

Our aim is to improve the well-being of everyone we serve through delivering clinical services that match the best in the world.

2007/08 summary annual report



Shining a light on the future



Our Trust —



It's now two years since Northumberland, Tyne and Wear NHS Trust was formed to create the largest mental health and disability trust in England.

Wherever we visit in the trust we are always impressed by the level of commitment our staff show to providing the best possible care to the people we support.

We have achieved a lot since we were created, and everyone of us who works for Northumberland, Tyne and Wear NHS Trust should

be proud of what we have done together.

Now we are aiming to become an NHS Foundation Trust which will allow us to save money to invest in new buildings and develop our services to meet local needs.

One of the other benefits of being a Foundation Trust is greater public involvement and accountability on issues that affect the people we support. Already, we have begun to see the benefits of engaging with local communities.

We've made a good start in

Jules Preston, Chairman and Dr Andrew Fairbairn, Acting Chief Executive

recruiting local people to be members of the Foundation Trust, but we want more of the 1.4m population we serve to help us shape services in the future.

We hope that you will become a member by logging on to www.ntw.nhs.uk or calling the Foundation Trust office on 0800 023 2511.

- Our Future

Aiming to match the best services in the world

Northumberland, Tyne and Wear NHS Trust provides a range of mental health, disability and substance misuse services to about 1.4m people living in the North East of England, as well as a

number of regional and national specialist services. We employ more than 7,000 staff, working from over 150 sites and providing care to people in their own homes. We have an annual budget of

more than £280 million. We support people in the communities of Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and parts of North Easington.

Our main hospital sites are:

1. St. Nicholas Hospital, Newcastle
2. St. George's Park, Morpeth
3. Northgate Hospital, Morpeth
4. Prudhoe Hospital
5. Walkergate Park, Newcastle
6. Monkwearmouth Hospital, Sunderland
7. Cherry Knowle Hospital, Sunderland.

Our community services are based in premises throughout the area.



Our values



We talked to staff, the people who use our services, their carers and our partners and have agreed we will:

- Put our service users and their carers at the centre of everything we do
- Treat them with respect and dignity
- Support and respect our staff, encourage their development, acknowledge their expertise, and value their roles
- Always look to do things

better – encouraging and valuing improvement and innovation

- Promote effective team and partnership working
- Show trust, have integrity and be honest, open and transparent in all we do
- Embrace diversity
- Listen to the views of others.

Acting Chief Executive Dr Andrew Fairbairn (left) and Director of Nursing, Gary O'Hare with the Carers' Charter, a partnership agreement drawn up by the carers of people using the Trust's services and signed at a special conference at St James Park, Newcastle.

Our Services

Adults

We have worked with our commissioners, partners, staff, service users and carers to develop our services for working age adults:

- We have developed a nurse led clinic in Gateshead to assess people's mental health needs to give the right support more quickly
- We improved our crisis resolution and home based treatment services in Sunderland by appointing extra nursing staff and a new lead consultant
- Three of our adult wards were amongst the first to be accredited by the Royal College of Psychiatrists as part of the national AIMS national

pilot project to improve care including the environment, staff training and therapies

- We opened a new psychiatric intensive care unit in South Tyneside
- We opened Greentrees, a new psychiatric intensive care unit on the St. Nicholas Hospital site in Newcastle.

We want to make sure that everyone who needs inpatient care receives it in the best possible facilities. Becoming an NHS Foundation

Trust will allow us to invest savings in new buildings. One of the main areas for investment will be services currently provided on the Cherry Knowle Hospital site in Sunderland.

Greentrees staff Rachel Weddel (Ward Manager), Andy Severs (Staff Nurse), Rebecca Trevarrow (Occupational Therapist), Claire Davison (Charge Nurse)



Our Services

Older people

As our population ages the need for mental health services for older people increases. We provide a range of both inpatient and community services:

- A programme of modernisation and reform has been implemented in South of Tyne, this forms part of the major piece of work for the re-provision of services at Cherry Knowle Hospital
- We took part in the development of a Royal College of Psychiatrist Centre for Quality AIMS pilot project for older people
- We consulted about modernising our specialist mental health long term care services in Newcastle and improved the environment and staffing levels in Ashgrove and Silverdale Home
- We developed assessment wards within our acute inpatient services in Newcastle
- We continued to develop community mental health teams in Newcastle
- Inpatient and community services in Northumberland are developing memory management services
- Our challenging behaviour and psychology services are working with inpatient services, residential and

nursing homes across Newcastle and Northumberland to increase training for staff and so improve access to psychological therapies.

The Challenging Behaviour Services (CBS) Team at the Centre for the Elderly in Newcastle General Hospital. From left: Margaret Milburn, CB Nurse; Tricia Roe, Secretary; Terri Smith, CB Clinical Lead (Outreach); Malcolm Stephenson, CB Nurse; Lorna MacKenzie, CB Clinical Lead (Outreach) and Dr Ian James, Head of CBS.



Children and young people

There have been exciting changes in the mental health and learning disability services we provide to children and young people. We've seen new buildings go up, planned others, and seen the creation of new community services.

- The Lennox Ward at St Nicholas Hospital now provides a modern environment for young people who need our medium secure learning disability service
- Our young people's unit has moved from Newcastle General Hospital to a new base on the Prudhoe Hospital site and a better environment
- We have improved the Fraser Unit and 5 The Drive

with new decoration and furniture

- A DVD and interactive web site has been produced to give more information about the service to young people at The Riding and their parents
- The Fleming Nuffield Unit was chosen as a pilot site for a national study being carried out by the Royal College of Psychiatrists
- We launched a new

Newcastle-wide service for attention deficit hyperactive disorder (ADHD)

- We continued to work with the multi-agency Aspire team in Newcastle with children in foster and residential care.

Lennox Ward staff (from left) Nursing Assistants, David Walker, Sarah Blacklock and Paul Turnbull.



07/08 Highlights



A successful partnership between the Trust's Community Team Learning Disability and Northumbria Police led to a booklet to help vulnerable patients who have been the victims or witnesses of crime. The Achieving Best Evidence guide was chosen as runner up in the Dignity in Care Award section of the Health and Social Care Awards 2008. Left to right: Annette Hames, Consultant Clinical Psychologist, Sue English, Community Nurse, Caroline Wills, Speech and Language Therapy Manager and Susan Renton, Northumbria Police Officer with their Award certificate.

Trust Chairman, Jules Preston, with the Duchess of Northumberland at the official opening of St George's Park



A newsletter which aims to reduce the myths about eating disorders was launched by service users supported by the Regional Eating Disorder Service. The Voices newsletter was runner up for the Mental Health and Wellbeing Award in the regional Health and Social Care Awards. Pictured above – Members of the newsletter group at the Health and Social Care Awards ceremony with Peter Carr, Chairman NHS North East.

Our Services

People with forensic needs

Our forensic mental health and learning disability services support people who may need extra care to protect themselves or others, or who have been in contact with the criminal justice system.

We provide both regional and national services from our sites at St Nicholas Hospital, St George's Park and Prudhoe Hospital.

- We won an Involvement to Impact in Mental Health Care Award for the efforts our IQ – Impact Quality – Project Team made in developing a tool to enable our clients to give their views on our services
 - Learning from each other was a theme that ran through our second annual Northern Forensic Conference staged in Newcastle in February 2007
 - We are part of the Quality Network for Forensic Mental Health managed by the Royal College of Psychiatrists' Centre for Quality Improvement
 - We are one of a small number of sites across the



country testing out the role of the non-medical approved/responsible clinician, being developed as a result of the Mental Health Act 2007

- We helped pilot a national waiting time standard for transferring acutely mentally ill people from prisons to hospitals
- Prof. John Taylor, consultant clinical psychologist/psychological services professional lead, was appointed as Chair of the British Psychological Society's Mental Health Act Working Party and President of the British Association of Behavioural and Cognitive Psychotherapists.

Members of the Impact Quality Team receive their award at the Involvement to Impact conference.

Professor John Taylor



People with learning disabilities

NHS services for people with learning disabilities have seen dramatic changes in recent years with a drive to move people from long stay hospitals into the community, and more emphasis on social services. This has affected our inpatient services at Prudhoe and Northgate Hospitals as people move to suitable accommodation in communities across the region.



- In April 2007 the Trust was visited by a Healthcare Commission review team and was commended for its action plan drawn up after an internal review and for person centred care and access to activities

- Ways of involving people in improving our services include the Committee Group at Northgate Hospital and the Hear Our Voice group in Sunderland

- The King's Fund Enhancing the Health Environment supported the design and creation of a garden at the Bothal unit

- Speech and language therapists from our Newcastle

Enjoying the opening of the Bothal garden (left to right): Sarah Waller, King's Fund Programme Director; Jules Preston, Trust Chairman; Nikki Scott, Service User; Coun Milburn Douglas, Mayor of Morpeth; Julie Donaldson, Senior Staff Nurse; Dr Andrew Fairbairn, Trust Acting Chief Executive.

community services worked with Streetwise, a young people's sexual health charity, to develop a programme for teenagers with learning disabilities

- Our Newcastle team working with Northumbria Police won a regional award for creating a guide for police officers to help people with

learning disabilities who are victims or witnesses of crime

- A programme of parenting groups was run by Annette Hames, consultant clinical psychologist with our Newcastle team, in partnership with Hadrian School for children with severe and profound learning disabilities.

People with specialist needs

We provide a range of specialist services to support local people as well as individuals from across the region:

- Walkergate Park opened to bring together our neuro-rehabilitation, neuro-psychiatry and neuro-behaviour services
- The Beadnell unit at St George's Park unit provides a regional mental health service for mothers of babies up to 12 months old and is developing closer links with community services
- The eating disorder regional service was short listed for a Health and Social Care award for the Voices patient group and newsletter
- Working with the University of Northumbria we developed a training and education programme to help people who are deaf to get the mental health services they need
- The gender dysphoria service team now supports more than 100 people across the region
- The Affective disorder service is helping to develop



national treatment guidelines for different affective disorders

- Changes to the psychotherapy service have given local people access to a wider range of treatments and helped to reduce waiting times
- The regional cognitive behavioural therapy service provides a range of training and education and has secured funding to set up new traumatic stress centre for the North East.

Service user representative
Claire Keys with baby Eve and
Beadnell Unit Ward Manager,
Anne Bunting.

Our Staff



Staff who achieved success in the Chartered Institute of Personnel and Development Regional Awards. Pictured from left – Gemma Rutherford, Sarah Carruthers, Vicky Baron, Jason Carrington and Carol Benbow.

Our 7,500 staff are the key to the trust's continued success and we highly prize their skills, experience and commitment to the services they provide

- We work closely with our staff side representatives and have developed new human resource policies and a Staff Charter setting out responsibilities of the trust to its staff, and individual member's of staff responsibilities to the organisation
- A number of new in-house training initiatives have started including a pilot leadership programme
- We won several high profile awards including the Matrix standard achieved by the vocational training team

- at Northgate Hospital. Our work was highlighted as good practice on the Skills for Life website and five staff working in our Human Resources department were shortlisted in the Chartered Institute of Personnel and Development regional awards
- We achieved the Silver Level of the Healthy People Healthy Business Award, run by Northumberland Care Trust
 - The results of the annual staff survey showed that, compared to other mental health and disability trusts

across the country, we are making steady progress in developing NTW as a great place to work

- A corporate communication strategy was approved by the Trust Board
- The trust is committed to providing equal opportunities and managing diversity in employment and the delivery of high quality services.

Public health

We are committed to promoting and protecting the health and well-being of all service users, staff and visitors.

- We have an active infection prevention and control team which works closely with teams from other organisations
- Most of our premises have been smoke-free since July 2007 and the remaining few rehabilitation units went smoke-free in July 2008. Many of our staff have been trained in offering advice to service users on giving up smoking
- We are implementing the national Clean Your Hands campaign.



Members of the Trust Board supporting the national Clean Your Hands campaign.

Research

We believe that research is important for the development of the trust now and in the future, as it helps to provide evidence to support effective services.

- We are continuing to develop our main research projects, including programmes on brain ageing and dementia, child and adolescent research, evaluating new mental health services and neurological rehabilitation research
- We collaborate on programmes led by other organisations including addictions, therapist and health effects on outcome; user centred research, and psychological therapies in health service settings.

Our performance

Our performance in providing services and running the trust is monitored nationally by the annual Health Check carried out by the Healthcare Commission.

The October 2007 rating was the first since the trust was formed, and we scored "good" for the quality of

services and "fair" for our use of resources.

The commission said we provide a good quality of services to patients and manage our finances adequately. More information about the annual Health Check is available from the commission's website [\[commission.org.uk\]\(http://commission.org.uk\)](http://www.healthcare-</p></div><div data-bbox=)

As part of our drive to get genuine public feedback on our services we positively welcome complaints and comments from service users and their families. Last year we received 105 written complaints, of which 84% were dealt with within four weeks.

Our Trust Board

Our Trust Board is made up of executive and non-executive directors led by a non-executive Chairman. Members meet monthly and hold bi-monthly public meetings. The Board is responsible for ensuring that the trust is accountable to the public for the services it provides.

If you would like more information about the Trust or a copy of our full annual report, visit our web site on www.ntw.nhs.uk or contact:

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Copies of the report are available in an alternative language or format on request.

Great start for Foundation Trust



Trust Chairman Jules Preston with Foundation Trust member, Mrs Dorothy Smith.

The Trust has more than 4000 people signed up to help develop services by becoming members of the proposed Foundation Trust.

The Trust's Chairman, Jules Preston, had a special welcome for the 4000th member, Mrs Dorothy Smith, who lives in East Herrington, Sunderland.

He met Mrs Smith, aged 63 – who is a carer – at an information session in

Sunderland Library, one of a number of events to let people find out about the Foundation Trust.

Anyone aged 14 years and over living in Northumberland, Tyne and Wear is eligible to become a member of the Foundation Trust.

Find out more by logging on to our web site on www.ntw.nhs.uk or telephoning the Foundation Trust office on 0800 023 2511.

What's your label?



North Tyneside Elected Mayor John Harrison, who supports the campaign, with Trust Communications Officer, Sharon Brennan.

The Trust's hard-hitting anti stigma campaign has been gaining support throughout the region.

Trust representatives have been out and about promoting the What's Your Label? message to tackle the stigma that can surround mental health and learning disability issues.

Using a series of striking posters, information cards and a web site – www.whatsyourlabel.co.uk – they have been visiting community events, sports centres, colleges, local libraries and shopping centres.

Tackling stigma is a key priority for the proposed Foundation Trust.