



Involvement Newsletter

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February 2021

Reforming the Mental Health Act

The Mental Health Act (MHA) sets out when someone can be detained in hospital and treated for a mental health disorder, at times against their wishes, sometimes called being 'sectioned'. The act sets out the process for assessment, treatment and protection of people's rights.

Following a government review, there is now an open consultation taking place about the changes the government intend to make to the Mental Health Act. This is an opportunity to put your views forward on these proposals so that they can be taken into consideration before any changes are made.

The Trust will be holding two consultation events consisting of a fifteen minute presentation on the changes to the Mental Health Act and how this will affect service users and carers, followed by an opportunity for discussion.



You can join either of these events, taking place on;

Thursday 4th March 2021 at 13:30

Tuesday 16th March 2021 at 13:30

To book a place on one of the consultations (and be sent a Microsoft Teams link), or for more information, please email:

involvement@cntw.nhs.uk

Peer Supporter Logo



After much consultation throughout 2020 and into 2021, we are delighted to be able to share the new dedicated logo for Peer Support within CNTW. Thank you to all who took part in the process.

Peer Supporter numbers continue to grow through the Trust and this coming year CNTW and the Involvement Team intend to increase them further along with further developing avenues for career progression.

This new logo will help to promote the role of Peer Support: it's bright and will be noticed in leaflets, posters and banners, etc. to hopefully start conversations.

Thank you once again to all who took part in this process and to those that put forward their thoughts and suggestions.

To celebrate the new logo, and to say a big thank you to all Peer Supporters, the Involvement Service will be sending each Peer Supporter a mug, pen (with antibacterial compartment to keep with the times) and a promotional poster.



Peer Hub Webinar

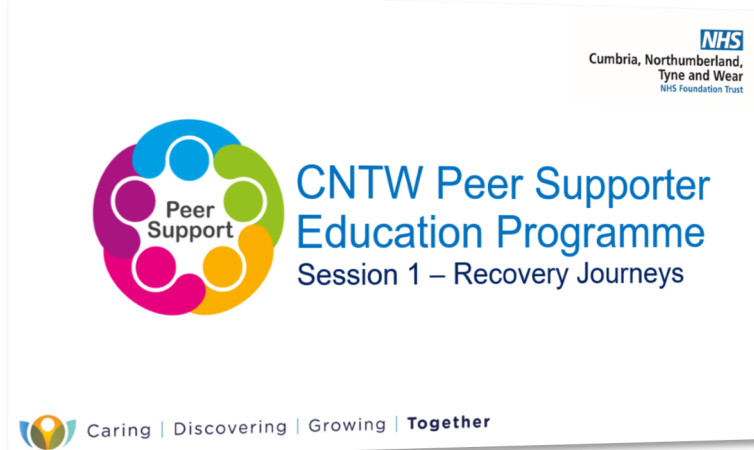
On Friday 19th February 2021, Development and Wellbeing Facilitator Fran Saint and Senior Peer Supporter Tyne Percival presented at Peer Hub's webinar, discussing Peer Support and experiential learning.

The subject was focussed on one of the key themes that had come up in previous webinars about peers bringing their own lived experience stories to training. Fran and Tyne talked about the vulnerability that Peers bring to sessions, our resilience to have those conversations but also that there is more to simply bringing our lived experience into training sessions, development or facilitating styles.

There was lots of positive feedback from the audience and great conversation generated from their curiosity and participation in the webinar.



Peer Support Education Programme



Earlier this year CNTW was chosen by Health Education England, from an overwhelming number of expressions of interest, to be a trailblazer site to provide an educational programme for the development of Peer Supporters and Senior Peer Supporters.

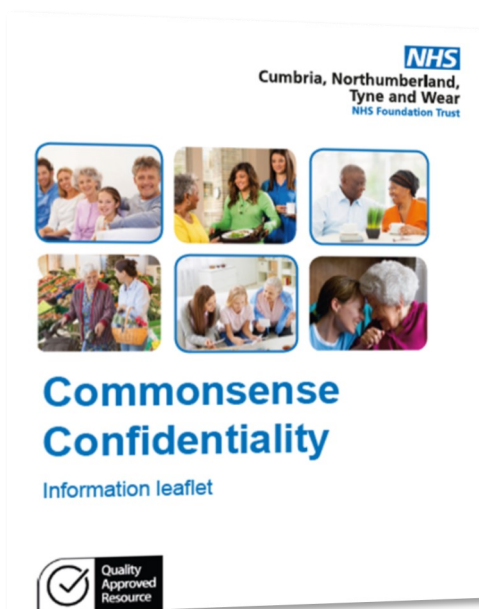
Although scheduled to begin in mid January, COVID-19 and the reintroduction of many restrictions meant that the first cohort were unable to meet face to face and as such the programme was unfortunately postponed. During this time however, Development and Wellbeing Facilitators have been hard at work adapting the course to be delivered online as well as sourcing and setting up dedicated laptops and iPads to enable everyone to access the sessions. With the course ready to go and with a start of March 11th now set, we're all very excited for the first cohort of Peer Supporters to undertake the programme.

Service User and Carer Reference Group

On Thursday 21st January the Service User and Carer Reference group met (via Microsoft Teams) for their first meeting of 2021.

The group opened with an emotional and inspiring personal story from Emma, who spoke about her own experience of mental health and deafness and what recovery has meant to them. Emma's story was a very moving and a particularly hopeful way of starting 2021.

"My goal is to help others to realise their potential. Two years out of my life is all it took after 32 years of pain! Everyday is still a fight but I am winning."



Kate Clark, Associate Nurse Director also attended the meeting to present on 'common sense confidentiality' and to provide an update on how the Trust is continuing to push this work forward.

James Duncan, Deputy Chief Executive and Kedar Kale, Group Medical Director, also attended the meeting to provide and update on the community mental health transformation work currently taking place.

Thank you to everyone who attended, to all those who presented.

COVID-19 Vaccine Fraud

Criminals are using the COVID-19 vaccine as a way to target the public by tricking them to hand over cash or financial details. They are sending convincing-looking text messages letting people know they are eligible for the vaccine or phoning people directly pretending to be from the NHS, or local pharmacy.

The government have published further information which can be found [here](#).

Spotting a scam

The COVID-19 Vaccine is free of charge on the NHS.

The NHS will:

- ✗ Never ask for payment
- ✗ Never ask for your bank details
- ✗ Never arrive unannounced at your home to administer the vaccine
- ✗ Never ask you to prove your identity by sending copies of personal documents such as your passport

If you think you have been a victim of fraud or identity theft, report it to **Action Fraud** on **0300 123 2040**.

How you will be contacted by the NHS for your COVID-19 vaccination:

- If you're invited to have your vaccination at a larger vaccination centre or at a pharmacy you may get a letter.
- If you're invited to have your vaccination at a local centre such as a hospital or GP surgery, you'll usually get a text or email. You may sometimes get a letter.
- If you have received a letter but not booked an appointment, you may get a phone call from the **NHS Immunisation Management Service**. This call will be from **0300 561 0240**.



Further Guidance and Support



National Cyber
Security Centre

If you receive a call you believe to be fraudulent, hang up. If you are suspicious about an email you have received, forward it to **report@phishing.gov.uk**. Suspicious text messages should be forwarded to the number **7726** which is free of charge.



If you believe you have been the victim of fraud or identity theft, you should report this directly to Action Fraud either online; actionfraud.police.uk or via phone **0300 123 2040**.

CrimeStoppers.

If you have any information relating to vaccine fraud you can stay 100% anonymous by contacting Crimestoppers COVID Fraud Hotline online; covidfraudhotline.org or phone **0800 587 5030**.

North Cumbria Recovery College

North Cumbria
Recovery College
Provider Event



At the start of 2021 CNTW and the Patient and Carer Involvement Service hosted an engagement event for North Cumbria Recovery College and interested organisations and collaborative partners.

The event took place following an initial co-production period facilitated by Healthwatch Cumbria and North Cumbria CCG.

The engagement event was well attended by organisations throughout North Cumbria, with numerous expressions of interest submitted after the event.

Following further meetings between CNTW, North Cumbria CCG and potential Recovery College providers, formal proposals are now in development and will be submitted by the end of February, with North Cumbria CCG and CNTW shortlisting.

A huge thank you to all who attended the engagement event and who have expressed their interest in being involved with North Cumbria Recovery College. A big thank you also to Sunderland Recovery College and Northumberland Recovery College who also attended the event to share some of the amazing work they have been doing.

Carers, we're in this together



A new online platform, Mobilise, is helping to provide support and information for carers, as well as the chance to meet for online for a virtual cuppa.

Each day carers can meet for a 30 minutes to chat, share their stories, tips, tears and laughs. However people are feeling, the cuppas are a place to listen and be heard, give and get advice, and help people across the UK.

“Things are tough at the moment, so if you need to cry a bit that’s ok, but we want to make sure that before you leave we’ve found something to laugh about as well, because finding the positives in this kind of time is really important.”

Mobilise also lets people sign up to emails, written by carers, for carers. Each email is packed with tips and tricks from the community as well as the latest government advice on COVID-19.

You can sign up to emails, register to join the cuppas, or find out more by visiting:

www.mobileonline.co.uk



National Apprenticeship Week

National Apprenticeship Week took place this year from February 8th - 14th. One of CNTW's Peer Supporters, Matthew Fairclough is currently undertaking the registered nurse degree apprenticeship. Here's what Matthew has to say about why he joined the course, what's involved, and what it means to him.



Matthew Fairclough, Peer Support Worker undertaking the Registered Nurse Degree Apprentice -Mental Health pathway.



I began as a volunteer for the Trust, before moving on to a paid position as a full-time Peer Supporter. This involves working alongside Care Coordinators and Consultant Psychiatrists within our busy Community Treatment Team, to support the people under the team's care.

Although I love this role, the Trust offered me the unmissable opportunity to join the Registered Mental Health Nursing Apprenticeship course while still supporting the team as a Peer Support Worker. This is opening up a much wider range of career progression opportunities for me. Without this opportunity to learn and earn at the same time, I wouldn't have been able to undertake this level of training.

I really like the apprenticeship as it allows me to put what I've learned into practice straight away, rather than waiting to finish training and secure a job.

Juggling learning and work has been a big learning curve! I am finding that planning is key, not only to completing the coursework alongside a full-time job, but also for maintaining my own mental health and wellbeing. My manager and my team in general are so supportive and encouraging, which has been a huge help. The University staff are also very understanding, and the course has been specifically designed with the Nursing and Midwifery Council to ensure that all requirements are met while recognising that we are not traditional full-time nursing students.



The thing I've enjoyed most about my apprenticeship is being a positive role model to the people I support at work. My progression from volunteering to now taking on this higher qualification helps me to show them that becoming unwell doesn't have to be the end of your life or your career.

I often joke that Covid-19 hasn't had much of an impact on myself and my work – undertaking a Mental Health Nursing Degree Apprenticeship whilst holding down my full time role of a Peer Supporter means I don't have much of a social life as it is!



My working practice has not changed all that much, although social distancing and PPE have made a significant impact. Being able to get back to providing face-to-face contact with my patients has meant so much, as for many of them my visits may be the only time they feel safe and comfortable in leaving the house. The initial lockdown caused some upheaval for patients as we had to limit contact to telephone calls for a little while.

I feel privileged to be working alongside them and that they have let me into their lives when they are at their most vulnerable.

A really big, and positive, impact the pandemic has had on my working practice has been greater and more effective use of technology within the Trust. Management have been awesome throughout the pandemic, providing lots of support and regularly checking on our wellbeing. Covid-19 has shown that the flexible, adaptable approach that we all have at CNTW ensures that our patients receive the best possible care, treatment and support.

My experience as an apprentice remains positive as it was at the start. The response of staff when I've been on apprenticeship placements has been very encouraging. My team managers and colleagues are so supportive, constantly offering guidance and encouragement, and giving me great opportunities to stretch myself in my day-to-day role to support my apprenticeship studies. They understand my different roles and ensure I'm able to meet my university requirements as well as my role as a Peer Supporter.

I'm nearing the end of the second year of my course and am looking forward to the remaining challenges the next two years will bring. I cannot praise CNTW enough for giving me this opportunity. The CNTW Academy team do so much behind the scenes. I would encourage all Peer Supporters, Support Workers and Nursing Assistants to do the Nursing Degree Apprenticeship.

THANK YOU, TO ALL APPRENTICES.

FROM...

APPRENTICESHIPS AND CAREER DEVELOPMENT TEAM,
CNTW ACADEMY
CUMBRIA, NORTHUMBERLAND, TYNE AND WEAR NHS
FOUNDATION TRUST.



The Upper Limb Surgical Clinic

Collaboration and Patient Involvement

People with a neurological diagnosis like a stroke, traumatic brain injury or multiple sclerosis can sometimes have spasticity. Spasticity is a particular type of muscle tightness which is outwith the person's control. The tightness might lead to the limbs being pulled into positions which may be painful, put skin integrity at risk, interfere with care tasks and limit function. If no treatment is provided for spasticity (and this might include medications, injections, splinting, positioning etc) then the muscles become short and eventually the joints become stuck – contracted. At this point none of the other treatments will help and surgery should be considered.



The Spasticity Management Team at Walkergate Park were receiving lots of referrals for patients in this end stage of being contracted. Mainly those who were most dependent on others for their care and in nursing homes or with paid carers.

After long discussions with staff and patients and following a small research project regarding education for carers managing complex hands, we set up a collaborative clinic with a Consultant Hand and Plastic Surgeon from the RVI.

We had 4 clinics in the first year. The surgeon, along with myself as an Advanced Occupational Therapist and a Consultant in Neurological Rehabilitation assess these patients and decide if surgery is an option, what that surgery would be and what the follow up plan would be. We referred into the clinic all the patients we hadn't been able to help before and those we felt were having reducing success in their current management plan.

After the first year we had a number of fantastic results. Individuals reporting improvements in a range of areas. Now being able to put their wedding ring on, feeling better about how their arm looked so would socialise more, reduction in pain etc. But we hadn't collected enough information to prove globally that the clinic was cost effective, that surgery was a good option and that patients were getting benefit. We also didn't have any information leaflets to support the clinic.

So we carried out a service evaluation. All the patients that had been through the clinic in the first year – whether they went on to have surgery or not were asked to complete a questionnaire asking them about their experience and were then asked to attend a focus group to discuss things in more detail.

In the focus group they were asked a range of questions but two main themes emerged – what did they want to know before coming to the clinic and how could we provide that to others AND what was important to them in relation to ‘outcome’ and how could we measure that. They agreed that they wanted a range of paper based information leaflets and also wanted it more accessible via video so they could discuss the issue with their family.

As part of my CNTW research internship I have worked with these patients to therefore develop information leaflets about the clinic and the surgical options that may be discussed. We also filmed a range of videos earlier in the year – describing the Upper Limb Surgical Clinic, and educational one on how to look after complex hands, a patient experience video where they talk about the problems they had before surgery and what they feel has changed since surgery and one on surgical options. These are currently being completed by the Communications Team.

During the focus group, the patients also chose which outcome measures we should use that are most meaningful to them. From January 2020 we now use these measures for all patients in the clinic, before and after their surgery. In another years time we hoped that we will have a lot of data to help us with a research project demonstrating how the surgery has helped this group of patients, unfortunately due to COVID some of our plans and data collection has been delayed.

The clinic continues to grow – this year we have 6 clinics planned, a referral form, are actively collecting information about outcomes and have information leaflets and videos almost completed. We have presented our work at conferences, have produced posters which have been discussed at conferences. We have written a paper about the process and have this has been submitted for publication. Our next steps are writing a research proposal of the longer term benefits of surgery for the patient but also in a wider sense from a cost effectiveness and service provision angle, obviously our patients will be asked if they want to get involved!



Lynsay Duke MA (PED) BSc OT MRCOT
Advanced Occupational Therapist

Meet the Team - Paul Nicol

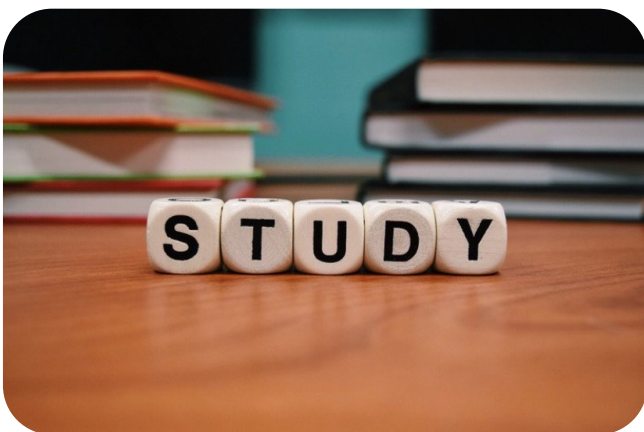


Hello, my name is Paul, I am a Patient and Carer Involvement Facilitator in the North, so that's Northumbria and North Tyneside. I joined the team permanently in July 2019. Before that, I was a Peer Supporter in Sunderland for 5 years and in that 5 years, I also spent 18 months on secondment in the involvement team too.

As much as I love my current job role (and the length of the job title!) It always strikes me as a little funny when we introduce ourselves as a job title. Okay, I am Paul the Patient and Carer Involvement Facilitator but I'm also a dad, a son, a brother, a runner (if a little slow!), a walker, a football player (I wish! But yes over 40's J), a meditator, an ex-service user and now a student, having started a Masters in Mental Health Recovery and Social Inclusion, an online distance learning course which consists of about 15-20 hours per week of learning.

The course is aligned with the nursing and social work teams at The University of Hertfordshire and invites and encourages people with lived experience and/or professional experience to apply, to this coproduced course. The coproduction started as a European project in online delivery and has continued to collaborate across people with a range of backgrounds and lived experience of mental distress and caring who facilitate learning, by ensuring all view points and perspectives are considered. Applicants without a degree, will be asked to demonstrate relevant life, lived and work experience to engage in Masters level study.

Half way through the first academic year, I was accepted without a degree based on the ability I demonstrated on application from over ten years working in the voluntary sector. During these ten years I managed services and supported numerous people recovering from mental health issues back into or towards employment. My lived experience as a service user, also supported my application. While the course is a lot of hard work, it's providing me with a period of growth I'd struggle to compare to any other period in my life.



I work with ideas like recovery and social inclusion every day and this course is shifting how I think about these terms. The more I read and learn, the more I hope other people with lived experience and people from other mental health professions will also study similar courses and make sure co-production and recovery with social inclusion, when it comes to mental health services, are just what we do around here.

Applications for 2021 are currently open, if anyone is interested, click [here](#) for more information.

COVID-19 Support

Peer Support



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust is currently hiring for a Peer Supporter role in North Northumbria Community Treatment Team.

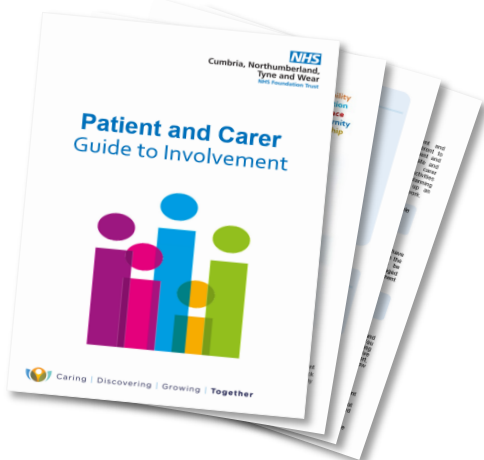
The closing date for applications is 01/03/2021. To apply, or for more information, click [here](#) or search NHS jobs for Peer Support in CNTW.

Keep In Touch

For updates throughout the week on what the Patient and Carer Involvement Team are doing, you can follow us on Twitter [@InvolvementCNTW](#), or if you would like to join our mailing list to receive these newsletters as well as other information and updates, please email;

involvement@cntw.nhs.uk

Get Involved

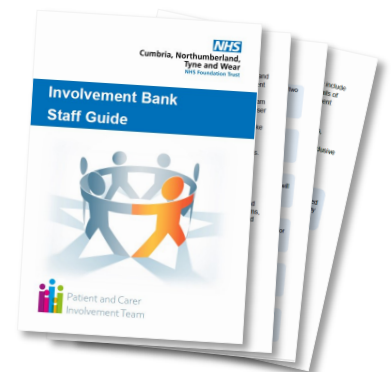


The Involvement Team have published a guide to Involvement for people wishing to joining our Involvement Bank or who would like some further information. The guide features an explanation of the types of involvement activities and opportunities there are available as well as supporting information such as support provided, confidentiality, travel expenses, health and safety and safeguarding.

A staff guide to involvement has also been produced to help promote involvement opportunities and explain to teams and wards how they can utilise the experience of bank members in the work they are doing.

For further information, both of these guides are available by clicking [here](#), or by email request at:

involvement@cntw.nhs.uk



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We welcome all feedback