

Foundation Trust News

Issue 10 Autumn Edition - September 2012



Going for Gold in our GOVERNOR ELECTIONS

Who will be your winner?

We need your votes! - THREE YEARS ARE ALMOST UP
Prospective Governors – nominations must be received by FRIDAY, 21ST SEPTEMBER.

Members - Look out for your voting papers arriving through your letterbox in OCTOBER.

Dear Member,
We all use the expressions "where has the time gone" or "is it really 3 years already?" but that is exactly the situation we find ourselves in. In December this year it will be 3 years since the Trust became a Foundation Trust and it is therefore 3 years since we had our first elections leading to the formation of our Council of Governors.

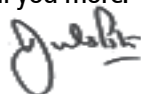
There has been some turnover of membership but around 50% of those first elected are coming up for re-election. I am delighted to say that all have enjoyed the experience so much (my words, not theirs) that they will all be standing for re-election. That is not to say that we cannot welcome new members. For one thing we are likely to be wanting additional public members and for another it is always useful to find new members of the Council who would bring a fresh outlook on our work.



Governors achieve a lot. Currently they contribute to our business plan, they visit our wards, they review our performance, they appoint the Chairman and our external auditors and much else. From April next year, Governors will have new powers which will see them having additional responsibilities. Being a Governor is an important role and one that I particularly value, given that Governors are all volunteers.

I know from my one to one conversations with them that they find the role interesting and rewarding. If you wish to be involved then please contact our membership office on (0191) 223 2468 and we can tell you more.

Best wishes,



Jules Preston, Chairman

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PLUS

Trustwide latest news
Staff news
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Service Users' SLICE

DID YOU KNOW?

Our NHS Trust has seven main hospital sites stretching from Northumberland down to Sunderland – can you name them all?

Answer on page 3

ALL OF OUR **MEMBERS** ARE INVITED TO ATTEND OUR **ANNUAL MEMBERS' MEETING** ON 26TH SEPTEMBER (see page 6)

Shining a light on involvement

Trust News, Staff News and Updates



Memory Protection Service (MPS) now open

This new service, based at Monkwearmouth Hospital, was officially opened by Jules Preston, Trust Chairman, on Wednesday 18th July, in the presence of staff, governors and representatives from local authorities.

Currently there are 800,000 people in the UK with dementia and it is predicted that by 2021 this number will have risen to one million. Only 43% of people with dementia in the UK receive a diagnosis. MPS are aiming to increase the number of people with dementia receiving appropriate diagnosis, by the introduction of this new dementia service for Gateshead, Sunderland and South Tyneside at clinics in Blaydon, Cleadon, Houghton and Pallion.

The service will respond promptly and work flexibly to aid the identification of people with early stage dementia who have mild memory problems.

Work is underway at new hospital in Sunderland

A turf cutting ceremony took place on 28th June to mark the official start of the construction, which is being built on the former Ryhope Hospital site in Sunderland. The new 122 bed mental health development is part of a £68 million investment by the Trust to improve patient accommodation.

Jules Preston, Trust Chairman said, "One of our aims is to provide first class care in first class accommodation for all our service users and staff. The need to improve our mental health facilities for people in Sunderland and South Tyneside has long been recognised, so this is a tremendous step forward towards achieving this aim." Norman Hildrew, (pictured on back page) a carer representative involved in the planning of the new hospital, and who is also a Carer Governor of the Trust, performed the turf cutting. Norman said, "The turf cutting may only be a symbolic act but it is a massive milestone for all those who have been waiting so long for a new hospital."

The Trust is presently consulting staff and service users on a new name for the hospital, which is planned to open in the summer of 2014.

The £68 million investment in new patient accommodation will also see a new 24 bed dementia care unit being built at Monkwearmouth Hospital for Sunderland and South Tyneside residents. Construction of this unit will start in September and is due to be completed in October 2013.

The Trust's new state of the art facilities will replace outdated accommodation at Cherry Knowle Hospital in Ryhope and Palmer Hospital in Jarrow. The construction work, being carried out by Laing O'Rourke, will provide employment for between 250 to 300 people.

Veterans' Wellbeing Assessment and Liaison Service launched

The Veterans' Wellbeing Assessment and Liaison Service (VWALS) has now launched and will run as a pilot for 12 months. The service provided is a partnership between Northumberland, Tyne and Wear NHS Foundation Trust, Tees, Esk and Wear Valleys NHS Foundation Trust, Combat Stress and the Royal British Legion. VWALS is a new mental health and wellbeing service to support veterans and their families in the North East. For the very first time, it will provide a single point of access to the range of mental health support services which already exist across the region, making it much easier to get signposted to the right help and support.

For more information visit www.northeast.nhs.uk/VWALS



Winning designs in staff uniform design competition



Bags by Julie Leonovs



Scarf and tie by Alissa Harrison

Awards Shining a Light Top Awards

The Trust's third annual 'Shining a Light on Excellence Awards' evening was held at the Hilton Gateshead/Newcastle Hotel in March 2012. Finalists represented the very best of Northumberland, Tyne and Wear NHS Foundation Trust.



Jules Preston and Dr Gillian Fairfield said, "Every single team has gone that extra mile to provide excellent care to the people who use our services, their carers or to work colleagues. It is a huge privilege to be Chairman and Chief Executive of one of the largest mental health and disability trusts in the country. The Shining a Light on Excellence Awards are the perfect way of publicly thanking our staff for all their hard work and commitment.

The winners (pictured above) were

Clinical Team of the Year: Westbridge Hostel and Urgent Care In-Patient Team (Joint winners);

Clinician of the Year: Julie Young, Ward Manager, Druridge Ward;

Healthcare Worker of the Year: Elsa Jackson, Healthcare Assistant;

Service Users & Carers Involvement Award: Young People's Project Design Team;

Making a Difference Award: Brian Allen, Chaplaincy Team Leader;

Learning and Development Award: North of Tyne Behavioural Analysis & Intervention Team;

Behind the Scenes Award: Julie Tuck, Office Manager, Clarendon;

Support Team of the Year: Mental Health Act Team;

Partnership Working Award: Sunderland Primary Care and Wellbeing Service;

Innovation Award: Newcastle Children and Young People's Service, Autism Diagnostic Team;

The Big Idea-Improving Quality and Performance across NTW Award: Service Model Review Group;

Volunteer of the Year and Chairman's Award: Ron Harnett;



Unsung Hero Award: Terry Mann (received posthumously, as Terry sadly passed away suddenly in October 2011).

In Memoriam

One of our valued former volunteers, Jim Fergus has sadly lost his battle with cancer and passed away on 13th July 2012.

Jim originally volunteered as a Service User Representative in 2004 but is best known for his outstanding voluntary contribution in the shop at St Nicholas Hospital. Jim helped to oversee three relocations of the shop over the years and a change of management to the Catering Department in 2011.

During his short time in the new shop facility, Jim battled to come to work to

support his colleagues and volunteers, whilst receiving medical treatment. His personal aim was to ensure patients received what they needed to make their stay more comfortable.

Most importantly, Jim will always be remembered as the friendly face in the shop. He will be sadly missed by many. Our staff and volunteers feel that they have lost a good friend rather than a colleague.

A Special 'Thank You' to Sandra Leslie,

Receptionist/Admin worker at Benton House, for all your hard work around membership recruitment. Your efforts are very much appreciated.

Answers (from front page):

In Newcastle:
St Nicholas', Walkergate Park

In Northumberland:
St George's Park, Northgate, Ferndene (old Prudhoe Hospital)

In Sunderland:
Cherry Knowle, Monkwearmouth

Governor Elections 2012

The Trust's Council of Governors is made up of elected members of the public, service users, carers and staff, as well as appointed people from partner organisations such as universities, local authorities and voluntary services. The Council of Governors represent the interests of the local community and is involved in deciding the strategic direction and development of the Trust.



Elected governors are appointed for a fixed period of three years. After this period, governors have the option to either stand-down or run to be elected as a governor for a second term.

We are now nearing an election period and looking for governors to fill 20 vacancies, comprising service users, carers, staff and public constituencies.

The election period begins in September and closes at the end of October, with outcomes in November. Elected governors will be appointed on 1st December. We will publish the results in the next issue of our FT members' newsletter. Alternatively you will be able to see a full list of our newly elected governors, their profiles and contact information at www.ntw.nhs.uk.

Governor vacancies x 20

Public constituency

- 1 x Gateshead
- 1 x Newcastle and Rest of England/Wales
- 1 x Northumberland
- 1 x Sunderland

Service Users constituency

- 2 x Adult Services
- 1 x Learning Disability Services
- 1 x Neuro Disability Services
- 1 x Children and Young People's Services

Carers constituency

- 2 x Adult Services
- 1 x Children and Young People's Services
- 1 x Learning Disability Services
- 1 x Neuro Disability Services
- 1 x Older People's Services

Staff constituency

- 2 x Clinical
- 1 x Medical
- 2 x Non Clinical

Please note that three of our Governors still have a further 18 months to run, as follows:



Marion Moore
Service Users
(Older People's Services)



Margaret Chambers
Public
(North Tyneside)



Jeanette Telfer
Public
(South Tyneside)



Interview with our Lead Governor

NAME: **Richard Tomlin**

CONSTITUENCY: **Carers - Neuro Disability Service**

What do you hope to achieve?

What unites us all as Governors is the desire to ensure the Trust delivers the services people need, to the highest standards, when and where they need them. The Trust is going through a huge process of change to achieve this against a harsh financial background. We have challenged and will go on challenging the Board and senior managers to demonstrate that the new structures and ways of working they are developing will actually do what it says on the tin: right service, right place, right time. As service users at Walkergate Park will know, there is a full scale review taking place at the moment. Russell and I, as Governors elected from the Walkergate Park community, will be following this very closely to make sure the voices of service users and their carers are heard and that the needs of service users continue to be met. Change is unavoidable in this life, but it has to be carefully thought through. A key element for me will be to ensure that services provided by NTW are properly integrated with other services and people don't feel confused or abandoned when they move on from Walkergate Park.

What have been your experiences so far?

The 30 months since becoming a Governor have flown by. Finding myself Lead Governor of one of the largest providers of mental health services in the country was quite a surprise; I have learned a huge amount in a short time. Getting involved in some of the work supervising the use of powers under the Mental Health Act – when people are 'sectioned' – was a completely new experience. It has enabled me to see at first hand the care and dedication of many NTW staff helping vulnerable members of our community and their families to deal with incredibly difficult experiences in their lives.

What do you think about the benefits of having Governors?

The majority of Governors are elected by Trust members. We don't have any special qualifications or expertise; that is what the Trust Board is for. What we bring as Governors is the daily experience of living with health problems as a result of which we depend on services provided by the Trust, or of caring for someone who does. Almost always in NTW these are long-term conditions which have a huge impact on the course of our lives. Without Governors, that lived experience would not be heard loud and clear at the top level of the Trust. It can sometimes be hard to see how we impact the real world on a ward or in a clinic, or to point to specific instances of things we changed, but having us there as a Council of Governors, not just another group to be consulted but actually holding the Board to account, does make a positive difference to how the Trust approaches the issues facing it.

What advice would you give to a member who is considering becoming a governor?

Go for it! Expect a day a month to be taken up with meetings; if you have more time to give, there are sub-groups on certain topics, visits, and plenty else in which you can get involved. Don't be put off by the meetings. They can be quite formal at times, but you will get all the training and practical help you may need to take part effectively. Expenses are fully reimbursed including taxis fares if required. It can be emotionally demanding discussing things that have affected your own life, but that is the knowledge and insight Governors bring and which adds to the quality of care the Trust delivers now and into the future. For me it has been one of the more worthwhile experiences of my life.

Why did you become a Governor?

My wife has MS. We are 25 years into it. Along the way we have experienced the best the NHS has to offer – wonderfully skilled and caring individuals – as well as the often demoralising struggles with the system to get what we need in order to move on with our lives. Anyone with a long-term condition will know what I mean. I became a Governor to fight for an NHS that responds to the whole person, not just to a set of symptoms, and to get recognition for the needs of carers.

What extra responsibilities do you have as a Lead Governor?

Officially, there are two parts to the job. I chair the Nominations Committee which appoints the Chair and Non Executive Directors of the Trust. We inherited a strong Board, but I think we have made the Board stronger and better equipped to confront the challenges facing the NHS. The other part is to be the link to Monitor, the Foundation Trust regulator, to step in should things go badly wrong with the running of the Trust. I'm happy to say I've been totally redundant in that part of the job!

Unofficially, I have worked closely with the Trust Chairman to develop the role of the Council of Governors. Being the very first group of Governors, we started out knowing nothing about how the Trust is managed or what Governors are supposed to do; and the Trust's managers started out knowing nothing about us and what we might be able to contribute. It hasn't always been easy, but we have come a long way. Governors now play an important role in the governance of the Trust, and I hope the next Council of Governors will develop their role further, building on the foundations we have laid.

Members' News and Events



Happy Jubilee Celebrations at North Tyneside Disability Forum on 1st June attracted 22 new members. The *Happiness Is...* Competition Winner Carl McVay, received a Metro Centre shopping voucher and Runner-up Susan Proctor received an NTW goodie bag, presented by Margaret Chambers, North Tyneside Public Governor (pictured above).

The Annual Newcastle Pride Event on 21st July

July was bathed in a huge rainbow of happiness and sunshine, with *Happiness Is...* Competition Winners: Elly Rewcastle (pictured right) who picked the 'secret card' on the day and Kirsty Henderson for her *Happiness is...* caption, both receiving Metro Centre shopping vouchers.



Tell us what you would like.

To help us plan future member events, please let the Membership Office know what you would find useful and interesting, eg, sessions to find out more about particular conditions, medication management or events focusing on staying healthy and boosting wellbeing. The Membership team are also happy to come to talk with community, youth or social groups about getting involved with our Trust.

For more information, please contact the Membership Office on (0191) 223 2468.

Service Users' Slice

Cakes fit for a Queen

Jubilee Celebrations were held at THE JUBILEE THEATRE in St Nicholas' Hospital, Newcastle on 31st May.

A panel of six judges, including Gillian Fairfield, Chief Executive and Jules Preston, Chair of the Trust, had the difficult task of choosing between the 46 fantastic jubilee-themed cake entries. Dr Fairfield said "I literally feel

blown away by the entries; the effort that has gone into each of these cake creations is extraordinary. I am so proud of everyone's efforts and the cakes are absolutely stunning".



1st place: Heather Smith, Staff Nurse, Ward 10, Northgate Hospital



2nd place: Bede 2 Ward, South Tyneside



Joint 3rd place: The Grange, Benton and Anna Lucas, Northgate Hospital



Staff and patients also celebrated the Queen's Jubilee with a big party in the grounds of Northgate Hospital in Morpeth. Tracy Miller, Day Services Manager said "The patients and staff enjoyed the day and all in all we achieved celebrating the Queen's Diamond Jubilee in the way we set out to." Staff spent the morning preparing for a good old fashioned party tea, setting up tables, putting up bunting that the clients had made and blowing up balloons.



Olympic Style Special Week

A fun-packed Northgate mini-Olympics also took place 23rd to 27th July.

The week rounded up on Friday with a cross country event in the morning and a presentation ceremony and buffet in the afternoon with James Duncan, Deputy Chief Executive presenting medals in the sports hall.



DATES FOR YOUR DIARY

Our Annual Members' Meeting

will be held on **Wednesday 26th September** at The Gosforth Marriott Hotel, Gosforth, Newcastle. For details, telephone Fiona Kettle on: (0191) 223 2694.

World Mental Health Day celebrations

Newcastle – Saturday 6th October – Monument, Newcastle, 10.00 to 4.00
North Tyneside – Friday 12th October – North Tyneside Disability Forum, Shiremoor, 11.00 to 3.00

Next Council of Governors' Meeting

at Walkergate Park on **Thursday 8th November** from 10.00am to 12.30pm. Telephone (0191) 223 2903 for confirmation and venue details.

Carers' Corner

Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.

Newcastle

Carers Centre Newcastle celebrated their 8th birthday back in April and are working with and supporting more carers than ever before. The Centre offers 1-to-1 carer support, information and guidance, mediation and advocacy, counselling, activities and events, complementary therapy, training and carers groups.

Katie Dodd, Chief Executive, believes that the way to measure an organisation's success is by asking, "are we making a difference?". A carer recently said to Katie, "the Centre has given me my life back and I am enjoying life again" and therefore based on comments such as this, Katie believes the Centre is making a difference to carers' lives.

The Centre is based at 6 Saville Place, Newcastle, NE1 8DQ. Contact telephone: (0191) 260 3030, e-mail info@carerscentrenewcastle.org.uk, or visit www.carerscentrenewcastle.org.uk.

Also in Newcastle is **Shared Lives**, a scheme where adults with learning disabilities are matched with carers so that they can maintain their independence and lead the life they want. All Shared Lives Carers are given training and paid an allowance for the support they provide. For information about becoming a Shared Lives Carer, call: (0191) 278 8106.

Sunderland

The **Sunderland Carers' Centre** has recently moved to new premises in Thompson Park (the site of the old nursery), Thompson Road, Southwick, Sunderland, SR5 1SF. Telephone (0191) 5493768. Web: www.sunderlandcarers.co.uk.

The new premises have been refurbished and offer carers a welcoming and safe place to drop in and take advantage of their extensive information library. The building sits in its own grounds within Thompson Park and, weather permitting, will give carers extra space to find some peace and recharge their batteries!

Although the centre has moved, it is still business as usual for the outreach support it provides to carers. If carers find it difficult to get to the centre, workers can visit carers at home or places near their home.

Group support for carers of people with mental health problems will also continue as normal, every Tuesday morning at the new Carers' Centre premises from 10.30 am–12 noon and the last Friday of every month at the Galleries Day Unit, Washington, NE38 7SD, from 1.30–3.30pm.

Congratulations to the Centre's three new graduates

Lynn Brettwood, Vicky Donnigan and Diane Kirtley, Carer representatives (pictured), have graduated from their 'Introduction to Leadership for Users, Carers and Advocates' training programme and celebrated by attending Teesside University for their graduation ceremony back in March with the help of family and friends. Supporting carer reps is important so carers have a voice in influencing policy and developing services for people they care for and for themselves as carers.



Gateshead

The **Gateshead Mental Health Carer Involvement Group** (pictured) was also shortlisted in the **Trust's Annual Shining a Light on Excellence Awards 2012**.

The group was established in 2009 to bring partners together from across the locality and NTW pathway, to improve services offered to carers of individuals with mental health problems. NTW, PALS, Crossroads Care Gateshead and Gateshead Social Care Staff all work together to raise awareness of the needs of carers and to promote carers as equal partners in care.



Carers' Corner

A Carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability.



Do you have a smart phone?

You can find out more about our Trust by scanning the code below.



Crossroads Care sponsored walk

To raise awareness of carers living in rural areas, four staff members from Crossroads Care, Gateshead completed a 7 day gruelling sponsored walk of the Hadrian's Wall Path from Bowness-on-Solway to Tyneside during Carers Week in June 2012 and managed to raise close to £5000. After the first 33 miles, they were joined by a group of young carers and other team members on Day 5, who successfully completed the remaining 8 miles with them (plus blisters) before later celebrating at a party in Segedunum.

The North Tyneside Adult Carers Strategy was officially launched by Elected Mayor, Linda Arkley, during National Carers' Week, at an event on 20th June held at the Saville Exchange. A commitment was made by key professionals to improve recognition, support and services for carers across the borough. The strategy, which was informed by carers, contains 10 priorities for carers in North Tyneside. Lots of positive feedback has since been received and work has now begun on some of the tasks from the action plan. For more information, visit www.northtynesidecarers.org.uk or tel. (0191) 643 2298.



Wards 1, 2 and 3 of the Bede Wing were presented with the distinctive Starwards Full Monty trophy at an awards ceremony on Friday 6 July 2012.

Carers' Coffee Mornings

Come to South Tyneside BEDE WING Mental Health Carers' Support Service (MHCSS) Carers' Coffee Mornings at The Bede Wing of South Tyneside District General Hospital, NE34 0PL on **Thursdays** in the Lounge at Bede 2 from 11.00 am to 12.00 noon.



ALL CARERS ARE WELCOME - Please ask staff for details.



Norman Hildrew, (pictured,) a Carer representative and a Carer Governor for the Trust in Adult Services, performed the turf cutting at a ceremony on 28th June, to mark the start of construction of the Trust's new hospital in Sunderland. (More on page 2).

If you would like to receive regular copies of this newsletter, become a member! Either visit our website, www.ntw.nhs.uk, e-mail members@ntw.nhs.uk or complete this request slip to receive a membership application form.

Name:Address:

and send to The Membership Office, St Nicholas Hospital, NE3 3XT, FREEPOST NTW MEMBERSHIP (no stamp required)