we are very grateful to the patients, families and staff who participated in this exciting project and agreed to be filmed as part of this."

Over 600,000 people in the UK have epilepsy. Epilepsy is much more common in adults with an intellectual disability and is often relatively severe.

The Trust's Specialist Epilepsy Service provides specialist epilepsy assessment, diagnosis and treatment, information, advice and weekly clinics, which can all help to improve seizure control and quality of life.

The films are available on the Trust's website at www.nottinghamshirehealthcare.nhs.uk or contact the service on 0115 854 2248. For further information about epilepsy visit www.epilepsy.org.uk/ or www.epilepsysociety.org.uk

Queen's Nurse titles awarded to Trust staff

Congratulations go to two Trust colleagues who have been given the prestigious title of Queen's Nurse (QN) by community nursing charity, The Queen's Nursing Institute (QNI).

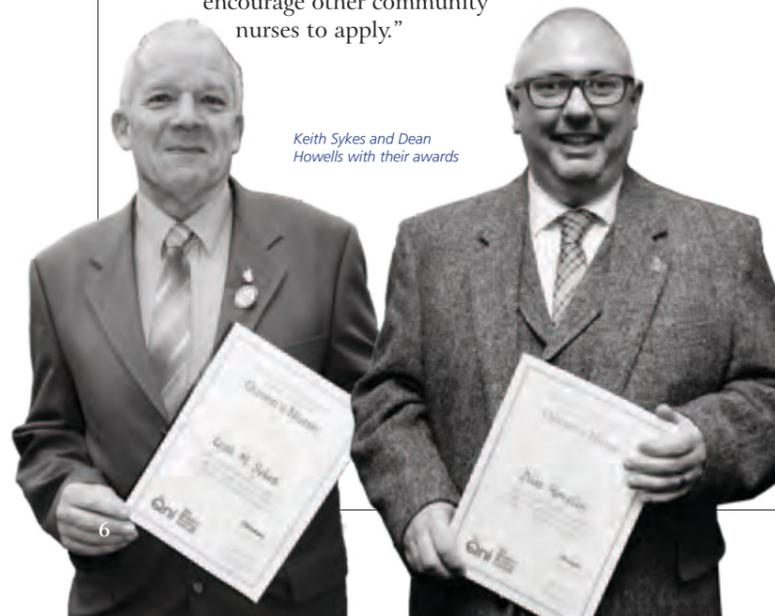
Keith Sykes, Team Leader, Intensive Interventions Team within the Trust's Child and Adolescent Mental Health Services (CAMHS) and Dean Howells, Executive Director, Nursing, Quality and Patient Experience, received the accolade at the Autumn Awards Ceremony held in London.

The title indicates a commitment to high standards of patient care, learning and leadership. Nurses who hold the title benefit from developmental workshops, bursaries, networking opportunities, and a shared professional identity.

Keith said: "The evening was a fantastic experience. It was a privilege to be accepted as a Queen's Nurse and have the work we do in the community acknowledged and recognised."

Dean added: "It was fantastic to share the QNI event with Keith and I wish him many congratulations on being awarded the title. It's a great acknowledgement of his work and really good for his team and community nursing within the Trust."

Crystal Oldman, Chief Executive of the QNI said: "Community nurses operate in an ever more challenging world and our role is to support them as effectively as we can. The QN title is a key part of this and we would encourage other community nurses to apply."



Keith Sykes and Dean Howells with their awards



Patients move into new ward at Arnold Lodge

Patients at Arnold Lodge moved into a new ward in November marking the completion of the first part of the latest phase of redevelopments. Thornton Ward is a 20 bed low dependency and rehabilitation facility created from what was Pennine Ward.

Work started on site in February 2014. The project has included refurbishment, redevelopment and extension of the old ward. Thornton Ward provides a high quality environment with increased day space, multi-functional rooms and refurbished bedrooms with improvements

to the shower and sanitary facilities. Attention has been paid to artificial lighting levels and daylight, ventilation and access to fresh air and where possible ceiling heights have been modified to give the feel of a more spacious environment. The ward has also been designed to optimise

observation and provide enhanced patient and staff safety. Patients seem to be pleased with the new ward, commenting on Patient Opinion that they are very happy with the décor, the amount of extra space with rooms which seem

larger and that there are more of them to use, either to just relax, "chill out" or "watch a bit of TV on your own." A successful patient's family open day was also held and attendees said they were delighted with the improved environment.

The second and third phases of the £4.5m redevelopment scheme will convert and join together the existing Snowdon and Helvellyn Wards to create Foxton Ward; providing a 20 bed facility for high dependency and treatment. Completion of the works is expected to be December 2015.

Colin Revill



Colleagues were saddened to say their goodbyes to Colin Revill, a Healthcare Assistant on the Lucy Wade Unit, who following a short illness, passed away in December. Colin had worked within the Trust for many years, with the past five years spent at Millbrook Mental Health Unit and from the well wishes from around the Trust, his friendly nature and positive attitude will be missed further than on the wards at Millbrook.

Colin will be deeply missed by many. He will be remembered for his kindness, compassion, friendship and ongoing commitment to his dedicated work for the Trust.

Kirsty Aveyard, Ward Manager, recognised that the loss of Colin will leave the ward with a little less laughter and song. "We will miss hearing Jingle Bells in the Summer time! To lose one of our work family so suddenly has been felt by us all. He will be sadly missed by each and every one of us. All our thoughts are with Colin's family at this time."

Dennis helps save a life at Remembrance event

Dennis Rhule, a Resuscitation Officer within the Learning and Development Department based at Rampton Hospital, turned lifesaver outside the Trust at a Remembrance Sunday event in November.

Peter Wilderspin, chairman of the Newark branch of the Royal Naval Association, collapsed just before 11am while at the Newark Parish Church war memorial.

Dennis, who also works as a retained firefighter, immediately started CPR. He told the Newark Advertiser: "It was a real team effort. Everyone played their part and it was thanks to everyone that he lived. I was just approaching the cenotaph and someone shouted 'medic.' I turned and it looked like he'd fainted. He'd stopped breathing. I told him to stay with us and started CPR."

Dennis was joined by Newark's White Watch who had been parading into the churchyard and used a defibrillator to support Dennis' efforts. Mr Wilderspin was then taken to hospital by ambulance.

Nicky Forman, HR manager who was also at the event and saw what happened, said: "Not only was this a great example of an employee representing the Trust in such a positive way, it also highlights the importance of his role both in and outside of working hours."

In his day job, Dennis primarily delivers training within Forensic Services which includes basic life support and first aid. He has worked at Rampton since 1994, and in the role of Resuscitation Officer since 2011.

Well done Dennis.



Dennis Rhule

positive
Healthy Body, Healthy Mind

CHECK
IT OUT!



Panthers campaign going strong

The 'Check it Out – Healthy Body, Healthy Mind' campaign, running in conjunction with the Nottingham Panthers and launched last October, is now at its half-way point and so far has been a roaring success.

This year, an online survey is being completed at each game and the results will be used to inform future campaigns. Out of 132 responses received so far:

- 24% of responders have accessed mental health services
- 75% know someone with a mental health illness
- 99% think that Trust working with the Panthers to promote mental health and wellbeing is a good idea
- The top three campaign themes that people say they would find the most useful are: Healthy eating, depression and substance misuse.



Members of the campaign team (above) and The Woodlands team (top right)



- Areas that people would like to see more information about are: carer support, health and fitness, learning disabilities, veterans, child mental health, self-help and research.

A number of themes are still to be showcased this year including: eating disorders, Sure Start and breastfeeding, oral health, depression and healthy eating.

Rachel Redford, who is leading the campaign, commented: "So far, this year's campaign has been a huge success. We have received lots of

positive feedback via the online questionnaire, but also from the public telling us how pleased they are that we are back and how informative they are finding the campaign this season. Lots of activities are planned over the next few months that promote key health messages to the public and we are really looking forward to continuing our work with the Panthers to get our messages out there."

Would you like tickets to a game? Tickets are available for patients, service users, carers, volunteers and staff and will be issued on a first come, first

served basis. To request tickets, email pantherscampaign@nottshc.nhs.uk.

Remaining campaign games are: 31 January (vs Belfast Giants), 1 February (vs Belfast Giants), 21 February (vs Cardiff Devils) and 20 March (vs Sheffield Steelers).

For more information about the campaign visit the 'Check it Out' page on the Trust website or contact Rachel Redford, Project Manager/GMB Nottingham Panthers Campaign Lead at rachel.redford@nottshc.nhs.uk.

Sharing the Caring of Depression and Dementia

The Trust recently held a 'Sharing the Caring of Depression and Dementia' event together with the Diocese of Southwell and Nottingham at St. Paulinus Church, Ollerton.

The aim was to improve knowledge and understanding about depression and dementia and to consider how communities, including faith communities, can make a difference to peoples' lives.

More than 85 people attended to browse several stalls and hear presentations from teams and organisations including:

- Mental Health Services for Older People

– the team which runs memory clinics for the Mansfield and Ashfield Memory Assessment Service offered information on dementia diagnosis and referrals

- Equilibrial – the bipolar support group Chair Gill Dudhill promoted World Bipolar Awareness Day
- The Trust's Rosewood Involvement Centre – Nigel Groves, Centre Manager said it is important to raise awareness and fight stigma associated with those suffering with mental illnesses, with a special focus on carers and how their mental health often suffers

Michelle Deacon, a member of the Mental Health Services Strategy Group of carers with lived experience, faith leaders and the clergy launched 'Open Minds',

aimed at raising awareness of mental health discrimination, discussing how it might be evident in faith communities and exploring what can be done.

The Venerable David Picken, the Archdeacon of Newark said in his keynote speech that Jesus regularly interacts with healing and wholeness, looking at individuals and treating them as they are – a human being not as a diagnosis. David also enthused about the day being about partnerships and networking, as well as caring for carers being everyone's business.

Three carers told their inspiring, personal stories: Trevor Clower who has an adult son with learning disabilities; Sarah

Bell who has cared for her mother with bipolar for 40 years and Terry Bell whose wife was diagnosed with Alzheimer's.

The event highlighted that the NHS and different faiths can work together to put an end to stigma associated with mental health problems. Reverend Zoe Burton concluded: "Doors need to be opened and the church is one of them. There needs to be good community services to link groups together."

It is hoped that more people will become involved in this initiative with similar events in the near future.

For more information contact nigel.groves@nottshc.nhs.uk.



First staff awarded their National Care Certificate

Congratulations go to the first seven staff from the Trust who have been successfully awarded their National Care Certificate.

The certificate was set up by Health Education England (HEE), and within the Trust it runs alongside the Professional Development Programme (PDP) for Clinical Bands 2-4 Staff.

"The National Care Certificate is evidence that the individuals holding it are not only up to date with all essential training, but are also identified as competent in all of the 15 fundamental

standards of care that are taught on the PDP," explained Julian Eve, Associate Director for Learning and Development.

"We are very pleased to be able to showcase the staff below and all the hard work that they do on a day-to-day basis. They represent the first seven of 3,000 colleagues who will have the opportunity to undertake the care certificate over the next five years."

For more information about the Professional Development Programme and the National Care Certificate, contact Rachel Parkinson at rachel.parkinson@nottshc.nhs.uk



Kathryn Baines

I think the course was; interesting, rewarding, inspiring, challenging and lovely to meet more Bands 2-4 staff. It was a great refresher on most things. I really enjoyed the social aspect of this. I found it inspiring to realise that there are many more Bands 2-4 than I originally thought; we are a huge powerful group.

in the wide spectrum of services the Trust provides. The most striking thing I found was that even if the roles and client base was different, the way we are as care staff, support we give and our interaction with clients, were very much the same. Gaining the National Care Certificate to me was an acknowledgment that all the staff work in a compassionate, competent and caring manner.

It was a good opportunity to look at the different approaches to care provided by other teams and gave an insight to the varied roles within the Trust.



Jane Kirk

I am an activities co-ordinator on Amber Ward. I have done the job for over 13 years and not only love my role but also enjoy working with older people with dementia. The Band 2-4 course for me gave me the opportunity

to revise the important bits of my job; caring for our patients with kindness and dignity no matter a person's background or gender. I like to think I always do this, but at times it does us all good to be reminded and to refresh our knowledge.



Shaun-Paul Morley

I am a GSM HCA/Veteran Support Worker (Regular Armed Forces Reservist). I found the group sessions within the cohorts were very enjoyable and refreshing. The understanding of common concepts – providing high standards and at the same time giving us as a team member a sense of value and appreciation within our profession and our social lives. It's been a great privilege to be part of something special as we develop our skills and experience to support people we care for. I would lastly like to thank all who supported us during the cohort and especially Julian Eve and my manager Rod Hudspith.



Tina Pearl

I have been a Health Care Assistant at Horizon Day Treatment and Assessment Unit for the last 20 years. Our service has recently undergone new changes and I'm looking forward to seeing how these are implemented in our service and the new challenges it will bring. Whilst doing the Band 2-4 training I really enjoyed networking with other staff from across the Trust. Working in your own little bubble you forget just how diverse the Trust is.

Guy Sisson

I joined the Trust as Nursing Assistant in the Personality Disorder Directorate some eight and a half years ago. For the last four years I have worked in the Learning Disability Directorate as a NA on Cheltenham Ward. This course gave an opportunity to meet with others from a wide spectrum of services across the Trust. I met some really nice people and learned a lot from their experiences.



Jade Skill

As a new employee to the Trust this was a great opportunity to network and learn about the vast range of services MHSOP offers. My role is diverse and challenging and I look forward to continue being part of an exciting service!



Shaun-Paul offers extra support for veterans

Shaun-Paul Morley GSM HCA/Veteran Support Worker (Regular Armed Forces Reservist) based at The Woodlands, recently completed Mental Health First Aider Training for the Armed Forces Community with the Ministry of Defence.

He has personally overcome mental and physical health issues, and is now proud and passionate about supporting veterans through the Trust's Specialist Services with issues such as Post Traumatic Stress Disorder, substance misuse, suicide and raising awareness of their risk of homelessness.

He is also involved with the Veterans' Mental Health Research Group at The Birmingham Medical Institute, and since achieving his mental health first aider training now actively supports veterans within the wider community as well as within our services. Shaun-Paul is the only staff member to hold this qualification within the Trust.



Wells Road Centre patient project needs your help!

A multi-purpose outdoor area for patients to enjoy is being planned by the Occupational Therapy Team at The Wells Road Centre.

It will hopefully include animals, an orchard and some raised vegetable beds along with a picnic area, a natural pond and some workskills opportunities and educational facilities. The plan is to use recycled materials where possible and the team would welcome any donations such as:

- Wood
- Furniture
- Carpet
- Plants
- Building materials.

Please contact Kevin Tone, Social and Recreational Coordinator on 0115 969 1300 ext 10507 – the team will be grateful for donations and can arrange collection.

Breaking the cycle: Getting ready for winter

Across England, people are using Accident and Emergency (A&E) departments more than ever before, with 22 million visits a year.

Nottinghamshire Healthcare is among the health and social care organisations working together with the four Nottingham South Clinical Commissioning Groups (CCGs) to develop the local plans for how we will cope with winter pressures.

The plans include an awareness campaign that will run until February on phone boxes, in supermarkets and cinemas, and on Capital Radio, giving information on how to use the 111 number for advice on urgent care, more about pharmacy and GP services and reminding people that A&E is for emergencies only.



The Nottingham BSL Charter Partnership Group with Dr Terry Riley OBE, Chair of the British Deaf Association (3rd from right)

Engaging with Deaf communities

Since signing the British Sign Language (BSL) Charter in May 2014, the Trust has been engaging with Nottinghamshire's Deaf communities in various ways to look at how we can better meet their needs within our services.

In addition to engaging directly with the Deaf Wellbeing Action Group, the Trust was involved in a BSL Charter Partnership Feedback Event in October at the Nottinghamshire Deaf Society. Catherine Conchar, Head of Equality and Diversity and Julie Aicha, MHSOP Equality and Diversity Lead both represented the Trust alongside a number of other public sector organisations, including Nottinghamshire Police, Nottingham City Council and Nottinghamshire County Council.



Julie Aicha at the Trust stand

The event gave all of the organisations an opportunity to feed back on the actions they had taken to date to improve access for Deaf people to their services. The Trust also had a stand to promote its services, as well as the Equality and Diversity and Diversity in Dementia Communities of Interest.

If you have an interest in this area and would like to get involved, please contact Catherine or Julie on catherine.conchar@nottshc.nhs.uk or julie.aicha@nottshc.nhs.uk.

Giving Breakfast Week 2015 a great start!

The Health Partnerships' Public Health Nutrition and Dietetics Team has developed an innovative information pack to support Breakfast Week 2015, taking place from 25-31 January.

Breakfast Week is part of the Shake Up Your Wake Up! campaign run by the Agriculture and Horticulture Development Board. It is designed to raise awareness of the health and nutritional benefits of breakfast, and to encourage people to enjoy a healthy breakfast every day.

"Breakfast helps to top up our body's energy stores which have been used up during the night, but figures from the British Dietetic Association show that up to one-third of us regularly misses this essential meal," said Sarah Kostewicz, Senior Public Health Nutritionist.

"A good, healthy breakfast is important as it also provides mental and physical energy for your morning activities."

The Public Health Nutrition Team has produced a pack for both adults and children to help improve their knowledge, awareness of different breakfast foods and why breakfast provides many benefits for everyone's health and wellbeing.

The pack has been emailed out to schools and Children's Centres, and the team will also be visiting various venues to promote and run interactive sessions.

For more information or to request your free pack, call the team on 01623 785183, email eatwell.notts@nottshc.nhs.uk or visit www.eatwellnotts.nhs.uk

Rampton Hospital Nurse Psychotherapist leads national group to improve therapy

Cognitive Behavioural Therapy for psychosis (CBTp) is among the therapies offered in each of the UK's four high secure hospitals to aid patient recovery and their transfer to lesser secure conditions. However, each has developed its own mode of delivery in response to the needs of its specific population, so work is now underway to share and learn from each other's experience.

Jonathon Slater, a Nurse Psychotherapist for the Trust at Rampton Hospital, is chair of the UK High Secure Hospitals CBTp Collaboration Group, which was set up at the start of 2014.

He explained: "Evaluations suggest that the local initiatives are having an encouraging impact on psychosis, recovery, risk and resilience. The aim of the Collaboration Group is to now consolidate and harmonise CBTp across the UK high secure sites and ensure patients have equal access to consistent and effective services regardless of location."

By pooling its combined knowledge, experience and study results, the group has developed a step-by-step process (known as an algorithm) for CBTp combining the best of what has been developed across the sites.

The Collaboration Group presented its work at the International Association of Forensic Mental Health Services meeting.

Jonathon said: "It has been a real privilege to work with and learn from the members of the Collaboration Group and an amazing opportunity to have presented with them at international level."

"This is one of the first collaborations of its type between the UK high secure hospitals, which has taken passion and persistence to achieve. We now hope to explore the feasibility of cross-site studies, with the aim of improving patient recovery and lowering risk."



From left, group members Jonathon Slater, James Tapp (Broadmoor), Alison Dudley (Broadmoor), Patricia Cawthorne (Carstairs) and Bob Cooper (Ashworth)

Putting the family first

The Trust's Behavioural Family Therapy training programme is going from strength to strength, and last autumn the number of staff taking part increased by 29 across Adult Mental Health Services.

Courses take place in March and October each year, and the five-day training equips staff with the skills and confidence to work alongside both service users and their supporters.

Those taking part included psychiatrists, nurses, occupational therapists, health care assistants and psychologists, and the total number of staff trained has now reached 81.

For more information on the course or how to book a place, contact Lauren Medlam on 01909 502025 or email Lauren.medlam@nottshc.nhs.uk. Please note this training is currently only available to staff working in Adult Mental Health Services.



This autumn's graduates

Stop the Pressure!

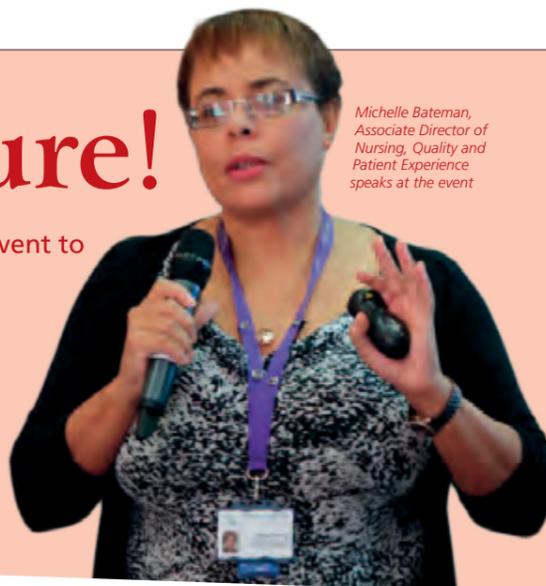
During November the Tissue Viability team hosted a Trustwide event to mark World Stop the Pressure day.

It was designed to celebrate the fantastic achievements across the organisation in reducing avoidable pressure ulcers, and to enable clinical teams to showcase their initiatives, including:

- The team from Forest Ward at Lings Bar Hospital explained how they had changed practice over the past year. As a result, since then they have not had any acquired stage 3 or 4 pressure ulcers
- Nottingham North and East Community Nursing team talked about how they had implemented 'mini-circle' meetings for any acquired stage 3 pressure damage so that lessons learned could be cascaded to all staff
- Mansfield and Ashfield Community Nursing explained how they are

reducing stage 2 pressure ulcers as part of the Commissioning for Quality and Innovation (CQUIN) scheme

- Rachel Bussey, Tissue Viability Nurse Specialist for Offender Health discussed how her new role is developing within the Directorate and the positive changes in practice that are being implemented already
- Bassetlaw Tissue Viability team described how they have reduced pressure ulcers by 38% in the care home setting, with the launch of a link



Michelle Bateman, Associate Director of Nursing, Quality and Patient Experience speaks at the event



champion network and teaching package that is proving to be immensely successful.

Ideas were welcomed from the audience during presentations, so that best practice could be shared. Throughout the day a number of patient and carer case studies were also presented to ensure that the most powerful voice is never overlooked and to remind the audience of the devastating impact a pressure ulcer has.

Over 80 delegates attended the event and the day ended with teams feeding back the changes they planned to implement following the day. Comments included "It was thoroughly enjoyable and informative. I just don't know how you're going to better it for next year," (from an Integrated Care Team Leader) and "It was great to see the enthusiasm, commitment and passion from everyone in the room" (from an East Midlands Academic Health Sciences Network representative).

Self Care Week: helping you 'Be healthy this winter'

Self Care Week is a national awareness event that focuses on embedding support for self care across communities, families and generations. The theme in November was 'Self Care for Life – be healthy this winter.'

Throughout the week, the Trust's Self Care Team supported a number of awareness raising events across various GP practices, offering information, posters and leaflets about the courses that can be accessed free of charge by people with long term conditions and their carers include:

- Staying Well – a six week self management programme, delivered in the community by trained volunteers. Patients learn techniques to help them cope with their long term condition.
- Looking After Me – similar to Staying Well but adapted for carers. The Trust works with Nottinghamshire County Council to offer care for the looked after person whilst the carer attends the course.
- Regaining Confidence After Stroke – a ten week programme for stroke survivors and their carers. Participants benefit from sharing experiences and solutions with other stroke survivors.
- Health Peer Mentor Programme – a one to one service for people who are isolated and unable to attend group sessions but would benefit from talking in their own home to a mentor who has experienced the same condition. A number of conditions are supported.

Dawn Anderson, Self Care Manager at the Trust said: "The self-management tools that we offer are patient centred and provide an ideal opportunity for people to meet others going through the same challenges.

"People who have attended courses have found them so valuable, and some have even gone on to run their own courses. They are trained to national accredited standards and are a valuable part of our workforce."

For more information contact Dawn on 01623 673302 or email dawn.anderson@nottshc.nhs.uk

Maggi's Story:

Maggi attended the six-week Staying Well course in Sutton in Ashfield, a self-management course for patients with long-term conditions, and at first wasn't sure what to expect. She was a little dubious as to what benefit she would personally gain from attending but hoped to gain a better understanding of how to 'better manage' her health conditions and try to function with a little more 'normality' on a day-to-day basis; taking into account her complex health conditions and disabilities.

"I had previously researched extensively and read up on my various health conditions and went with the intention and expectation that I may not come away with much new information but thought I'd give it a try," said Maggi.

"Well how wrong was I? For the very first time in a long time I have thoroughly enjoyed taking part in this sort of programme. It delivers exactly what it says: listening and learning important skills such as managing your symptoms, dealing with stress, depression and low self-esteem, managing pain, developing coping skills and strategies and learning how to relax.

"It has also helped me plan for the future and for me personally, this is my biggest improvement. Before I didn't really see a future for myself and thought I would go through the rest of my life just 'existing' because I was no longer able to hold down any form of employment and often reflected that all my experience and all my qualifications had now gone to waste and were worth nothing (just like me). How wrong I was.

"This programme does so much more than I've mentioned above. I found the knowledge that I am not suffering alone of great comfort, because although you can have the help and support of family members and friends, they don't fully understand the aspects of your health conditions/needs, and can sometimes unwittingly make you feel like a burden. This programme is a brilliant resource, opportunity and commodity that should be offered to many more patients who suffer from long term health conditions and disabilities."

Nottingham Primary Health and Wellbeing College: a student's journey

Nottingham Primary Health and Wellbeing College was set up last year to provide support to patients with mental health needs identified as a result of their physical health conditions. The college is making a real difference to the lives of those who may lack confidence or just want to learn new skills. One student has shared her story about the journey so far.

"My name is Amanda Burton and I am 35 years old. As a child, I was in care from 18 months old with my sister; I was bullied throughout school because of my dyslexia and bladder problem. Being bullied set me up for my anxiety which started at a really young age and led to bad insomnia. I didn't have very many friends growing up.

"My physical conditions include Thyroid Eye Disease which means the swelling of muscles around my eyes causes them to look really big. I found it impossible to go anywhere as people would stare and shout abuse. I also have asthma, eczema and Hyperthyroidism, all of which have contributed to my anxiety and chronic insomnia.

"I was an amphetamine user for 9 years after losing my daughter who was stillborn. In 2013 I was determined to make some positive changes and admitted myself to rehab but soon realised it wasn't for me. After leaving my home and abusive partner, I was left homeless in Nottingham.

"It was during my time in a hostel, a drug worker from Framework told me about the college and how good it would be for me, she believed I could do

it which in turn gave me the confidence to try something new. Before college I had to be accompanied everywhere I went due to the levels of my anxiety; even if it was just to the local shop, a friend had to come with me. This is where the Primary Health and Wellbeing College has had such a positive impact on my life – by just giving me the confidence to do small things like using public transport on my own. It has given me a routine and without it I wouldn't be able to (with the help from my support workers) move into my own place for full independent living.

"I was able to talk about my condition openly and now I don't feel that I need to explain it so much, I never felt judged by the staff or fellow students. They have encouraged me to keep on the path I'm on and that has given me so much more confidence. I can even take my sunglasses

off in a class without the fear of everyone staring at me.

"Everybody has noticed a difference in me. My knowledge and skills have significantly improved. My good friend has told me how much better my writing is and how much happier I am and look compared to this time a couple of years ago. I am now involved in volunteering and hope to get a job, get my own place, pay taxes and bills. With the help from the Primary Health and Wellbeing College, I am in a better place and hope to achieve so much more."

Find out more
To find out more about the college and to read more stories visit: www.nottinghamshirehealthcare.nhs.uk/primaryhealthandwellbeing

District Nursing teams offer valuable support to student nurses

Two student nurses placed within District Nursing teams based in Rushcliffe, Chloe Barren and Lydia Wynd-Jennings, have given their colleagues and mentors excellent reviews for the quality of support they offer. Here are some of their comments:

The Kegworth team

“Throughout my experience, my mentor was very honest and open with me which allowed us both to have a trustworthy relationship. The feedback that I received from all of the staff was positive and beneficial.

“The staff made me feel as though I was part of their district nursing team and they included me in all of their activities to benefit my knowledge and understanding of the role.

“They all considered my opinion and made me feel valued and important.



(Left) Members of the Cotgrave team from left, Jo Syszler and Jackie Draycott with student nurse Lydia Wynd-Jennings

(Right) Members of the Kegworth team from left, Ruth Calnan, Daphne Staniforth, Sharon Strawder and Donna Smith

“It was a lovely placement to experience and I felt privileged to meet such lovely knowledgeable nurses.”

The Cotgrave team

“Great team work, brilliant opportunity to work closely with patients and their families, good opportunity to learn about nursing assessments and documentation and to learn about wound care and end of life support.

“I don’t think anything could have been improved. I enjoyed all aspects of this placement and was given plenty of opportunities to learn important basic nursing skills.

“Very supportive team involved me and aided my learning.”

Well done to everyone involved.

Breathe Easy – supporting people with lung conditions

The Mansfield and Ashfield Breathe Easy Group recently linked in with Radio Mansfield to raise awareness of the British Lung Foundation’s support network. Breathe Easy provides support and information for people living with a lung condition, and for those who look after them. The local group is run by volunteers and is supported by healthcare professionals from the Mansfield and Ashfield Respiratory Service.

Dr Sam Kemp, Respiratory Physician from King’s Mill Hospital, gave a guest presentation at November’s meeting about a new type of surgical intervention to fit valves and coils in the lungs of patients with emphysema. This very interesting talk generated lots of questions from the group.

Rachel Walters, Head of Respiratory said: “The group’s Treasurer Peter Burrows, who organised the event, had also arranged for Radio Mansfield to come along and they did on-air interviews with myself and Peter as well as Chairman Geoffrey Willers, Emma Percy from the British Lung Foundation, and Dr Kemp.

“The resulting coverage included information about the new surgery as well as what Breathe Easy is and how to access the group, the causes, symptoms, diagnosis and treatment of Chronic Obstructive Pulmonary Disease and self-management strategies.

“This session was a good example of integrated working across the patient support group with healthcare professionals from both County Health Partnerships and Sherwood Forest Hospitals.”

The Mansfield and Ashfield Breathe Easy Group meets on the second Tuesday of every month at The Towers, Botany Avenue, Mansfield, Notts from 1.30-3.30pm. For more information contact Geoffrey Willers on 01623 812374 or 0787 559 2383.



Dr Sam Kemp, Rachel Walters and Breathe Easy committee members

New CST dementia therapy developed

A year-long project involving the Trust’s Local Services, Mental Health Services for Older People and NICE, has developed an original model of Trans-cultural Cognitive Stimulation Therapy for older people in BME communities who are experiencing early to moderate stages of dementia or memory challenges.

Representatives from social services, Irish, Asian, African-Caribbean and the wider community and third sector organisations were also involved, and BME dementia service users and carers had a co-productive voice in the development process.

Cognitive Stimulation Therapy (CST) is a clinically evidenced group therapy that improves or slows thinking and memory loss for up to six months in many people living with dementia. Trainees completing the five days’ training in the new model of therapy received their certificates from Sandra Crawford, Local Services Associate Director for Nursing and Patient Experience. They all took great pride in their achievement.

The event was coordinated by Dr David Connolly, Consultant Clinical Psychologist, Mental Health Services for Older People (MHSOP) with support from Andrea Ward, MHSOP General Manager, and Karen Hampson, Community Service Manager. The involvement of Julian Eve, Associate Director of Learning and Development, and Denise Harrison and Anthony Mitchell from Learning and Development was also invaluable.

Research Assistant Javid Khaliq said: “The manual is innovative as the methodology is evidence based and ethical, uses grounded research techniques and is co-productive. The materials are now being tested by BME elders and we’ve received excellent evaluations so far. The project group is hoping to further roll out the materials within good clinical practice guidelines.

“We’re also actively pursuing outreach work with BME communities to promote the Trust and MHSOP services, reduce stigma and increase awareness.”



Back row from left, Javid Khaliq, Velma Hamilton, Denise Harrison, Pauline Adams from NICE, Matthew Brazkiewicz, Josie Connolly, Dr David Connolly, Julie Aicha, Rita Wynter, Michelle Hubbard, and Fran Lakin. Front row, Kate Fisher from City Social Services, Tanweer Shafiq and Sandra Crawford



Trauma Informed Services: The Future for Mental Health?

Developing Trauma Informed Services Conference

The Trust held a large and successful conference called 'Trauma Informed Services: The Future for Mental Health?' at Trent Vineyard in November.

The conference presenters were professionals and experts by experience who shared a wealth of knowledge, skills and experience, and the aim of the day was to look at how to develop trauma informed mental health services.

A key theme was that mental health services should be focused on the question of 'what has happened to you?' rather than 'what is wrong with you?'

The conference was developed in collaboration by Steven Coles, Clinical Psychologist and Tony Mitchell, Therapeutic Skills Tutor, and was funded by the Learning and Development Department.

There has been a growing interest in trauma informed services in the Trust

and training days have already been funded both by NICE and Learning and Development over the last two years. This interest has been fuelled by research demonstrating the importance of adverse circumstances, trauma and abuse in people developing a range of mental health issues, including hearing voices, unusual beliefs and other altered states. Thanks go to the admin team as the organisation of the event was fantastic, and particularly to Jenny Poole and Rachel Parkinson for their hard work.

The conference received very positive feedback including: "Yesterday's conference was one of the best I've ever been to – and I've been to a lot! I thought the structure, combination of speakers, and organisation all worked superbly. Well done!" A number of

delegates mentioned feeling 'inspired' and motivated by what they had heard: "I will go back to my service and champion trauma informed services."

'Inspiring' speakers

Julian Eve, Associate Director of Learning and Development opened the Trauma Informed Services conference, which offered a wealth of great local and national speakers.

Steven Coles, Clinical Psychologist, hosted the day and gave a presentation on 'Facing the Unspeakable'. He highlighted how misuse of power and trauma were issues not only for mental

health services but for all citizens to address.

Maxine Robinson – a trainer, activist and survivor – then gave a moving presentation about her own adversity, survival and the need to ensure services are trauma informed. John Read, Clinical Psychologist, gave an informative, interesting and inspiring presentation on the research evidence showing how trauma and poverty are a cause of altered states often called psychosis.

A powerful presentation from Jacqui Dillon, Chair of the Hearing Voices Network, looked at attachment models and how her own experience of hearing voices was a way of surviving horrifying experiences. Lucy Johnstone, Clinical Psychologist, also highlighted how psychological formulation could be used to collaboratively make sense of people's experiences such as hearing voices.

Following a networking lunch delegates had a choice of four workshops. The first, by Julie Gosling and Caroline Fox from Making Waves, was a creative workshop using personal experience, drama, image and sound that was deeply moving and inspiring.

Sarah Fairbank, Clinical Psychologist, offered an insightful and practical workshop on working with trauma in adult mental health services.

Jonathon Slater, Lyndsay Mappin and Claire Moore from Forensic Services provided an informative and positive workshop on working with trauma to lower risk and distress, and Jacqui Dillon's excellent workshop looked at ways to create safety, both psychologically and practically, for clients.

The final two presentations of the day were by Clinical Psychologists Angela

Kennedy and Gilli Watson, who looked at how we could start to develop and alter services to make them truly trauma informed, including the need for further training and changes in how services were developed.

The speakers provided a wealth of knowledge to reflect on and learn from, as well as an excellent conference pack and Clinical Psychology Bite-Size booklets. One delegate summarised it simply as: "Excellent day – superbly organised – all the speakers were inspiring."

Survivors speaking out

A key component of being trauma informed is witnessing the testimony of people who have survived trauma and abuse. The Trauma Informed conference put the survivor voice at the heart of day.

A common dynamic in abuse is the silencing of those who have been

harmed; however, at the conference those with lived experience were powerful speakers whose voices rang out against such oppression. The workshop by Julie Gosling and Caroline Fox was a powerful and dramatic portrayal of being silenced and the need to find expression.

London-based Jacqui Dillon shared her knowledge of attachment models and gave a powerful account of a horrifying childhood: "abuse, betrayal, neglect, denial, blame, double binds, threats." Sadly for Jacqui her first contact with mental health services was traumatic itself. She described how the service tried to silence her by describing her testimony of abuse as a symptom of disorder – a delusion. It was only with help from outside of mainstream services that she discovered safety, the space to remember and mourn, and the ability to reconnect with the world. Jacqui described her voices as means of survival rather than an illness. She is currently an international speaker, author, Honorary Research Fellow, Lecturer and Chair of the Hearing Voices Network.

Maxine Robinson gave a presentation on her own survival of abuse through the lens of power and control. She documented the range of problems she experienced from a young age due to her experiences, as well as how many signs were missed by services. Her account was deeply moving. Whilst Maxine entered mental health services as a teenager, her recovery did not start until many years later. The process started when she went to a charity supporting female survivors of abuse. With their support she realised she was not alone, and was able to express her feelings in a safe, non-judgemental environment. This led to her



◀ recovery and Maxine is now a national trainer, and is involved in running a range of activities that support survivors of abuse. She is also being mentored and supported by the Trust to support training and raise awareness of abuse.

Delegate feedback on such testimony was excellent and the testimonies were inspirational. Conference host Steven Coles said that the testimony of people who have survived sets us an ethical challenge to ensure services are trauma informed, and that we all have a responsibility to make the world a better place to live in.

Research Evidence

Professor John Read from Liverpool University gave a fascinating overview of research linking trauma, adverse circumstances and poverty to experiences often termed psychosis. A key message from his presentation was that social causes of unusual experiences have been vastly underestimated in some quarters of the psychiatric system and we need to pay far more attention to what has happened to people.

John shared research on how poverty increased the risk of people experiencing psychosis. The evidence also showed that social inequality was an even stronger predictor of mental health difficulties; the greater the gap between the richest and poorest was linked with a higher number of people experiencing mental health problems. Poverty and social inequality can be

seen as background problems which increase stresses in communities and families.

Shocking statistics were shared on the extremely high rates of sexual abuse, physical abuse, neglect, and emotional abuse for people entering mental health services. Other difficult life circumstances were highlighted as causes of distress such as being bullied, having a parent die early in life, living in an urban environment, racism and so forth. Research shared showed that people who had experienced five or more types of trauma were 193 times more likely to experience psychosis than people who had not experienced such trauma.

A review which pulled together the research on this area found that child abuse clearly increased the risk of psychosis. It was clear that as well as supporting people who have been harmed, there was need for prevention and to tackle abuse as a public health issue.

John showed how trauma could shape people's brains, particularly parts of the brain related to survival and responding to threat. He also noted that with the right care, support and environment people could improve and recover. Such hope for recovery was highlighted earlier in the day from a quote by conference presenter Jacqui Dillon, who despite experiencing horrendous abuse as a child, said: "I have a lot of love in my life. I have a voice. I have my freedom. In many ways, I am blessed. Although I live in a world that often makes no sense to me, I do what I can to make it a better place."

Calling for champions to 'keep us green'!

Would you like to join the network of 'Green Champions' that's being developed by the Trust's Energy and Environmental Team? By working with the team, colleagues can help us to meet our carbon target and improve our environmental performance.

The Energy and Environmental Team aims to support and deliver improvements in eight key areas:

- Transport – encouraging greener modes of transport: pool cars, bike facilities, lift sharing, discounted public transport
- Energy – promoting energy conservation, exploring green energy e.g. solar panels
- Waste – waste reduction, improving recycling facilities and promoting correct segregation
- Water – reducing water consumption
- Buildings – Integrating environmental best practice into new builds and improving the efficiency of older buildings
- Procurement – encouraging the use of local, sustainable suppliers
- Green spaces – enhancing biodiversity and providing food growing spaces
- Food – Implementing sustainable food standards, providing local, seasonal foods, recycling cooking oil and increasing Fairtrade and Red Tractor products.

Green Champions can make a real difference by helping promote environmental projects, encouraging colleagues to have an environmental conscience and having their say on how we could make improvements.

If you would like to find out more about this new and exciting network, get in touch with the Energy and Environmental Team at environment@nottshc.nhs.uk



Millbrook Live off to a great start!

Millbrook Live was officially launched in November following the success of the project at Highbury Hospital. The aim is to develop engagement, learning and recovery opportunities for patients and to create a sense of community for staff at the unit.

Last month, they celebrated the Millbrook Live Christmas Fayre which was officially opened by Ruth Hawkins, Chief Executive. Staff from the unit helped the Live Team to organise craft and cake stalls with performances from the Rosehips belly dancers, a carol service and school choir. Staff from Lush Cosmetics also came along to provide free hand massages and advice on their fresh handmade products.

Suzanne Foulk, Project Lead for the Live venture across Highbury and



l-r Sarah Peet, Santa Claus, Ruth Hawkins and Suzanne Foulk



Millbrook said: "This was such a great event and Ruth's first official opening as Chief Executive which made it even more special. The staff at the unit have been so supportive with what we are trying to do for patients and we're very excited to announce the events we have planned for 2015!"

Festive delivery for patients

Members of the committee of the Friends of Nottingham Mental Health played Santa to deliver Christmas presents for all the patients at The Wells Road Centre ahead of the big day. Pictured with the generous donation are (l-r) Gill Webster, and Kate Holmes, both Trustees of Friends, Gregg Murray, Junior Modern Matron, The Wells Road Centre and Dan Barley, Treasurer of Friends. The gifts were gratefully received and thanks go to the charity and to Boots for donating the wrapping paper and gift labels.

To find out more about the Friends or to get involved with future projects, please contact Dan on daniel.barley@nottshc.nhs.uk





Group members at Christmas social.

Bassetlaw Carers' Support Group goes from strength to strength

The Bassetlaw Carers' Support Group, which has now been running for over four years, continues to build upon its membership and provide a supportive and caring environment for carers whose loved one has a mental health difficulty.

The group meets on the first Tuesday of each month from 1.30-3.30pm at The Mental Health Unit, Bassetlaw Hospital in Worksop.

One regular attendee said: "It's an opportunity to meet others and hear their experiences; I learn so much from the other people in the group that helps me to care for my son better," and another carer added: "It's great when guest speakers come and I can hear all of the updates about medication, benefits and many other things that help."

Members of the group are well aware of the economic climate – the amount of funding allocated to the group has been reduced considerably this financial year – but

they are determined to ensure the group keeps running. Group member Jean Williamson has volunteered to become the fundraising coordinator and she, along with some other members, will look at creative ways to secure funding.

"We really enjoy having time socially to meet up and just have a laugh, it's a fantastic break from our caring roles and we want this to continue," explained Jean.

Other members of the group are looking into local businesses that may be able to offer some financial support and one member has offered to become the refreshments coordinator as the group have started paying for teas and coffee as another way to become self sufficient.

The group recently held its annual Christmas social, and this was enjoyed by all. Plans for 2015 include guest speakers to focus on mindfulness, relaxation, medications, benefits and pastoral care.

To find out more about the group please ring 01909 502025 and speak to any member of staff about the group or alternatively just pop along to a group meeting and you will be made most welcome.



Jean Williamson and her fundraising group

Trust scoops an unprecedented three awards at the 2014 Allocate Software Awards

Congratulations to the Trust's Local Services and Health Partnerships Nurse Bank, which won three awards at the 2014 Allocate Software Awards. As well as winning the Allocate Software Award for Innovation for the second year running, they also won awards for Project Team of the Year and an award for the Striking the Balance Between Savings and Safety.

The Allocate Innovation Award was awarded for the creation of a Healthcare Assistant Internship pilot which used Allocate Software's BankStaff system to facilitate placements and payments. Through the internship programme the Trust's system has become more flexible and now supports the diverse range of substantive staff who would like to test an alternative area of work, move into another role, or change their working patterns.

The Nurse Bank was also behind the Trust's success in the Striking the Balance Between Savings and Safety award category. It showed how, by using Allocate Software's HealthRoster software, it was able to launch a 'Starting Out' programme which provides specialties with newly-qualified members of staff to fill short term vacancies that

are otherwise difficult to fill, whilst affording the nurse an opportunity to complete a period of preceptorship.

The team responsible for these initiatives has a strong identity and a 'can do' attitude, with each member understanding their role and how they fit with others, which led to the Trust winning its third award for Project Team of the Year.

Feedback from clinical areas found the initiatives have provided better quality care for patients and greater continuity than the usual temporary staffing solutions. Furthermore, it has offered a better work/life balance for the Trust's bank staff as well as allowing substantive staff opportunities for personal growth and development.

Ian Bowles, Chief Executive, Allocate Software, said: "It is unprecedented for one Trust to have won three awards and shows this diverse organisation's outright commitment to improving quality of care while ensuring staff are deployed effectively and efficiently."

The awards were judged and presented by an independent panel including David Foster (Deputy Director of Nursing, Department of Health) and Lyn McIntyre MBE (Deputy Nurse Director, Patient Experience, NHS England).

Members of the team: Starting third from left (holding the award) Ashley Brentnall, Bank & ERoster Systems Administrator, Simon Barnitt, Professional Nurse Advisor, Anne Waters, Bank Team Administrator, and Sue Edson, Bank Service Manager.



Focus on mental health facilitators

The Increasing Access to Psychological Therapies service in Leicestershire – recently added to the Trust’s portfolio – includes the unique role of Mental Health Facilitators.

Made up of experienced mental health nurses and occupational therapists, the team is based within primary care and sees service users mainly in GP surgeries, for easily accessible support. It provides a comprehensive biopsychosocial assessment for adults with complex mental health problems who are not seen by a secondary care mental health practitioner or therapist.

“We either facilitate access to other statutory or voluntary services or provide a range of psychosocial interventions, to enable patients to manage their mental and physical wellbeing,” explained Kate Ottywill, Mental Health Facilitator.

“We work closely with our secondary care colleagues to ensure a smooth transition for the service user, by providing improved communication between mental health services.

“The team has a holistic approach to care, and as part of our Annual Mental Health Reviews, we also monitor people’s physical health and encourage them to access primary care services as needed. We also offer vocational rehabilitation in partnership with a number of local statutory and voluntary services, helping service users achieve their occupational goals.”

Feedback from GPs has shown that the service is appreciated as a support for their patients’ mental health needs.

Peter Cannon, GP Clinical Lead for West Leicestershire Clinical Commissioning Group, said: “The Mental Health Facilitator service is now established as an important component of the offer to patients with mental ill-health in primary care. The role aligns with the strategic ambition to support patients holistically in the community. In addition it provides the GP with a biopsychosocial support service to underpin medical management. The feedback from patients and GPs has been universally good.”

New salary sacrifice lease car scheme for staff

From January, the Trust will be offering employees the option of a salary sacrifice lease car scheme. Provided in partnership with Fleetcare, the scheme will be open to all permanent members of staff.

The new scheme joins a variety of transport options available to staff including public transport discounts, support and facilities for cyclists, pool cars, traditional lease car and Liftshare schemes.

By joining the scheme employees agree to sacrifice part of their pre-tax salary each year in return for leasing the vehicle of their choice over a three year contractual period. At the end of the three year term the vehicle is returned to the leasing company.

The salary sacrifice scheme offers a range of benefits:

- **Competitive Prices** – As the Trust has negotiated discounted rates with a number of leasing suppliers, prices are more competitive than those an employee could source as an individual consumer.
- **Worry Free Motoring** – A vehicle provided under the scheme will be fully



Mid Notts transformation programme gathers pace

The Mid Notts Transformation Programme, “Better+Together”, brings together the NHS in Newark and Sherwood, Mansfield and Ashfield and Nottinghamshire County Council and other partners to look at how to join up health and social care services more effectively.

The programme is now gathering pace with five integrated care teams in the Mansfield and Ashfield area now in place and providing access to care over seven days. Each team is affiliated to the Federated Commissioning Groups (FCG), which are made up of the GP practices within the locality.

For Newark and Sherwood the expansion of the PRISM integrated care teams continues with them gearing up for a full seven day service, with extended hours. This will give teams the resource to deliver even better patient outcomes over a longer period and enable them to work more closely with our partners in King’s Mill and Lincoln Hospitals to get patients home more quickly and deliver the care they need outside an acute environment.

To the end of November, 1105 avoidable admissions have been delivered across Mansfield and Ashfield and 1070 across Newark and Sherwood. All teams are applauded for their commitment to making this happen.

Work is continuing, with system partners Sherwood Forest Hospitals Trust (SFHT) and Nottinghamshire County Council (NCC), to support the development of Transfer to Assess, a pillar of the Better+Together Proactive and Urgent Care model, which has at its core, the principle of assessing to admit, rather than admitting to assess. As part of this work a Clinical Assessment Team is now working collaboratively with partner trusts to support and facilitate safe discharge to community services.

In collaboration with provider partners, additional areas for clinical pathway development have been identified within the areas of Diabetes and Heart Failure. Work is underway to develop robust clinical service models for these long term conditions from a wider Mid Notts perspective.

For more information on the Better Together programme visit www.bettertogethermidnotts.org.uk



From left, front row, Elaine Kirt and Kate Ottywill, middle row, John Cope, Beverley Fitzpatrick, Julie Spencer, back row Eddie Byrne, Shaib Kurmoo, Shirley Bakonyi, Paula Fitzhugh, Debbie Wheatley

AHPs apply academic success to clinical practice in Mental Health Services for Older People

Two allied health professionals from the Mental Health Services for Older People team recently celebrated some great academic successes. Congratulations go to Emma Cannon, Specialist Mental Health Physiotherapist, who has qualified as a counsellor and psychotherapist and Rachel Hill, Occupational Therapist, who has gained a Master's Degree.

Emma's story

I decided to take up counsellor and psychotherapy training, alongside my work as a mental health physiotherapist, because I wanted to learn how to better support service users in emotional distress.

The three year training has proved a challenging but fascinating journey. Learning about my own vulnerabilities through the personal development work component of our course has enhanced my empathy with my patients on Cherry and Silver Birch wards. It has also improved my ability to support and relate to my colleagues on both a personal and professional level and look after myself better!

I opted for training in counselling which had a 'humanistic and integrative' approach because I felt it fit well with our Trust's 'recovery' model. It was pretty intensive,

including experiential work, theory and research, and work placements with the Carers Federation, which provides mentoring, support and long term counselling to carers, and at Nottingham University, offering brief therapy to students (which I still do).

Balancing all this with my work for the Trust has been demanding and involved some personal sacrifice. However, what greatly helped has been the support of my manager Helen Smith who allowed me to work more flexibly. I also have to thank my colleagues for showing great tolerance and patience – special mention goes to Jane Hutchins.

My hope for the future? The creation of better links between our Trust services and counselling services. I believe that our service users would benefit, recovery-wise from being able to tap in, more readily, to the valuable emotional support that counselling can provide.

Rachel's story

I qualified as an Occupational Therapist in 2005 and currently work in the Working Age Dementia (WAD) service for Ashfield, Mansfield and Bassetlaw. I wanted to further my knowledge by studying for an MSc in Advanced Occupational Therapy and in 2009 I began studying part time at the University of Derby, undertaking eight modules relating to my field of work.

In March 2013, I returned to work from a very enjoyable period of maternity leave and enrolled for the Independent Scholarship Module, for which I completed a piece research titled 'A study to evaluate the role of Occupational Therapy (OT) with people with WAD who are no longer in employment.' This was a small study based on interviewing five participants, focusing on understanding their experiences of work and of seeing a MHSOP OT.

Although the research was small scale, the results were in depth and showed

that OT was highly thought of and valued. They showed that although losing the role of being in employment is devastating, OT helped participants engage in activities which were important to them. This gave them a sense of control, hope, enjoyment and opportunities for the future.

This was my first experience of conducting research and I found the process very valuable and meaningful to my clinical practice. I am in the process of disseminating the results of my research to colleagues and am considering a future journal publication.

I feel that the course has given me the opportunity to enhance my practice by enabling me to apply the knowledge gained to my clinical practice.

OSCARS shortlisted nominees announced

Judging of the nominations for this year's OSCARS took place in December and the shortlist has been announced. As usual there was a very high standard of nominations, 133 in total, which made the judging really challenging.

A list of all the shortlisted nominees can be found on the Trust Intranet (a link can be found on the homepage) and on the Trust website www.nottinghamshirehealthcare.nhs.uk/aboutus/events/

One winner has been selected from the shortlisted nominees in each category and they will be announced at the awards ceremony on 12 March 2015 at Goosedale, Papplewick, Nottingham.



Transforming mental healthcare through digital technology

MindTech, a National Institute for Health Research Healthcare Technology Co-operative (NIHR HTC), held its second national symposium in November at the Royal College of Physicians, London.

Entitled Mind The Gap – How can evidence keep pace with new technologies in mental healthcare? – the event addressed the need to grow a faster evidence-base to support the adoption of rapidly emerging new technologies in mental healthcare.

Based at the Institute of Mental Health, MindTech is a national research centre. It brings together service users, NHS staff, academics and industry, with the aim of accelerating the development, evaluation and adoption of new digital technologies to make support more accessible, flexible and timely for people with mental health problems. Examples include apps for self-management and monitoring, online therapy and consultations and support through secure social media.

Professor Chris Hollis, Clinical Director, NIHR MindTech HTC said: "New digital technologies have the power to revolutionise the delivery and experience of mental healthcare. Mental health problems affect 1 in 4 people in their lifetime – but until now technology has made few inroads into diagnosis and treatment of these conditions."

The event showcased some of the most exciting and innovative approaches ever developed in mental healthcare with discussions, demonstrations and presentations from nationally recognised experts in the field. It provided a unique opportunity for networking and sharing of experience and ideas



between NHS clinicians, service users, academics, businesses, research funders and health policy makers.

Key innovations presented included: digital approaches to managing psychosis, using video technology for Improving Access to Psychological Therapies (IAPT), Big White Wall (an online peer support and e-therapy programme), the opportunities around the use of avatar-based therapy in clinical services and mobile and smartphone apps that allow patients to monitor their condition, adjust treatment and liaise remotely with their clinician.

Dame Sally Davies, Chief Medical Officer, supported the event: "My recent CMO Annual Report describes the stark reality of a 'treatment gap' in mental healthcare where about 75% of people with mental illness in the UK fail to receive any treatment at all. Evidence-based technologies offer the potential to close this gap and transform mental healthcare delivery."

For more information about MindTech visit www.mindtech.org.uk or the Institute of Mental Health website at www.institutemh.org.uk.



Emma and Rachel



The Bassetlaw Hospice team with their award for the winning display (right)



Pledging to reduce infections

The Health Partnerships' Infection Prevention and Control Team challenged staff to make 'pledges' as part of national Infection and Prevention Control (IPC) Week in October.

They were asked to cut the shape of their hand out of paper and make five IPC Pledges – one on each digit. The challenge was then to present these important pledges in an interesting and innovative way, and the IPC Team in BHP demonstrated what they meant by producing a Halloween-themed 'scary' pledges display.

There was an excellent response and teams came up with some very creative displays, making lots of IPC Pledges, such as: "I will use the WHO 5 moments," "I will not wear jewellery whilst in uniform," and "I will challenge poor IPC practice."

After the week was over the IPC Team had a very difficult task deciding the best pledge display. However, the winner chosen was a wonderful cedar Christmas tree by the staff at Bassetlaw Hospice, and the runner up was Special Schools North with a very innovative display with hands in PPE – aprons and gloves!

All the other entrants were deserving winners too as so much effort went into each and every one. The IPC Team passes their thanks to everyone who took part – well done to you all!



Special Schools North with their certificate for the runner up display (above)

Local sports charity extends its range of mental health projects

Notts County FC Football in the Community (FitC) recently secured funding from Boots Charitable Trust to deliver a new mental health project for women in Nottingham.

FitC already works with men and young people who suffer with a range of mental health problems; now 'Right Mind' will target marginalised women aged 18 and over with mental health problems ranging from anxiety and depression to schizophrenia, among others.

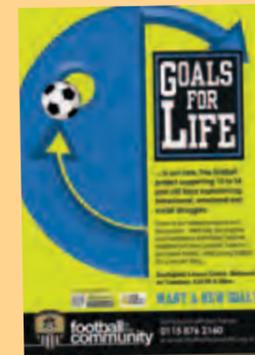
The physical activity and sports project will give them the opportunity to become more active and meet new friends with similar mental health problems in a relaxing, non-clinical environment, providing them with pathways into other suitable social sport environments.

'Right Mind', developed by FitC in close consultation



with Nottinghamshire Healthcare and other mental health agencies, will have an impact on participants from a physical and mental perspective, working holistically towards improving their health and overall wellbeing.

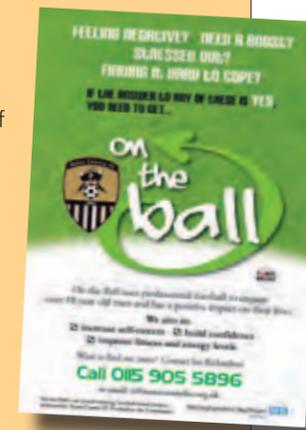
The project will run for one and a half hours a week at the Portland Centre in the Meadows, Nottingham, which is FitC's sports centre. Participants will be offered a menu of activities to choose from, including athletics, tag rugby, organised walks, badminton, zumba, aerobics, circuit training, cricket, basketball, table tennis, volleyball, swimming, aqua aerobics, and aqua zumba.



Emma Trent, FitC's Performance Development Manager said: "We're always looking at ways to further our work and this is the first time we'll work with women who have mental health problems. This is a project we think Nottingham will be excited about and we're sure plenty of women out there will be looking to get involved."

Oonagh Turnbull from Boots Charitable Trust added: "We are proud of our partnership with FitC and believe that this project will make a real difference to so many women and families across Nottinghamshire."

Anyone interested in taking part can contact Emma Trent on 0115 905 5896. FitC accepts self-referrals and referrals from healthcare professionals.



Other mental health projects offered through Notts County FC FitC:

On the Ball

On the Ball is a football-based programme aimed at men aged 18 and above living with common mental health problems. The programme sessions run twice a week for 48 weeks a year, and include workshops covering mental health issues in a comfortable but confidential environment, followed by a football training session to improve fitness and energy levels. The workshops cover a range of issues including stress, depression, anger management and anxiety, aimed at improving participants' emotional wellbeing. High profile footballing examples are used to help the men relate more easily to the issues discussed.

Working Age Dementia (WAD)

WAD is a unique programme run with the Alzheimer's Society offering men of working age who are living with dementia an opportunity to remain physically active whilst building up their social networks. Each session includes an hour of physical activity followed by 30 minutes of social time. Activities on offer include badminton, basketball, cricket, bowls, table tennis and other sports. The half hour of time to sit and chat together is an important aspect, helping to reduce loneliness and social isolation. Partners and carers can also attend; as well as seeing their partners enjoying themselves in a fun, safe environment, they can talk with others who are sharing similar experiences.

Goals for Life (G4L)

G4L has a similar set-up to On the Ball, and is a mental health initiative aimed at 10-14 year old boys. This programme uses the game of football to promote positive messages around mental health through workshop based discussions, the opportunity to take part in football training and small sided games.

Discussions are aimed at the behavioural and emotional problems these young boys face, using football-based examples to support their understanding, and methods of how to manage their behaviours and emotions. Using the nation's game of football has proven to be a popular method of reaching individuals and presenting positive messages, particularly amongst males.

New podiatry service launched for dialysis patients

A new service providing podiatry treatment for patients whilst they undergo haemodialysis, with the aim of reducing the number of lower limb amputations, has been launched at three sites within Nottinghamshire County by podiatrists working for Health Partnerships.

Recent research, jointly undertaken between renal research staff at Nottingham University Hospitals (NUH) and Alison Musgrove, advanced podiatrist for Health Partnerships, found that 20% of diabetic patients on dialysis have had a lower limb amputation, with half of those having lost at least one leg.

Many of these patients were found to have mobility problems and with having dialysis three or four times a week, were finding it difficult to attend community podiatry clinics or arrange convenient home visits for their podiatry care. The new podiatry service is now being offered at King's Mill, Lings Bar and City Hospitals, in the dialysis units run by NUH.

Lisa Metcalf, specialist podiatrist for Health Partnerships, suggested the new model of care at the Trust's leadership development programme Invest 2 Lead. The idea attracted sponsorship from Paul Smeeton, Chief Operating Executive of Health Partnerships, and a trial began in October.

Lisa said: "This is a completely new way of working for us; providing community care on hospital premises. I'd like to thank all the podiatrists who have come forward to help with this project. We've had fantastic support to get the service

up and running, and the feedback from patients has been overwhelmingly positive.

The cost of one lower limb amputation is estimated at £24,000. If we can prevent even one leg from being amputated, the service will be a success; the cost of providing this service at all three sites is considerably less than this, and the benefit to patients in terms of quality of life, and keeping them mobile is immeasurable."

So far over 90 patients have used the service. Seven podiatrists from Health Partnerships have been involved, and as well as providing podiatry care, they have been working with tissue viability services, and the hospital orthotics services to try and integrate care and provide more efficient pathways for patients requiring this specialist input.

The podiatry team has conducted a survey with over 100 dialysis patients to gather their experiences of podiatry before the service began. One patient said of his community podiatry clinic: "Sometimes it's hard to get an appointment because I can only go on a Tuesday or Thursday when I'm not on dialysis. It limits the appointments I can get and I have to wait a bit longer. I would definitely use a podiatrist on dialysis – a really good idea."

The trial is due to end in February, at which point the impact of the service will be reviewed, and patients will again be invited to give their views. If it is found to be effective, podiatry on the dialysis units may then become a permanent fixture.

Sharing the leadership journey

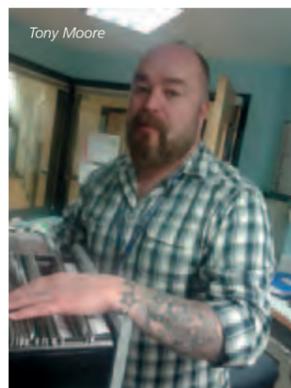
Twelve staff from across the Trust are taking part in a year-long leadership development journey under the Led to Lead (L2L) programme – designed to transition the participants from being Led to being Leaders in their own right. This is the second in our series introducing those who are taking part.

Tony Moore, Staff Nurse, The Woodlands – an inpatient drug and alcohol unit at Highbury Hospital

I have worked at The Woodlands since qualifying in May 2010 and have found my role both challenging and fulfilling. Prior to my nurse training I worked

in a number of different fields – telecommunications, distribution and textiles – in both 'shop floor' and supervisory roles. It's only three months into my Led to Lead journey and from the various inputs so far, I have found myself reflecting on my previous jobs and come to the conclusion that I was being managed all the time but never led... in L2L I have learnt that there is a difference!

In my current work, I am fortunate to not only be under good management but also excellent leadership. This was apparent when at the end of 2010 we moved from The Wells Road Centre to Highbury



Hospital where we became a stand-alone unit. This obviously took considerable planning and management but the crucial element in this was the leadership of the management team. They empowered the staff to fully participate in the moving process and the restructuring of the service we provide to service users, including the introduction of a robust Recovery Programme which

has grown in strength over subsequent years.

Participating in L2L with a cross section of keen and enthusiastic Band 5 staff, some clinicians and others corporate, has been a privilege. This has challenged me to come out of my clinical 'bubble' as I develop a broader understanding of the Trust. The Action Learning Set meetings have so far been very helpful, providing an opportunity to make an objective review of my job role and question some of my underlying assumptions. The other programme participants have been great set members and together we are on an exciting leadership development journey. We believe good leadership is crucial to the Trust and the quality of care provided to our service users.

Hotel Services event celebrates success

An all-day event themed around 'Recognising Good and Surviving Work' was held recently for team leaders, coordinators and managers in Hotel Services (Local Services) and their HR support colleagues.

The day, hosted by Hotel Services Managers Mark Davies, Mandy Turton and John Heath, focused on what is good about the NHS, the Trust, the Directorate and the department.

"There really was a huge amount to be proud and confident about, and we had a couple of very powerful sessions," said Mark Davies.

"John Heath speaking on 'The Art of Being Brilliant' got everyone really enthused, positive, full of energy and a real 'buzz' was created in the room. Mandy Turton presented about the impact of not getting our services right first time with patient services, and she also ran a very moving session entitled 'Inside People's Hearts'

about having empathy with colleagues and patients."

Mark also gave an insight into being resilient in both the workplace and our personal lives, which gave staff the opportunity to identify their own resilience levels, to reflect personally on the outcomes and find out what support is available for staff. There was also a screening of the Trust's new 'Happy' video, featuring quite a few members of the Hotel Services team.

Dean Howells, Executive Director for Nursing, Quality and Patient Experience joined the event to talk about the Board's vision for quality services, national impacts and changes within the Trust, plus the challenges ahead for the team within the

NHS and the Trust. Dean spoke openly and inspired delegates, and led a question and answer session.

Hotel Services Awards
A highlight of the day was the annual Hotel Services Awards, now in their thirteenth year. Teams and individuals were recognised for their outstanding performance, local achievements, leadership, innovation and commitment to their role.

Well done to everyone nominated (listed below), and many congratulations to the winners.

Prop Co Team Award

- Park House Domestic Team – winners
- Ashfield Hotel Services Team
- Lings Bar Domestic and

Porter Team

- Birch House Domestic Team

Local Services Team Award

- Millbrook Unit Team – winners
- DMH Catering Team
- Millbrook Catering Team
- DMH Porters Team

Prop Co Individual Award

- Jackie Brant – winner
- Nicola Machin
- Karen Hall
- Sandra Cooke

Local Services Individual Award

- Kathleen Burrows – winner
- Caroline Twells
- Mark Wright
- Kelly Clarke

Sustained Endeavour Award

- Linda Moth – winner



Dean Howells (front centre) presented the Hotel Services awards

New Mental Health Liaison Psychiatry Service

A new service has launched to improve rates of early referral into specialist mental health services at Bassetlaw Hospital.

The Mental Health Liaison Psychiatry Service consists of two clinical specialities; Mental Health Services for Older People (MHSOP) and Adult Mental Health (AMH). The Mental Health Liaison Psychiatry Service is provided for patients over 18 years of age who present to the Emergency Department, or are admitted to an inpatient ward and are experiencing mental health problems including delirium, psychosis and depression/self-harm. The service undertakes specialist assessments and makes referrals to appropriate mental health services if required at this early stage of a patient's treatment.

Patrick McKeaveny, Team Manager said: "The core function of the service is to educate and provide training to the general hospital staff to raise awareness and reduce stigma attached to mental health conditions. If issues are spotted at an earlier stage we can prevent further deterioration in order to facilitate a quick return home. We work with the patients to utilise their own resources to a maximum and to develop new skills in order to cope with problems and as far as possible to meet their own needs."

The benefits of the service include reduction in length of hospital stays, promotion of patient independence and increased staff awareness of the management and care of patients experiencing mental health issues.

The team is based on the GP Co-Op corridor at Bassetlaw Hospital. Tel: 01909 502590 ext. 2291/2591.

Supporting healthy eating for visually impaired people

Catherine Palin, a member of the Trust's Nutrition and Dietetics Group, has developed a new resource pack aimed at improving the health and wellbeing of visually impaired people.

"I established the need for the pack after talking to focus groups for the visually impaired, whose members confirmed that they struggled to get the required information because most of it is only published in readable versions," explained Catherine, Community Nutrition Assistant.

"My aim was to produce a pack that could be recorded as an audio version, and the Mansfield Echo Talking Newspaper, who share our enthusiasm, have kindly agreed to run weekly articles for its listeners.

"I have also received a great response after contacting similar talking papers around the country who also recognise the importance of promoting healthy eating to their listeners."

The pack is based around the Eatwell Plate, with a clock face description used to help listeners visualise it better – for instance 12 to 4 o'clock is carbohydrate, and 4 to 5.30 is dairy.

The pack is available from the Nutrition and Dietetics team or you

can download a pdf version at www.Eatwellnotts.nhs.uk.

Well done Catherine.



National role for Trust's alcohol nursing team leader

Mark Holmes, Team Leader for the Trust's Alcohol Related Long Term Condition Nurses, has been appointed to the influential British Association for the Study of the Liver Nurse Forum (BASL NF).

The BASL NF was formed to further knowledge and understanding of liver disease through:

- the advancement of good clinical practice in the care of individuals with, or at risk of, liver disease
- promotion and dissemination of patient-focused research
- educational support and opportunities
- a collaborative and multi-disciplinary approach to caring for people with liver disease.

Fiona Fry, Chair of BASL NF, said: "I was asked by the committee to approach Mark to see if he would be interested in joining us after he gave another inspirational presentation at September's BASL NF nurses day.

"We were all delighted when he accepted and now look forward to working with him in the future. Mark has an obvious passion and great knowledge around his area of addiction and I know he will be a real asset to the BASL NF enabling us to go from strength to strength in ensuring that liver disease is on the agenda in all areas of healthcare."

Mark added: "I was honoured to be asked onto this well respected committee. My aim will be to get alcohol related liver disease further up the health agenda."



Encouraging service users to have their say in Newark and Sherwood Locality

Listening to the views of our service users and carers is extremely important and acting upon their feedback is crucial to improving our current services and services going forward.

Lucy Morgan, Community Health Assistant Practitioner in the Newark and Sherwood Locality Child and Family Health Team, based at Collingham, came up with an inventive idea to encourage feedback from clients visiting the service.

Lucy designed a box for use in the Child Health drop in sessions to encourage services users and carers to complete and submit written comments about their experiences.



"This is a great opportunity to gain more feedback to improve future services as well as a great way to increase our Service User Carer Experience numbers in the locality."

"This also enables our service users to submit their comments anonymously which encourages them to be open and honest about their experience with us," explained Lucy.

Rachael Isaac-Pascoe, Head of Service for the Child and Family Health Teams in Newark and Sherwood Locality said: "This has proved to be very successful and all health visiting and school nursing teams within Newark and Sherwood locality have been asked to provide a similar box at their bases.

Rampton Hospital patients celebrate treatment success

Patients on Jade Ward within Women's Services at Rampton Hospital recently celebrated their successful completion of a 21-session Mental Health and Recovery Awareness Group intervention, as part of the Cognitive Behavioural Therapy for Psychosis (CBTp) programme.

The group was adapted from the men's programme by Elaine Fehrman, Advanced Practitioner and CBTp lead, to provide a gender sensitive therapy programme for the National High Secure Healthcare Service for Women. The main aim was to increase patients' awareness on several topics related to mental health and recovery, through psycho-educational and experiential learning methods.

The Mental Health and Recovery Awareness group was a two-hour structured group meeting held on a weekly basis. This was complemented by individual sessions provided by the CBTp team to support patients' participation in the group; many of whom did not have previous experience with therapeutic interventions.

"Overall the patients were participative, demonstrating commitment and motivation to engage with the therapy, which was reflected in their perfect attendance and no reduction in numbers taking part," said Elaine.

"High attrition rates are common in forensic inpatient facilities so this is an impressive achievement. It highlights the importance of a shared experiential approach with the group providing a safe and supportive setting for patients to share their experiences, reducing feelings of isolation and differentness."

As one participant said: "It was extremely informative to find out a lot more information about my own illness as well as other people's." Another commented: "I learned new ways of looking at things with a different perspective such as dealing with stigma. The group has helped me to manage my illness and be better in myself."

During the final session, patients were issued with a Certificate of Completion as a marker of their success. Having been provided with a good foundation to therapeutic interventions, patients now are progressing in their recovery care pathway, with recommendation to the coping skills programme, the subsequent therapeutic intervention.

Thanks goes to the Jade Ward multi-disciplinary team who provided consistent support, especially to the nursing staff who played an important part in the patients' success.

q What is your job title and what does your role entail?

a Executive Medical Director – Professional leadership and corporate board responsibility. The medical director holds the formal role as responsible officer for medical revalidation and shares with the Director of Nursing, Quality and Patient Experience, responsibility for the quality of all services provided by the Trust. In addition I will be taking the Executive Lead for medicines management, patient safety, reducing restrictive practice and research and innovation.

q How long have you been with Nottinghamshire Healthcare?

a I joined the Trust on the 14 November 2014.

q What do you see as your priorities for Nottinghamshire Healthcare?

a By a lucky coincidence the things that I would want to work with as priorities are the ones listed above that I will be taking the Executive Lead on – medicines management, patient safety, reducing restrictive practices and research and innovation.

q What is your employment background?

a I am a Consultant General Adult Psychiatrist. I trained at Dundee Medical

q&a

This issue we speak to Executive Medical Director Julie Hankin

School then in psychiatry in the West Midlands. My first consultant role and clinical director jobs were in Cumbria and I then moved to Avon and Wiltshire. I was in Avon and Wiltshire for ten years and had a wide range of clinical and clinical director roles. Over time I have worked as a consultant in community psychiatry, inpatient psychiatry, assertive outreach, early intervention and crisis and home

treatment. I have had clinical director roles both operationally across complex service portfolios but also focused on service redesign and improvement.

For the last two years I was also seconded two days a week to the Care Quality Commission as National Professional Advisor for Mental Health and led on the development and implementation

of Wave 1 of the new inspection methodology.

q What is the best piece of advice you have ever been given?

a That there will always be more work to do than you can possibly do, so not to try to do everything yourself.

q What was the last album you bought?

a The Travelling Wilburys (that shows how up-to-date I am!)

q What is your greatest achievement?

a In work – Running Wave 1 of the CQC inspections with only three months from absolute start to implementation (and retaining some semblance of a sense of humour). Personally – achieving my Day Skipper RYA qualification, having initially been frightened just sailing on a lake.

q What makes you angry?

a When individuals, organisations or government use rhetoric about patient benefit to justify measures that are actually self-serving and potentially make things worse for service users.

q What are you most passionate about?

a Patient safety. Risk will always be

present in the work that we do; but if we intervene in service users' lives then we have a fundamental duty to ensure that we do not create harm or additional risk and do everything in our power to minimise what we cannot eliminate.

q What single thing would improve your working life at Nottinghamshire Healthcare?

a Learning my way around Nottingham, I have now got lost at least once every day since I started.

q What is your favourite hobby?

a I make quilts, both traditional and art quilts. I'm not very good at it, but I've discovered that if you give them to family they have to pretend that they are wonderful.

q What keeps you awake at night?

a Being convinced that I have forgotten something absolutely vital that I was supposed to have done during the day before.

q What is your favourite film?

a Truly, Madly, Deeply

q What is your idea of bliss?

a A day when I can sit down with a book and not feel guilty about all the other things I should probably be doing.

q What three words would you use to describe yourself?

a Enthusiastic, committed, open.

q What is your favourite holiday destination?

a Any skiing resort, but preferably one with lots of long green and blue runs, as I can't cope with anything more difficult.

q Who would you take to a desert island?

a My husband, I don't think that I would be able to tolerate anyone else in a small space indefinitely.

q Where do you see yourself in 10 years' time?

a I'm not sure that I can think that far ahead, but definitely still working within the NHS and at a level where I can have a real impact on services.

q Do you have a 'claim to fame'?

a Two! I was on Blockbusters as a lone contestant when I was 18 and almost killed Anthony Hopkins by reversing into him while he was filming the C.S. Lewis film in Oxford.

q How would you like to be remembered?

a As always being fair, consistent and focused on quality of service and patient safety above all.

Bringing a new recovery event to Rampton Hospital patients

Patients in the Men's Personality Disorder and National Women's Directorate at Rampton Hospital recently enjoyed and benefited from a special recovery event.

The event was organised by Elaine Fehrman, Advanced Practitioner and Directorate Recovery Lead who spent several months collaborating with the Trust's Rosewood Involvement Centre.

The event involved volunteers from Rosewood, all service users with lived experience, sharing their personal recovery journeys. This shared experiential approach provided

personal inspiration and instilled hope in the patients, along with offering a learning opportunity where practical strategies and coping mechanisms for good mental health were passed on.

The event was held over two days in November, with one day for the National High Secure Healthcare Service for Women and one for the male Personality Disorder Service.



Nigel Groves and volunteers Alison Handley and Ingrid Hunt speaking at the event

In reflecting about the event, one patient said: "The recovery event was very inspiring. It gave me a lot of hope for my future. They were heart-warming stories that let you know things can get better." Another patient was encouraged by the "very brave speakers" and another said that they were motivated by the "courage" shown.

Nigel Groves, Rosewood Centre Manager, said: "The patients really welcomed the Involvement Team and

had positive words for us. The sessions promoting recovery were very powerful. The recovery events have shown them there is light at the end of the tunnel." The Rosewood volunteers added: "This was an amazing opportunity to tell our own recovery stories and hopefully aid the recovery pathways for the patients at Rampton."

Elaine and Nigel, along with their respective teams, worked hard to break through the barriers to involving high secure forensic patients, to ensure that Rampton Hospital patients had the same opportunity and experience as other patients in the Trust. The effort was well worth it as attendance was phenomenal, with 52 patients participating.

The Directorate and the Involvement Team plan on strengthening their partnership with future collaborations to help build confidence further with patients' involvement.



WHO WE ARE...

You may have picked up this copy of the newsletter not knowing what Nottinghamshire Healthcare is.

We provide integrated healthcare services including mental health, intellectual disability and community health services. We also manage medium secure units in Leicester and Rotherham, and the high secure Rampton Hospital near Retford and provide healthcare in 13 prisons across the East Midlands and Yorkshire.

WE NEED YOU!

If you have any ideas or suggestions for the newsletter, please contact Suzanne Aitken in the Trust Communications Team on 0115 955 5403 or via email at suzanne.aitken@nottshc.nhs.uk We are always pleased to receive articles for possible publication, but ask that they do not exceed **300 words**.

Wherever possible when naming individuals, please include details of their job titles/roles and the organisation they are from. If any individuals other than yourself are mentioned in what you write or featured in accompanying photographs, please make sure you check with them that they are happy to be potentially featured. It is your responsibility to ensure this consent is given. Please send photos as separate image files and not in Word documents.

Please note that the Communications Team has full editorial control and may have to edit articles appropriately. Therefore, if you want to see the final version please ensure you send your article in with plenty of time before the deadline and state clearly what you require.

If you would like copies of any past editions of *Positive*, or if you are having any 'distribution issues' with the newsletter – whether you're receiving too many copies, too few, or none at all – then please contact us.

If you would like your story in the March issue of *Positive*, please contact us by 30 January 2015. However, due to space constraints we cannot guarantee the publication of all articles received by the deadline.

**Nottinghamshire Healthcare,
The Resource, Duncan Macmillan
House, Porchester Road, Nottingham,
NG3 6AA tel 0115 969 1300
www.nottinghamshirehealthcare.nhs.uk**



[www.facebook.com/
nottinghamshirehealthcare](http://www.facebook.com/nottinghamshirehealthcare)



www.twitter.com/nottshealthcare



Printed on Cocoon - 100% recycled paper

Free University training offered to Allied Health Professionals

The Institute of Mental Health, a partnership between the Trust and The University of Nottingham, is offering NHS staff across the East Midlands, free University training to develop their learning and skills.

Learning Beyond Registration (LBR) University degree-level and post graduate modules in areas such as mindfulness, recovery, dementia and psychosis are all available. The training is available to Allied Health Professionals in Bands 5-8 and the Institute is encouraging staff to start applying for modules from this month onwards.

Why study with the Institute?

- Offers opportunities to progress your career and enhance your CV
- It is an established provider of LBR training with the largest portfolio of modules relating to mental health and intellectual disabilities in the East Midlands
- Training is based in various locations across Nottinghamshire and can be carried out within the Trust if the take-up is high enough
- As a partnership between the Trust and The University of Nottingham, it has strong organisational links to the NHS and academic learning
- Training is delivered by professionals who have worked across a range of mental health services for many years

Ray Woodcock, Education and Practice Consultant at the Institute said: "This is a great opportunity for individuals working in mental health and intellectual disability services to further their skills base and enhance their learning. This in turn will have a positive impact upon the services they provide for people."

Why is this training free?

LBR approved courses are funded through Health Education East Midlands (HEEM) and therefore are free to eligible staff working in the NHS.

For further information about LBR courses or other areas of education on offer at the Institute, please contact Suzanne Howard, Academic Programme Administrator at Suzanne.howard@nottshc.nhs.uk, phone 07917 837430 or visit the Institute website www.institutemh.org.uk

More mental health teams to be based at police stations and courts

Nottinghamshire is hosting one of thirteen new trial schemes being launched in April 2015, which place mental health professionals in police stations and courts.

The 'Liaison and Diversion' schemes aim to ensure people who come into the criminal justice system with mental health conditions, learning disabilities

and other vulnerabilities are recognised and are promptly referred into health and other services to get the treatment or support they need.

The new schemes will join the existing ten areas that have been taking part in a two year trial that began in April 2014, to join up police and courts with mental health services.