

Foundation Trust News

April 2011

Awards night celebration



NTW recently threw an Oscar-style awards ceremony to celebrate its 7,000 staff and volunteers and the sterling work they do in their everyday lives.

Our second annual 'Shining a Light on Excellence Awards' 2010/2011 was held at the Marriott hotel in Gosforth, Newcastle, thanks to the support of sponsors Laing O'Rourke and GT Contracts Limited.

The evening was hosted by the Director of the successful South Tyneside arts venue The Customs House, Ray Spencer, while the winners received their awards from the Trust Chairman, Jules Preston, MBE, and Chief Executive, Dr Gillian Fairfield.

Over 240 nominations for the 13 award categories came directly from the workforce, so people were able to put forward their own co-workers who they thought deserved recognition.

Our staff from Newcastle, Gateshead, North & South Tyneside, Sunderland and the whole of Northumberland were honoured by their colleagues

and the night was an unparalleled success.

Chief Executive Dr Gillian Fairfield said: "These awards aim to reward and recognise those staff and volunteers who make a real difference – every day – to the lives of local people who need the Trust's services."

"So we invited service users, carers, partner organisations and staff to nominate those people they thought deserved a public pat on the back for the work they do."

In the main category of the evening, our Laundry Team from Northgate Hospital won the overall Chairman's Award. The team have been through radical, innovative and transformational change moving from a traditional batch production system to one that embraces lean principles resulting in efficiency, quality and service delivery.

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Shining a light on involvement





Two of our wards in Sunderland, have been awarded the nationally recognised Starwards 'The Full Monty' status within weeks of each other.

The Starwards campaign works with mental health trusts nationally to enhance inpatients' daily experiences and treatment outcomes. Its sole purpose is to improve the quality of life for mental health patients.

There are guidelines for 75 ideas to be implemented by both staff and patients on the wards – The Full Monty award recognises that they've achieved all 75.

Starwards was an initiative developed by London-based service user Marion Janner, whose success in leading the campaign nationwide has just earned her an OBE.

Marion came to Sunderland to award the distinctive Silver Star 'Full Monty' award to staff and patients

on the wards. "Northumberland, Tyne and Wear NHS Foundation Trust has the most incredible reputation nationally as innovators in mental healthcare," she said. "I'm aware of all these initiatives that are going on – and NTW is always leading, always out front; they are always there, trying things out to improve things for the inpatients. When you've reached the standard of excellence, it's good to see it being maintained."

The two wards, Meadow View and Brooke House, are part of our Rehabilitation and Recovery services.

On their wards being awarded The Full Monty, Joanna Bell, ward manager at Brooke house said: "It

was fun and did encourage some very creative thinking, but we eventually did it and we all feel a great sense of achievement."

Amongst the 600 (and rising) number of wards in the country who participate in Starwards, only 18 have won the Full Monty – and three of these are from NTW.

Marion and her support dog Buddy came to the region to personally congratulate the staff and patients on the wards and hand out the distinctive Starwards Full Monty trophy.

New name for children and young people's development at Prudhoe

Ferdene is the new name of the Trust's £27 million development at Prudhoe Hospital, which will provide 40 beds, combining learning disability and mental health care for children and young people.

This will be the first such integrated service of its kind in the UK. The former name of Woodland View has been changed as another learning disability provider recently opened a new unit called Woodlands elsewhere in the country.

Construction work started on Ferdene in October 2009 and work is progressing well. The

timber frames for the single storey residential units, which lie behind this building, have also been completed and mechanical and electrical services are being installed. Ferdene is scheduled to open in July 2011.

The involvement of the young people continues to be a very important part of this project.

Recently, they have been involved in choosing the new name, the design of the bedrooms, the selection of new furniture, the artwork to be incorporated into the new building and updating the innovative DVD, developed by Skills for People, as a way of communicating what they would like in the new building.

Sunderland
services
see stars

Points of You six month report

'Points of You' was created early last year by the Trust's Service User & Carer Involvement workers in partnership with service users and carers in the community. The voice of our patients and carers is increasingly and rightly becoming the most accurate reflection of our performance.

Experience, treatment effectiveness and safety issues are measured routinely from the perspective of the people who receive our services allowing us to monitor the quality with which we deliver and act upon issues that our patients and carers bring to our attention.

'Points of You' represents a formal commitment to measure service experience in accordance with national policy and guidance which increase the emphasis on what really counts when measuring quality.

The 'Points of You' quality evaluation cards were launched at the end of January 2010 across Adult Services. Between February 2010 and July 2010, over 2,000 cards were filled in by service users and carers, across the directorate. We can always

do more to improve the quality of our services but question results are, overall, very positive. A 'Points of view' steering group has been established to evaluate the success and to see how the system can be taken forward.

Please tell us what you think

Are staff kind and compassionate?
Does your living space make you feel safe?
Do you feel involved in deciding what care is best for you?
Are staff non-judgemental, respectful and considerate?
Do staff understand what your life situation is like?
Do staff give you or help you get the information you need?
Do staff recognise and focus on your hopes, talents and goals?

Is there anything about your experience with the service that you found particularly...
Satisfactory?
Unsatisfactory?
Please tell us how the service can be improved.

Thank you for taking the time to tell us your views
If you would like to comment further, please visit www.patienttopinion.org.uk

Trust awarded prestigious information standard

The Information Standard scheme was developed by the Department of Health to help the public identify trustworthy health and social care information easily. At the heart of the scheme is the standard itself – a set of criteria that defines good quality health or social care information and the methods needed to produce it. To achieve the standard, the Trust had to show that their processes and systems produce information that is accurate, impartial, balanced, evidence-based, accessible and well-written.

The Standard allowed our Patient Information Centre to develop a solid framework for producing health information. So anyone in our organisation who needs to produce patient and carer information materials will all follow the same process ensuring consistency, quality and evidence base.

If you would like to find out more about the Information Standard, contact Karen O'Rourke in the Patient Information Centre on 0191 223 2545/46.

One of a kind theatre back in the limelight

The Jubilee Theatre at St. Nicholas Hospital, the last remaining working theatre in a mental health setting in the UK, has been the subject of a recent extensive refurbishment.

It originally opened in May 1890 for staff and patients and was used for shows and dancing with its own

sprung maple wood dance floor, which still exists today.

An impressive display of Doulton tiles by W.J. Neetby surround the stage, and are one of only three sets ever made. The other two are featured in

Harrods Food Hall, London and Blackpool Tower.

The Trust's own Teaching Education Centre now also occupies part of the Theatre space.



“The results are in”

On **29th December 2010**, the Electoral Reform Services (ERS) on behalf of Northumberland, Tyne and Wear NHS Foundation Trust, issued the Notice of Elections for the following constituencies:

- 2 x Public Governors – North Tyneside and South Tyneside
- 2 x Service Users Governors – Older People’s Services and Children and Young People’s Services

The deadline for receipt of nominations was **14th January 2011**. There were 11 nominations received in total, although there were many more enquiries and requests from members who unfortunately were not eligible to stand for election. The Service Users - Children and Young People’s Services vacancy only received one nomination

and the nominee was therefore elected uncontested. The remaining 10 nominations were:

- Public North Tyneside – 4 candidates
- Public South Tyneside – 4 candidates
- Service Users Older People’s Services – 2 candidates

On **3rd February 2011**, the ERS distributed ballot papers to qualifying members with a closing date of 23rd February for the return of the completed ballot papers.

Governors’ news

On **24th February 2011** the ERS reported final results and the four elected governors were appointed to the individual constituencies on **1st March 2011** for a term of three years.

- Public – North Tyneside: **Margaret Chambers**
- Public – South Tyneside: **Jeanette Telfer**
- Service Users – OPS: **Marian Moore**
- Service Users – CYP: **Sophie Woods (uncontested)**

Our Council of Governors - 1st March 2011

Carers

Ann Clark
Adult Services

Norman Hildrew
Adult Services

Janet Fraser
Children and Young People’s Services

George Hardy
Learning Disability Services

Richard Tomlin
Neuro Disability Services

Anneva Spark
Older People’s Services

Local Authority

Mary Foy
Gateshead Council

Liz Langfield
Newcastle City Council

Simon Reed
Northumberland County Council

Mel Speding
Sunderland Council

VACANT
North Tyneside Council

VACANT
South Tyneside Council

Public

Thomas Bentley
Gateshead

Oliver Wood
Newcastle

Margaret Chambers
North Tyneside

Clare Mills
Northumberland

Jeanette Telfer
South Tyneside

Jane Hall
Sunderland

Contact details

E-mail: governors@ntw.nhs.uk

Tel: (0191) 223 2903

Switchboard: 08448 115522

Post: Freepost NTW (no stamp required)

Watch this space for more information on our four new governors in the next issue.

Membership news

Northgate fun and fitness for all

It was a lovely long sunny summer's day involving service users, carers, staff and guests.

Bill Quay Farm Community Association provided the very noisy geese and cutest bunnies and Northumbria Fire Brigade gave advice and demonstrations on fire prevention.



Councillor Ken Brown, The Mayor, His Worship the Mayor of Morpeth opened the event and also signed up for Trust membership along with 44 other applicants on the day. He said, "I've seen many great activities here today. I think it's wonderful how service users can have such an educational day but have it delivered in a way in which is fun for everyone."

Access to important health and wellbeing information was available all day, including mini health MOT's, healthy eating, exercise and weight management advice, as well as lots of fun activities such as Human Football, Tug of War, kite making

and advice on vegetable growing. The music and Zumba dance proved to be very popular. Two service users commented, "I've really enjoyed the inflatable football game and the sunshine has been great" and "This year's event is even better than last year. I've enjoyed the football and seeing the animals from the farm."



Future membership events

- Focus on Dementia
- Service Talk
- Staff Governors' drop-in sessions/coffee mornings
- Time to Change - local events throughout March – October (more information is available on their website: www.time-to-change.org.uk)

Suggestions/ideas for future events are always welcome.

Service Users

Alasdair Cameron

Adult Services

Elizabeth Jewitt

Adult Services

Andrew Davidson

Learning Disability Services

Russell Bowman

Neuro Disability Services

Marian Moore

Older People's Services

Sophie Woods

Children and Young People's Services

Staff

Nigel Atkinson

Clinical

Paul Veitch

Clinical

Alan Currie

Medical

Billy Anderson

Non Clinical

Keeley Brickle

Non Clinical

University

Barry Hirst

Newcastle University

VACANT

Northumbria University

Community and Voluntary

Brendan Hill

Community and Voluntary

Sector – Voluntary

Organisations Network North

East (VONNE)

PCT

Dave Willis

North Tyneside

Patricia Harle

Sunderland Teaching PCT



Focus on...

Eating disorders

North East to see more services for adults with an eating disorder

The region will see an increase in hospital services to support adults with an eating disorder. The Trust's Eating Disorder service based at the Royal Victoria Infirmary in Newcastle upon Tyne – has recently undergone a comprehensive refurbishment and can now care for up to ten patients with complex physical and mental health problems associated with an eating disorder.

Earlier this year concern had been raised locally that the service, which provides treatment to both men and women, would close and services relocated in their entirety to the south of the region.

In a move that will reassure their existing and potential service users – the Trust has announced that eating disorder services will not only continue to be provided at the RVI, but that they will look to extend its capacity from 5 to 10 beds. The Board of Directors believe that we can and should continue to offer an excellent service, which meets the needs of those who suffer from eating disorders both locally and across the region. In doing this, the Trust

believes that it can complement services offered by other providers across the Region.

Dr Gillian Fairfield, Chief Executive commented: "Demand for such specialist services remains high with statistics showing that eating disorders are on the increase. There is also limited access to this type of service elsewhere in the UK. Our Trust has an excellent and expert team and we believe we should harness this expertise and knowledge to ensure that people with an Eating Disorder can access the service that they need."

"These additional beds will be available to both local people and patients from elsewhere in the country depending on demand."

Mr Jules Preston MBE, Trust Chairman added: "On behalf of our service users and staff, we're delighted that we have been able to make this announcement. The Eating Disorder unit has a national reputation for providing an excellent service."

"The additional beds will also help to provide choice for patients in a location where they would prefer to be treated."

An existing service user also commented: "The Eating Disorders Service at the RVI is an excellent facility with a very experienced multi-disciplinary team currently providing five inpatient beds, an outpatient service and links to an acute medical ward within the RVI."

"The unit is located in central Newcastle with excellent transport links and shops, cinemas and parks within walking/wheelchair distance. The unit is based on a general medical hospital site, thus avoiding the mental health stigma which is vitally important to service users and carers alike, we were so pleased to hear that the unit was staying open, it's wonderful news."



The Richardson Eating Disorders Service (REDS) Team
E-mail REDS@ntw.nhs.uk for more information

Update on...

Proposed transfer of Ward 21, North Tyneside to St George's Park, Northumberland



An 'Open Day' took place for any interested parties on Wednesday, 23rd February. Guests arrived by mini bus from North Tyneside and met staff in the on-site community centre. A range of staff from St George's Park described the role of their teams and the facilities available to service users. A lively question and answer session followed before the group split into two for a tour of the main hospital facilities. On return to the community centre for lunchtime refreshments the group offered their comments on the proposed transfer and their impressions of St George's Park, some of which are outlined here.

"Seems to be very calm and would reduce my distress if hospitalised here. Thank you for organising things. Also, please thank all the other participants for giving their time. My concerns were addressed and I fully support the proposed move."

North Tyneside Service users

"Very impressed!"

"The visit made me a very happy person. It adds an offer of security. If you ever fall ill you know there is somewhere to come to where you'll be looked after."

**Interested party/
family carer**

"From being very 'anti-closure' of Ward 21, I have become a convert. Apart from the name (St George's Park) the facilities are first class – staffing ratios and service provision. Obviously transport is going to be an issue. However, the single room ensuite provision and calm atmosphere in the 'wards' and the very pleasant grounds, can't be anything but an assistance to recovery."

"Very worthwhile visit. Would be very beneficial for Mental Health workers to visit and be able to reassure service users of the positive environment being delivered at St George's Park."

Nomad E5 representatives

Have your details changed?

Have you:

- got married or changed your name?
- moved house or got a new address?
- changed your landline number?
- got a new mobile number?
- changed your e-mail address?
- now got an e-mail address?

If any of the above has changed, please let us know so we can continue to send you timely information about the Trust.

When possible, e-mail is our preferred choice of keeping in touch with our members, especially when considering our environment. If you have previously received information by post and now have an e-mail address, please consider sending it to us as an alternative method of communication.



Diary of events

Public Meetings

Annual Members' Meeting

Wednesday 28th September 5.00 to 7.00 pm

Board Meeting (Private and Public)

Wednesday, 30th March 11.30am to 1.00 pm
at Walkergate Park (to be confirmed)

Council of Governors' Meetings

Thursday, 14th April 2.00 to 4.30 pm

Thursday, 14th July 2.00 to 4.30 pm

Thursday, 10th November 2.00 to 4.30 pm

(For venue information, please check website or call the Membership Office on 0191 223 2468)

Service User/Carer Forums/Networks

North Tyneside: 3rd Thursday in month 1.30 to 3.00 pm at Linskill Centre, North Shields

NTW User/Carer Network: 3rd Friday in month at Tom Carpenter Centre, Newcastle

South of Tyne Carers Network and North of Tyne Carers Network: for more information contact Helen Chandler on 0191 223 2214

Workshops on mental health issues for Carers in South Tyneside

4th May, 15th June, 20th July, 31st August.
For more information contact Kelly Black on 0191 451 6405.

Contact details and useful numbers

Membership Office	0191 223 2468
Switchboard	08448 115522
Membership enquiry	members@ntw.nhs.uk
Contact a governor	governors@ntw.nhs.uk
Staff Governor Forum	NTW Staff Intranet – Discussion Forums
Website	www.ntw.nhs.uk
Freepost address	Membership Office, FREEPOST NTW (no stamp required)
Pharmacy Helpline	0191 223 2679 (charged at local rate)
Discount Information	www.mediccarehhs.co.uk Freephone 0800 783 8595 www.redquava.co.uk

Membership discount card

This benefit, previously only available to NTW staff, has been extended to all NTW members. A list of organisations offering discounts and details may be accessed from our website but if you would prefer to receive an e-mailed or hard copy, please contact the membership office. More information is also available at www.mediccarehhs.co.uk or call Freephone 0800 783 8595.

Other discounts available from: Red Guava Benefits Scheme

UserName: Foundation
Password: Member

In the next issue:

- Royal Wedding celebrations
- Shine a Light Awards Winners
- Our newly elected Governors
- Focus on (suggestions welcome)
- Time to Change news/update
- Red nose day antics

