

Membership news Autumn 2016

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We are “Outstanding” CQC Inspection Results - see inside for full details!

Governor Elections 2016 Could you be a NTW Governor?

A **Council of Governors** is made up of elected volunteers and appointed Governors. They have a duty to “hold the Non-Executive Directors, individually and collectively to account for the performance of the Board of Directors”, as well as representing the interests of the members of the Trust as a whole and the interests of the public.

Governors therefore have an important role to play in an NHS Foundation Trust.

It's that time of year again, where governor vacancies arise and members have the opportunity to put themselves forward to stand in the Governor Elections.

Service User – Children and Young People's Services
Service User – Older People's Services
Carer – Older People's Services
Public – North Tyneside
Public – South Tyneside





Trust rated 'Outstanding' by the Care Quality Commission (CQC)

The independent regulator of health and adult social care in England published its findings at the beginning of September in the form of 15 core service reports and an overall report, which rated us as 'Outstanding', the best possible outcome. All of the individual service reports were also either 'Outstanding' or 'Good'.

Nationally, we are one of the first NHS providers of such services to receive an Outstanding rating.



John Lawlor said: "We're delighted that the contribution our staff make to the lives of those we serve has been recognised by this 'Outstanding' inspection report. We are very proud of our staff and the professional and dedicated way in which they support service users; working with them, family members and carers to shape services.

"We know that we don't always get things right. We are not complacent; we listen when we get things wrong and work to ensure that improvements are made. This is reflected in our CQC report.

"No other NHS provider of similar services has been given an Outstanding rating before today – it's all down to our staff, service users, carers and partners.

"Our aim as an organisation is to improve the wellbeing of everyone we serve through delivering services that match the best in the world. This report shows we are making real progress."



Hugh Morgan Williams said: "The CQC inspection of our services, carried out in June, was truly comprehensive; involving staff, service users and carers. The inspectors visited the full range of our services, including mental health, learning disabilities and neurorehabilitation, both inpatient and community. It is wonderful that inspectors judged that we should be one of the first such NHS providers in the country to be rated as Outstanding.

"This rating is a tribute to all of our wonderful, dedicated, staff and I am very proud to be Chairman of an organisation which places patient care at the centre of everything we do. We must now look to the future, without complacency, and continue to work with service users, carers and our partners to strive to deliver world class care."

The inspection reports are available from the CQC website at: <http://www.cqc.org.uk/provider/RX4>

Team from India visits Regional Communication Aid Service at Walkergate Park

Four staff from Christian Medical College, Vellore, India visited Walkergate Park in September to learn more about prescribing communication aids and how to help someone develop their skills once they have the appropriate equipment.

The College provides a wide range of rehabilitation services for people across India and often treat patients with complex disabilities, many of whom now need communication aids. Staff at the Indian hospital have had little training in this and approached the team at Walkergate Park to help them.

The Regional Communication Aid Service at Walkergate Park aims to improve the independence of people of all ages who experience severe communication difficulties, through the provision of specialist services for Alternative and Augmentative Communication (ACC) aids.

Advanced occupational therapist, Heather Scorfield, said: "We are delighted to help out our colleagues from India by showing them what sorts of aids are available to help those with communication difficulties. Sharing information and best practice in healthcare is always an honour and we are delighted that Christian Medical College have picked us out to share our expertise."



In June we celebrated winning a prestigious award from the Chartered Institute of Personnel and Development (CIPD) for our work in employee engagement.

Lisa Crichton-Jones, Executive Director of Workforce and Organisational Development said: "I'm so proud of all the hard work undertaken by the team. To even be shortlisted is a wonderful achievement and I'm absolutely delighted that we have won this prestigious award."

The annual CIPD North East of England HR&D Awards recognise and celebrate outstanding HR&D achievements, share best practice and inspire future practitioners. We were the winner in the employee engagement initiative category for work introducing new staff engagement events called 'Speak Easy' which encourages staff to get together and talk about things that matter, what they do well, what needs to change, to listen to each other and to find ways to move forwards, together.

The intention behind the Speak Easy events was to move away from a top down approach to one where decision making is devolved locally to teams. Feedback has shown success as there has been a demonstrable increase in the Trust being recommended as a good place to work.

The judges also highlighted that we have embraced social media to promote our work and as such now have a following of almost 6,000 people on our Twitter account, which is the largest following for an NHS Trust in the region.



Flying the flag for Pride

We showed our support for the Lesbian, Gay, Bisexual and Transgender (LGBT) community by flying a rainbow flag at St Nicholas' Hospital in Newcastle.

The flag was flown during Newcastle Pride 2016, a three day celebration which took place in July.

Christopher Rowlands, Equality and Diversity Lead, said: "We seek to challenge the impact of homophobia, biphobia and transphobia, and work to help reduce significant health inequalities faced by LGBT people. We want to be a Trust where we ensure that LGBT people's voices are heard and that those voices influence and shape how we deliver services and how we operate as a workforce."



Tanya Pretswell, our Staff Side Secretary from Unison, said: "Unison and the other trade union movements in staff side are committed to the fight for equality and to challenging homophobia, biphobia and transphobia, not just in the workplace but throughout society. We are pleased to be working in partnership with NTW to move their equality agenda forward ensuring positive outcomes for both staff and service users; to support the LGBT community and in the 'flying the flag for PRIDE' event."

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Tel: 0191 245 6827, E-mail: members@ntw.nhs.uk
or Post: FREEPOST NTW MEMBERSHIP (no stamp required)

ELECTIONS 2016 Nominations are now open

We have the following vacancies for the next round of Governor Elections:

Service User Governor - Children and Young People's Services

Service User Governor - Older People's Services

Carer Governor - Older People's Services

Public Governor - North Tyneside

Public Governor - South Tyneside

Term of office for all five vacancies is three years, commencing 1 December 2016

Throughout October and November, members registered in these five constituencies will be invited either by email or post to nominate themselves, as well as to vote for the governor they wish to represent them on the Council of Governors.

Not sure? Need more information? For an informal chat and/or to receive a copy of our booklet, A Guide to becoming an NHS Foundation Trust Governor, please contact the Membership Office: 0191 245 6827 or wendy.pinkney@ntw.nhs.uk or Membership Office, FREEPOST NTW (no stamp required) or visit: www.ntw.nhs.uk/getinvolved and follow the link to Elections 2016.



This year the Annual Members' Meeting had a strong focus on Carers. A number of presentations, stalls and informative pieces in the magazine served to highlight the carers' involvement in the day-to-day work of NTW. Over the past 16 years I have been involved with ongoing improvements in carer engagement. The family carers have given their time and energy to improve the system so that those who use the services can have a better experience than 16 years ago.

Great progress has been made together, by engaging with all ranks of staff, testing changes, learning from the things that go wrong and improving as we go along. The task is ongoing and there is still much to achieve but together we will attain our aims.

Margaret Adams, South Tyneside Public Governor/
South Tyneside Carers Association Trustee



Contact your Governor

Email: governors@ntw.nhs.uk

Freepost address: FREEPOST NTW MEMBERSHIP
(no stamp required)





Two Kindle Fires have been won by two new members who signed up during June and two runners-up have received Trust goodie bags.

Roz Gay (pictured), a new member of staff based at Walkergate Park, was delighted to receive the good news on her return from annual leave.

Runner-up Ellie Charles from Hopewood Park received a goodie bag.

Scott from Northumberland won a Kindle Fire after signing up as a new member in June.

Jason, also from Northumberland, received a Trust goodie bag.

NEWCASTLE PRIDE 16/17 July 2016

What made our new members happy? 300 new members signed up during this fun, sunny but very windy weekend celebration and the 'Happiness is' competition winner is Dorothy Gilbert, who received a Kindle Fire. The winner was randomly selected by the Trust's Chief Executive John Lawlor.



If you are, or have been, a Service User of our Children and Young People's Services or Older People's Services in the last four years, have been a Carer of a Service User of our Older People's Services during the last six years or you are a public member living in North or South Tyneside, you will soon receive information about how to stand in the Governor Elections and how to vote.

Your vote is important, please don't waste it.



The Trust held its Annual Members' Meeting on Thursday 28 July at the Gosforth Marriott Hotel which provided the public with an opportunity to meet Trust Governors, members of the Trust Board and staff.

The theme of the meeting was how carers, service users and staff can work together to improve care and make sure services are delivered in the best possible way. Almost 300 people attended the public meeting which also contained a large marketplace of stalls showcasing many of the Trust's services where staff were on hand to answer questions and provide information.



As well as approving the Trust's annual report and accounts those who attended the meeting were also provided with a copy of the Trust's annual magazine which is also available to download from the Trust's website.

The Adult Autism Spectrum Cohort - UK (ASC-UK)

Very little research has focused on the life experiences of adults and older people on the autism spectrum, and how these can be improved. To address this we are creating two research groups. A group of adults on the autism spectrum, and a group of relatives of an adult on the autism spectrum.

So far over 600 adults on the autism spectrum, and more than 180 relatives have joined. If you would like to join or have an idea about how to inform more relatives and adults of the opportunity to join, please get in touch.

This is a unique and exciting national study, led by the Newcastle University Autism Research Team, with Northumberland, Tyne and Wear NHS Foundation Trust. For more information, or to join please contact us.

Website: www.autismspectrum-uk.com; Tel: 0191 282 1380; Email: adultautismspectrum@ncl.ac.uk



The Tyneside Recovery College has come together with Launchpad and many other voluntary sector colleagues to create an exciting, innovative and responsive mental health collaborative by, and for, service users and carers. ReCoCo: the Recovery College Collective.

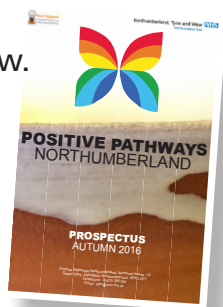
This term they are running plenty of creative activities, performances and exhibitions to complement the courses and workshops that they offer to support your recovery from mental illness, trauma or distress, substance misuse or life struggle. The Recovery College is peer led and peer run. This means that everyone who works at the college has their own lived experience of recovery and survival.

All courses are free and open to anyone who would find them helpful in their recovery or to anyone who might find them beneficial to their wellbeing.

For more information please contact us on:
Tel: 0191 261 0948
Email: info@recoverycoco.com
Website: www.recoverycoco.com

Positive Pathways Northumberland Recovery College

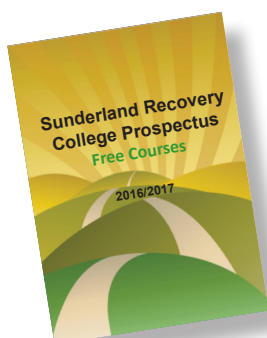
The autumn prospectus is out now. To find out more information about the courses on offer, or to book a place on a course telephone: 01670 395 760 or email: PPN@ntw.nhs.uk



Sunderland Recovery College

The 2016/2017 prospectus is out now.

To find out more information about the courses on offer, or to book a place telephone 0191 553 2255 or email info@sunderlandrecoverycollege.org www.sunderlandrecoverycollege.org



Service user news



World Mental Health Day

This year, **North Tyneside World Mental Health Day** is being held on Friday 14 October from 11am to 5pm in the Crescent Club, 1 Hudlestone Street, Cullercoats, NE30 4QS. The theme is "Where to Turn?" The aim of the day is to reduce the inequalities people face when experiencing mental health issues. It will be fun and informative for all participating.

South Tyneside World Mental Health Day

will take place on WMHD day itself (Monday 10 October) at the Westoe Crown Hub, Sea Winnings Way, South Shields NE33 3PE, from 10am to 4pm. The Westoe Crown Hub will host five artistically-interlinked areas that will be based around the core themes of Connect, Take Notice, Give, Keep Learning and Be Active. Everyone is welcome.

It is also hoped to link up the two events via the North/South Shields Ferry landings on both days when volunteers will be spreading the word to passengers and handing out leaflets.

Gateshead's World Mental Health Day will also take place on Monday 10 October from 10.30am until 2.30pm at the Leisure Centre, Alexandra Road, Gateshead, NE8 4JA.

Activities including Mindfulness, Zumba and soft play have been arranged and there will be over 25 organisations, as well as a band. A buffet will also be provided.

The event is free and we are hoping to promote it as widely as possible, so please invite family and friends who might be interested. For more information contact Diane Sandford on 01207 549 780 or dianesandford@carerstrusttw.org.uk

If you are looking after a friend, relative or neighbour who is ill or disabled, you are probably a Carer.

Newcastle

Newcastle Carers

Join Newcastle Carers at our regular Carer Cafés across Newcastle. Meet people in similar situations, have a break from your caring role and get information and support.

Starting in October we will be rolling out our "Time for Yourself" activity programme. Come along to our Carer Cafés to join in with these relaxing activities:

October – Jewellery Making. Try your hand at making bespoke jewellery or bring along some of your old or broken jewellery to upcycle.

November – Relaxation Sessions. Enjoy aromatherapy and relaxation with Lorna, our complementary therapist.

December – Card Making. Try different card-making techniques and make a unique handmade card.

All activities are free of charge and suitable for beginners. For details of when and where our Carer Cafés take place, please contact Newcastle Carers on: Tel. 0191 275 5060 or SMS. 07874 100 043

Or visit our website:
www.newcastlecarers.org.uk/whats-on

We hope to see you there!

Newcastle Carers provides support for carers of someone who lives in Newcastle upon Tyne.

Newcastle Carers, 135-139 Shields Road, Byker, Newcastle, NE6 1DN
Tel: 0191 275 5060
Email: info@newcastlecarers.org.uk

Northumberland



South Tyneside



We have just come to the end of our Young Carers Summer Activity programme which was a huge success with many young carers benefitting from a 'break', participating in fun and exciting activities, spending time with other carers and forging friendships. A residential break was held in North Yorkshire with young carers who are completing their Duke of Edinburgh silver award, a massive achievement they are proud of.

Our regular groups started in September and include:

Tuesday: Transition Group, Current programmes Key Fund/Duke of Edinburgh/ Steering Group

Wednesday: After School Group 5-10yrs, Temple Park Leisure Centre.

Thursday: Take Action and Support Programme - Education, Employment and Training. A series of workshops focused on skills for working life and education.

Thursday: After school group 11yrs+, Temple Park Leisure Centre.

Friday: Games Workshop

September: Awareness Programme commences within all schools in the Borough and includes South Tyneside College.

Our monthly drop in sessions in all nine secondary schools also begin at the start of term. Our Family Support and Young Carer Assessments continue.

Please contact us if you are a Young Carer and you would like support.
karenahmed@southtynesideyoungcarers.org.uk

Carers Association in South Tyneside (CAST),
1 Beach Road, South Shields NE33 2QA
Tel: 0191 454 3346
Email: castmanagement@yahoo.co.uk

This year Carers Rights Day is on Friday 25 November. Carers Northumberland will be holding an information session, where carers are able to speak to advisors on carers rights, benefits, debt etc. We will also be holding taster sessions for our Guilt and Caring with Confidence Courses, followed by our Annual General Meeting and a light lunch. There will be an opportunity to view the photographs taken by the carers who took part in our photography project.

Venue and times to be confirmed. For more information please contact Carers Northumberland on 01670 320 025 or info@carersnorthumberland.org.uk

Carers Northumberland, 107 & 109 Station Road, Ashington, Northumberland, NE63 8RS
Tel: 01670 320 025 Email: info@carersnorthumberland.org.uk

Carers corner

For the past year or so the Sunderland Carers' Centre Locality Leads have been working as part of the Community Integrated Teams out in the five locality areas of Sunderland. This has enabled our team of workers to work directly and as part of the same team as GP practices, Adult Social Work teams, District Nurses and Community Matrons.

In fact, most professionals who are providing support to people who need it at home have a much stronger link with the Carers' Centre Locality Leads. As a result, carers are better supported and involved, they are seen as part of the solution giving the vital care that they do for the people they look after alongside the support received from other key professionals.

Sunderland Carers' Centre, Thompson Park, Thompson Road, Sunderland, SR5 1SF

Tel: 0191 549 3768; Email: info@sunderlandcarers.co.uk

Sunderland

Sunderland Carers' Centre



Pictured are our Carer Locality Leads who have made great links and working relationships with other professionals – keep up the good work!

North Tyneside



Thanks to a successful Big Lottery Reaching Communities bid, North Tyneside Carers' Centre now has in post a full time dedicated Training Officer, able to offer a wide ranging programme of training specifically for carers in the North Tyneside area.

We want to provide training aimed at helping carers feel more confident in their caring role, as well as opportunities to try different things that can give them a break from caring and do something just for themselves. With this in mind we have developed a programme for Sept – Dec 2016 which provides a good variety of learning opportunities. It includes Caring with Confidence, Local History Walks, Tech Days, Internet Safety, First Aid, Moving and Handling, Craft sessions.

Our Tech Days give carers the opportunity to book a one hour session where they can bring along their own 'tech' items, phones, tablets, laptops etc and spend time one-to-one getting tuition from our Training Officer.

For more information about any of our courses please contact the centre on 0191 643 2298 or check out the website www.northtynesidecarers.co.uk.

North Tyneside Carers' Centre, 3rd Floor, YMCA Building, Church Way, North Shields, NE29 0AB
Tel: 0191 643 2298 Website: www.northtynesidecarers.org.uk Email: enquiries@ntcarers.co.uk

Gateshead



Gateshead Carers, John Haswell House,
8-9 Gladstone Terrace, Gateshead, NE8 4DY
Tel: 0191 490 0121

Email: enquiries@gatesheadcarers.com Website: www.gatesheadcarers.com

Did you know that we are on Twitter?  Follow us @ntwnhs

We also have pages on  YouTube and Facebook  www.facebook.com/NTWNHS
- why not join the conversation?

To receive regular copies of this newsletter, become a member! Either visit our website, www.ntw.nhs.uk/getinvolved, e-mail members@ntw.nhs.uk or complete this slip to receive an application form.

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