



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust



# We're all in this together

Annual magazine 2021



Caring | Discovering | Growing | **Together**

# Editorial

Welcome to the latest edition of our Annual Magazine. This edition is our seventh as an organisation, and the second under our current name of Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

Each year our annual magazine has a theme and this year it's entitled 'We're all in this together'. Covid-19 continues its impact on us and 2021 has proved to be as equally challenging as 2020. This magazine aims to acknowledge the challenges ahead for us as an organisation, how we can't do this alone and the value we place on our partners.

As an organisation we are one of the largest mental health and disability care providers in England, employing over 8,000 staff and serving a population of approximately 1.7 million covering a catchment area of 3,350 square miles.

We work from over 70 sites across Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland as well as providing a number of national and specialised services.

We hope you find the articles throughout the magazine interesting and that they provide you with a good insight into our organisation, our links with our partners and our appreciation of our volunteers.

If you would like to find out more about us you can visit our website at [www.cntw.nhs.uk](http://www.cntw.nhs.uk) or find us on social media on Twitter, Facebook, LinkedIn or Instagram. Just search for @CNTWNHS.

We'd love to hear from you with any suggestions or feedback about our magazine ideas or future editions.

You can reach us at [communications@cntw.nhs.uk](mailto:communications@cntw.nhs.uk)

**Adele Joicey**  
Head of Communications

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# A message from our Chair

Our theme this year is togetherness. The pandemic has taken its toll with data from the Office for National Statistics revealing that depression rates have doubled since the Covid-19 pandemic began. The strain on the economy has also taken its toll on those already burdened by inequality – young people, women, clinically vulnerable adults, disabled people and those living in deprived areas have been disproportionately affected.

Our Trust is only one part of the system when it comes to autism, learning disability and mental health services and it is more important than ever that we work with our voluntary and third sector partners. We cannot do this alone. Working together ensures that we can provide the best possible treatment, care and support to those who need us, their carers, families and our communities.

Our magazine this year celebrates working together with our partners and the wonderful work of our volunteers who give their time freely to make a difference to others.

The pandemic is not over, and we will continue to feel its impact for a long time to come.

By working together we can achieve so much more. Together, we will continue to be there for those who need us.

**Ken Jarrold CBE**

Chair of the Council of Governors and Board of Directors



# A message from our Chief Executive



So much has changed since I took up my post as Chief Executive in 2014.

Of most significance, of course, has been the Covid-19 pandemic which has changed our lives – personally and professionally – in ways that were unimaginable just two years ago.

Despite these challenges, I'm hugely proud of how Team CNTW have responded to Covid-19. Let's look at just one aspect of the NHS' response, the vaccination programme. The vaccine has been a huge success and we have given out 9,027 doses with nearly 90% of our staff doubly vaccinated.

I'm so proud of our staff and our partners that, since the start of the pandemic, none of our services were stopped due to Covid-19. Services may have adapted and changed, for example we rolled out One Consultation, an online portal for patients to meet with their healthcare professional in a virtual environment. We also used new technologies with the entire organisation, using Teams to keep in touch with each other and partners.

So, a heartfelt thank you to everyone who worked together to keep the show on the road – to our staff, our Governors, our volunteers and our partners. Whether you work in clinical areas or in support services, thank you to you all, you are all part of what makes CNTW special.

I'm proud to say that togetherness has been the theme at our Trust where we have been there for each other. At the start of the pandemic, we quickly realised that we would need to help each other, so we could help others, so a confidential psychological helpline was launched which is still in place today. A staff psychological centre, a new service developed just prior and due to the pandemic is also in place which offers specialist, evidence-based psychotherapies, coaching and mentoring as well as teaching and training on wellness for managers and leaders.

Relationships are the basis of recovery so the way forward, is by finding a way forward, together.

And it would seem that the pressure on services is here to stay, at least for now. Covid-19 has changed the world, and as well as losing loved ones directly to physical effects of Covid-19, it has also brought with it a mental health pandemic. The world as we knew it changed, and for many, when you're struggling with your mental health anyway, and then forced to deal with loneliness and isolation, that was a step too far for many.

We are one organisation, and we don't hold all of the answers, and we need our partners more than ever. We realise our limitations, we know that we can't do this alone and that we are always stronger together. All that matters is that those who need our services get the care, compassion and treatment they need, and the best way to do that is by working closely with our partners, sharing our knowledge, sharing the load. Collaboration is the essence of life and allows us to be capable of so much more than standing alone. It is about compassion, kindness, support and the power that we gain when we share with each other and lean on each other.

And finally, as we all still struggle with the times we are living in, it's so important to know that we are there for each other. If you know that someone is having a tough time, please reach out and ask not once, but twice, are you ok?

This year is now drawing to an end, and as I look forward to the future, I'm hopeful as we embark on our recovery journey that by moving forwards, together, we can continue to provide high quality treatment and care and make a difference to those who need us.

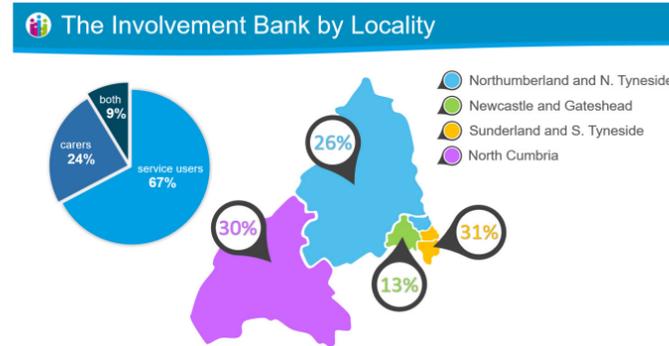
**John Lawlor OBE**  
Chief Executive

# Involvement Service

## Working closely with service users, carers, staff and other organisations

### The Involvement Bank

We introduced an Involvement Bank of service users and carers, known as Contributors, to facilitate service user and carer involvement in specific short-term activities and projects across the Trust. Over the past 12 months membership of the Bank has increased substantially from 38 to 108 Contributors. Additionally the number of involvement activity requests submitted to the Involvement Service has more than doubled when compared to the previous year.



From January to August 2021, the Involvement Service received over 150 requests for service user and/or carer involvement. This included recruitment interviews for CNTW staff, such as the Chief Operating Officer and Non-Executive Director positions; membership of key CNTW steering groups, such as the Autism Consultation Project Steering Group; co-development and co-delivery of training, such as the newly updated Carer Awareness Training. Contributors have also been sharing their powerful personal stories of recovery and experiences at our Reference Group and Trust Board meetings.

The introduction and implementation of the Trust's Recognition Payments Policy was a key milestone for the Involvement Service in 2021, with Involvement Contributors now able to opt-in for recognition payments in acknowledgement of their valuable contributions.

### Service User and Carer Reference Group



Although Covid-19 prevented the Service User and Carer Reference Group from meeting face to face, it did not inhibit the group's momentum or passion for shaping CNTW services.

Facilitated by the Patient and Carer Involvement Service, the group is chaired by service users and carers and meets bi-monthly. During the past year the group has been meeting over Microsoft Teams, with

senior managers from across the Trust attending to present and facilitate consultations with our service users and carers, covering a wide range of topics, such as community transformation, the empower programme, and reviewing CNTW strategy.

### Partnership Working

Working in partnership with both Northumberland and North Cumbria Healthwatch, and the respective CCGs, the Patient and Carer Involvement Service hosted a number of engagement events to promote the further provision of Recovery Colleges. The engagement events were well attended by a significant number of prospective organisations with Mental Health Concern submitting the successful business case for Northumberland and Together We CIC for North Cumbria, ultimately being awarded the start-up grants, provided by CNTW's Shine Fund.



Both Recovery Colleges are now up and running and have made considerable progress in a very short space of time, already providing a wide range of taster courses. They have established an online presence, are running courses and groups via Zoom and will be providing face to face sessions shortly.

### Peer Support



Developing our Peer Support workforce remains a key priority for the service, and the Trust. We now have over 50 Peer Supporters in post with many more identified and going through recruitment. Peer Support (Development and Wellbeing) Facilitators were introduced in each locality to work with clinical teams and to support our Peer Supporters in their integration, personal development and wellbeing.

The introduction of a specialist career path within peer support has been a major step forward for CNTW. We now have 10 Senior Peer Supporters employed in Band 4 roles, and have successfully piloted a Band 5 Peer Support Supervisor role in North Cumbria, which is to be rolled out across all localities.

The Peer Support Education Programme was developed by the Involvement Service under contract to Health Education England, when CNTW was successful in their bid to be a Trailblazer site. The programme was delivered internally by Peer Support Facilitators, with the support of senior managers from across the Trust, to a cohort of our experienced and new Peer Supporters. Feedback was overwhelmingly positive and Cohort 2 is planned for January 2022.

# We're all in this together

The last year has without doubt been the most challenging for our NHS. The global pandemic has disrupted our lives in a way we could never have imagined.

It has been incredible and so humbling to hear and witness first-hand how people have reached out and stepped up, pulling together in many ways to make such a difficult time more manageable. CNTW is living proof of how there is a real sense of 'we're all in this together'. Regardless of roles, we've all had a genuine part to play, demonstrating unity and togetherness.

Back in 2017, Sunderland Care and Support approached the voluntary services team. After many positive discussions, we agreed to work together to create 'Sunderland Recovery College'. We are delighted that our partnership continues to flourish, providing many opportunities for students and volunteers, albeit virtually or socially distanced during the pandemic.

We are also delighted to work in partnership with the NTW Solutions catering team, providing volunteers to support the hospital shop within St. Nicholas Hospital. Colleagues provide unwavering support to all our volunteers. Together they are able to share their skills and give time to provide a warm friendly service to many.

These are just two of many volunteer projects we have within our portfolio.

Volunteers have continued to show great resilience. Whilst the majority of current volunteer roles were placed 'on hold', we were thrilled to have a number of our volunteers establish new working relationships with our colleagues, as well as our patients and carers. Many quickly embraced their new role to support our staff across the localities where extra support was needed. Temporary volunteer roles included assisting at the Covid-19 vaccination hubs, helping wards with shopping, supporting the Community Mental Health Teams, admin support, as well as assisting some of our staff networks and other departments within CNTW.

Other volunteer roles that are normally supported 'in person' saw them adapt to delivering the service in a virtual way alongside staff, such as family support groups and chapel services. These were something the volunteers were very keen to help with, to ensure patients and carers continued to receive support during challenging times.

The last eighteen months has seen our service make considerable changes, that are necessary and welcomed. As a team we fully embrace the new processes put

in place and appreciate the support from senior colleagues. By working together, we can ensure volunteer involvement goes from strength to strength. By utilising volunteers to their full potential, we support our staff to deliver the very best of care to our patients and carers.

We have all adapted to and embraced new ways of working. It's exciting to see what lies ahead by working together, and exploring what positives we can take from the pandemic. Teams have been able to identify where volunteers could complement their service, working together with ourselves and future volunteers.

In these difficult times it is gratifying and amazing to see every part of our NHS family pulling together.

We're all in this together, the future is ours - let's make it great!

**Wendy Spratt**

Voluntary Services Manager

# Supporting our volunteers

In addition to having responsibility for a Locality Care Group, Directors also have responsibilities for other services or functions within CNTW. In my role, as well as being the Group Director for our North Cumbria Locality, I hold responsibility for our Voluntary Services department.

It is a role that I really enjoy. Over the last four years, it has been an ongoing privilege to work alongside Wendy, Voluntary Services Manager, Becca Goodburn, Volunteer Coordinator and Joanne Hanlon, Administrator. What continues to strike me is the passion the team has for promoting volunteering in the Trust, and the compassionate support offered to those who give up their time to volunteer with us. This support is really tailored to individuals' needs, and the team show genuine care for all our volunteers.

As we know, the last 18 months or so have been incredibly challenging, and that holds true for our volunteers. General restrictions and the need to protect at-risk individuals meant that, for many, the ability to volunteer alongside teams and services in the traditional sense stopped for some time. We are very pleased that our volunteers are now gradually able to return to services, after going through the relevant risk assessment processes.

But rather than sitting back, Wendy, Becca and Joanne have continued to offer support to our volunteers. To reduce the potential for isolation they have kept in touch with them all, individually and as a group.

They held virtual coffee mornings and even a Christmas celebration. On a personal level, being able to join these events is really humbling. Not only do I get to meet our great volunteers, but I also get to see our fantastic Voluntary Services team in action.

Wendy also vigorously sought out new roles for volunteers, including as 'meet and greeters' in our vaccination centres. She is now exploring how volunteers can support our future vaccination efforts as we move towards Autumn and Winter. The impact of this pandemic has challenged our views of what volunteering can involve in many ways.

So, I think all that is left to be said is that, in my view, Wendy, Becca and Joanne are true CNTW stars. I am very proud to be part of their Team. They are undoubtedly a credit to the organisation for the sustained - and often unseen - efforts they make daily to support our volunteers. **Thank you for all that you do.**

**David Muir**

Group Director, North Cumbria Locality



# People at the centre - time to make it a reality

For years we have used phrases like “putting the person at the centre of everything we do.” But has this always felt like the reality? Sometimes, it feels like we’ve created a system designed to push people from one place to the next. When people find the right place and the right relationships to support them, they can thrive, and we see that across our organisation. But often, finding that right place takes too long, or it simply doesn’t happen. This is frustrating for clinical teams and care professionals, but can be devastating for carers, families and people who need support.

September 2019 saw the publication of the ‘Community Mental Health Framework for Adults and Older People’ by NHS England, and the formal national planning for this was launched in September 2020 (delayed, inevitably, by Covid-19). It’s not the snappiest of titles, but I recommend it. It talks about how specialist mental health trusts can support our communities differently, by working with partners and local communities to provide joined-up care. We should think about how we can wrap care around communities, bringing expertise and support to the person, not passing them around organisations with different assessments and hand-offs.

It’s worth quoting the key aims set out in the national framework - it’s wordy, but it’s pretty good:

“People with mental health problems will be enabled as active participants in making positive changes rather than passive recipients of disjointed, inconsistent and episodic care. Delivering good mental health support, care and treatment in the community is underpinned by the following six aims:

1. Promote mental and physical health, and prevent ill health.
2. Treat mental health problems effectively through evidence-based psychological and/ or pharmacological approaches that maximise benefits and minimise the likelihood of inflicting harm, and use a collaborative approach that:
  - builds on strengths and supports choice; and
  - is underpinned by a single care plan accessible to all involved in the person’s care.
3. Improve quality of life, including supporting individuals to contribute to and participate in their communities as fully as possible, connect with meaningful activities, and create or fulfil hopes and aspirations in line with their individual wishes.



# Recovery Colleges

**Recovery Colleges** provide a safe space where people can connect, gain knowledge, and develop skills. All courses – ranging from health topics to art and other hobbies and skills – are free. They are co-developed and co-facilitated by someone who has lived experience of mental ill-health. Courses are designed to contribute to students' recovery, resilience, and wellbeing.

CNTW works closely with the Recovery Colleges across our region, which provide invaluable support to so many of our service users. Though the Recovery College buildings remained closed during much of the pandemic, this didn't stop them from continuing to work hard with partners behind the scenes to offer support, advice, and guidance over the phone, via newsletters and online.

We caught up with a few of the Recovery Colleges to find out what partnership working means to them...

## **Sunderland Recovery College**

"We began working with CNTW in 2016, when we identified the need for support from volunteers. We didn't want to reinvent the wheel, but work in partnership with an established volunteer programme whose expertise would complement our Recovery College. So, we approached CNTW's Voluntary Services department.

"The benefits from this joint working have been amazing. Our volunteers say they have developed more self-worth, responsibility, structure and routine, a sense of belonging, and increased motivation and self-confidence. Our students are offered the opportunity to volunteer in other areas throughout CNTW, helping them gain valuable experiences in peer working and understanding health and social care organisations. Some of our volunteers have even secured full-time jobs at CNTW.

"Working in partnership allows us to share so many things – exchange best practice, pool costs and resources, share effort and make better use of time. By working together, we achieve far more than we could by working alone."

**Kim Dobson**, Sunderland Care and Support

## **North Cumbria Recovery College**

"Working in partnership with a range of organisations enables us to give the people we support the best possible care, by offering them various options and opportunities for dealing with their mental ill-health or disability.

"Everything over the last 18 months has had to be done virtually, and lockdowns have got in the way of many collaborations. But organisations have been so supportive of each other throughout the pandemic. People have continued to collaborate with us via video conference, and this has helped us to form a community despite all the challenges. Partnership working creates stronger ties between services, and better morale; everyone is there to support each other and share their experiences.

"The biggest achievement for us that has come from working alongside CNTW is the input from the trust's Peer Supporters. They have helped enormously with the setting up of the college, kept the positivity flowing through the college, and their contributions have been amazing."

**Janine Ward**, Managing Director of Together We CIC.

## **Northumberland Recovery College**

"Partnership working helps us come together to identify and fill gaps in service provision, and ensure everyone receives the right care at the right time.

"The sharing of knowledge and resources has also been a significant boost, allowing the College to develop faster and have a broader reach than we initially anticipated. This couldn't have been achieved without CNTW's support.

"The future looks very bright for collaborative working in healthcare. Everyone has been pulling together to ensure that we are all providing the best support possible to our service users in the wake of Covid-19. In particular, it has highlighted the importance of smaller organisations and the work they do in our communities. This way of working together shows no signs of slowing down."

**Eddie Martin**, Northumberland Recovery College Coordinator.

You can find contact information and course details for all of the Recovery Colleges in the North East and North Cumbria on our website [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

# Setting up a new Recovery College for North Cumbria

In March, Together We Community Interest Company (CIC) was awarded a £49,000 grant by The SHINE Fund, CNTW's official charity, to set up a new 'Recovery College' to support people's mental health and wellbeing in North Cumbria.

The Recovery College has now begun providing a programme of free courses and workshops aimed at helping people to improve their wellbeing and recover from mental health issues. These are co-developed and co-delivered by peers who have lived experience of mental illness themselves.

The College began delivering courses online in June due to Covid-19 restrictions, but as this magazine goes to print the College's first in-person courses are just about to start.

We are very pleased to be helping Together We CIC to set up a Recovery College for North Cumbria. We know first-hand from our close links with existing Recovery Colleges in the North East how valuable they are as a complement to other mental health services. They increase people's ability to stay well, and can be a launch pad into mainstream education, employment, and re-connection with their community.

Together We CIC combines mental and physical wellbeing support to provide a fully inclusive service to people of all ages across Cumbria. Janine Ward, Managing Director of Together We CIC, said: "We are over the moon to have the great opportunity to lead on this new Recovery College across North Cumbria, and to be working closely with partner organisations and people with lived experience to offer a wide range of courses."

The process of setting up the Recovery College was supported by Healthwatch Cumbria, who facilitated a series of public engagement sessions. The Service User and Carer Involvement team at CNTW also played a key role in ensuring that the views of mental health service users and their carers were included throughout. The grant was awarded to Together We CIC following a rigorous consultation and assessment process guided by the principles established through these initial consultations.



## Supporting recovery

# Learning together

The **Learn and Share Together Collaborative** connects mental health, learning disability, autism and head injury care providers and stakeholders. We come together to talk about how we listen to and respond to feedback.

People with lived experience are best placed to say what needs to happen, and to help shape changes to services. But in our experience, they are often only asked to comment on plans after they have been designed, rather than being involved from the beginning. Our collaborative meetings aim to show what we can achieve when we involve all members of our community from the start.

Our meetings are co-hosted by self-advocates from Sunderland People First. We always make sure that they are interactive, engaging, and that we have fun learning and sharing together. This is a safe place for people to share. Matty Prothero, a self-advocate, said: "We enjoy meetings because we can just be ourselves. We can be honest, share our humour, because we feel listened to."

At each meeting, we discuss:

**Listening** - how we communicate and make information accessible. We look at things that may make giving feedback easier or more difficult.

**Learning** - when people give their time to provide feedback, what happens next? This includes how people are involved in actions or changes that are needed.

**Making changes happen together** - what actions have been taken since our last meeting? Where is the evidence, and how have we shared this information?

We launched in May and have only held two virtual meetings so far. But we are gathering momentum, and excited about what we have achieved together so far!

We have introduced simple changes that make it easier for people to complete our online Points of You feedback form. We are also developing materials to make the feedback process easier to understand. We hope these will also help people feel less nervous about giving their opinion. We are also developing 'you said, we did' posters, to be tested and rolled out Trust-wide.

At our latest meeting we welcomed James Munro, Chief Executive of Care Opinion, to talk about how they are working to make it easier for people to share experiences of health and social care.



We have also heard from representatives from Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and Tees, Esk and Wear Valley NHS Foundation Trust about how the Trusts are working and responding to feedback. Self-advocates have also led interactive question and answer sessions, thinking about how everyone can give feedback in different ways.

We hope that other healthcare providers across the country will learn and share together by developing these same relationships. We would welcome the opportunity to support this journey.

Our next Learn and Share Together Collaborative meeting will take place on 30 September. For more information, please contact [paul.sams@cntw.nhs.uk](mailto:paul.sams@cntw.nhs.uk) or [andrew@sunderlandpeoplefirst.com](mailto:andrew@sunderlandpeoplefirst.com)

Follow us on Twitter @LASTteamwork.

**Paul Sams, Feedback and Outcomes Lead at Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and founder of LAST Collaborative, and Andrew Fox, Development Worker at Sunderland People First.**



# Clinicians and police work together to improve response for people in crisis



CNTW is currently piloting a new service in Carlisle and Penrith alongside Cumbria Constabulary, to respond appropriately to people who are in mental health crisis who come into contact with the police.

The service, known as the **Street Triage Team**, has been running since the beginning of May 2021 with promising results. For several years CNTW have successfully worked with Northumbria Police to deliver a similar service in the North East.

The Street Triage Team is made up of two senior Registered Mental Health Nurses and two experienced police officers. The team support people of all ages who come into contact with the police outside of custody where there is concern that the person is in mental health crisis or distress.

Outlining how the pilot service works, Philip Johnston-Blackwell, Clinical Lead for the Street Triage Team, said: “When police in Carlisle respond to an incident reported to them, the Street Triage Team will be asked to attend if control room staff or officers believe that someone involved is experiencing a mental health crisis or severe distress.

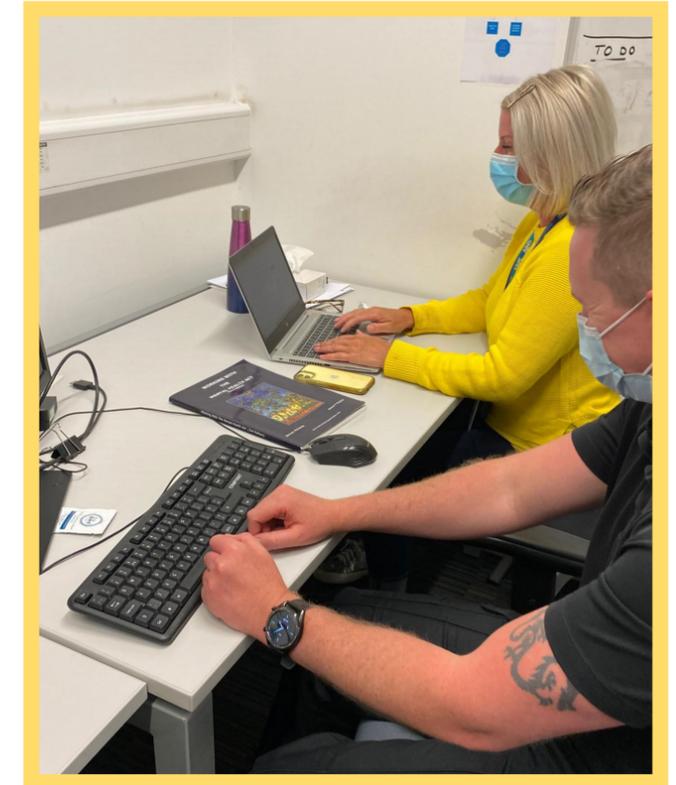
“The Street Triage Team attend and undertake a face-to-face assessment of the person’s mental state. They’ll discuss the most appropriate course of action to support that person and create a ‘safety plan’ with them. They can also refer them on to suitable support services if needed. Our main focus is making sure that the individual’s voice is heard and that they safely get access to the right support, at the right time, in the right place for them.”

Through this pilot CNTW and Cumbria Police are hoping to reduce unnecessary police detention of people in crisis under what are known as ‘Section 136 powers’. Section 136 of the Mental Health Act grants police the power to detain someone who is in crisis. The detained person is taken to a designated ‘place of safety’ for a Mental Health Act assessment. The power is essential in some situations to keep someone safe, but in many cases experienced clinicians can help a person onto the right support pathways without the need for them to be detained.

Since the pilot started, there have been more than 60 occasions during the team’s operating hours when police may previously have needed to use Section 136 powers, but during the pilot there have been no detentions while the Street Triage Team were on duty. The team have completed almost 100 face-to-face assessments, and have also provided remote advice and support on many other occasions.

The team have received plenty of positive feedback from those who have come into contact with them, with comments such as: “They were kind and caring and I felt listened to when I needed support;” “They listen and help you make a plan;” “I really like that they come to see you face to face;” “They made me feel at ease;” and, “They made me feel reassured and safe.”

The pilot will be reviewed in October.



# Mental Health Concern

Adam Crampsie is the Chief Executive of **Mental Health Concern**.

A mental health clinician by background, his experience spans the public, private and charity sectors. He started his career working in the NHS, before moving into private healthcare to develop and lead NHS-commissioned services across mental health trusts, acute trusts, clinical commissioning groups, and central government.

Mental Health Concern is a charity with communities at its heart, providing specialist services on behalf of the NHS and local authorities. They provide a range of services, including dementia nursing care, social prescribing, supported housing, 24-hour specialist adult care, dementia respite care, and community wellbeing groups.

The people they support have a wide range of mental health needs and predominantly have severe or long-term mental illness.

Mental Health Concern is also the parent charity of Insight IAPT, a national provider of NHS talking therapies.

Much of the charity's work is done in collaboration with a number of organisations including our own, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW). Our two organisations have had a close alliance and relationship for over 30 years.

It's these close partnerships with others that enable Mental Health Concern to provide high-quality care and support. Mental Health Concern and CNTW work in partnership on the referral pathway both in and out of services, working closely between the charity and the Trust's community mental health and crisis teams. There have been numerous shared successes, but for Adam, perhaps the greatest achievement has been the development and up-scaling of non-clinical support for people identifying as being in a crisis.

The service, called Together in a Crisis, was conceived in 2016 by a partnership of CNTW, Newcastle Gateshead CCG, and Mental Health Concern. It provides emotional and practical support to people who identify as being in crisis, but do not meet the threshold for the NHS mental health crisis service.

Mental Health Concern worked in close collaboration with CNTW's crisis team to develop a seamless two-way pathway between the teams.

Since 2016, Together in a Crisis has grown in scale and reach and is now formally commissioned in Newcastle, Gateshead, Sunderland, South Tyneside, and Northumberland.



On collaborative work Adam said: "No single organisation can do everything. It's really important that everyone understands their strengths and can see the strengths of others. We can't exist without strong relationships."

The pandemic has undoubtedly changed ways of working for many, and Mental Health Concern is no different. In fact, in terms of collaborative working, it has seen a positive change for the charity.

"As a charity, we're very fortunate that most of our income comes from commissioning," Adam explained. "Charities have been hit hard by the pandemic and as a larger charity, we have a part to play in supporting smaller organisations. We have created a number of partnerships during the pandemic."

Adam says during these harder times it's important to give lifelines to smaller organisations. "It's not a competition, we will all gain a lot more by working together. I don't see any other organisation as a competitor, a competitor is just a partner you haven't made yet. As we move to an integrated care system, collaboration will be more important than ever, so the quicker we break down any barriers, the better it will be for the future."

There can be challenges that come with collaboration. "The biggest challenge for many of us is workforce development; we're all looking for nurses from the same resource pool. We need to look at growing and nurturing our own talent, and we can only overcome this challenge by working together."



For Adam, the main people who benefit from these partnerships between organisations are the service users themselves.

"They don't care about where the help comes from, what your badge says, or what organisation you're from. They care about getting access to the best care in a timely manner to get them where they need to be. When we talk about collaboration, we think about how we can get service users to get to their desired goal as quickly as possible, with the fewest number of steps."

# A peer support partnership for mothers experiencing postpartum psychosis

The Trust has linked up with national charity Action on Postpartum Psychosis (APP) to provide a dedicated Peer Supporter for women experiencing severe mental illness following the birth of their child.

The Peer Supporter will be employed by APP, but based at CNTW's Beadnell Mother and Baby Unit, at St George's Park Hospital in Morpeth.

Postpartum psychosis is a debilitating postnatal mental illness that can occur out of the blue, affecting around 1 in 400 women and their families every year in the UK. However, it is treatable, and most women go on to make a full recovery with the right support.

Allison Spiers, Ward Manager at the Beadnell Mother and Baby Unit, said: "We work very closely with APP to support mothers who are experiencing postpartum psychosis, and we are really pleased to be growing that relationship by welcoming a new Peer Supporter employed by APP into our team. Not only will they offer vital one-on-one support to new mothers at a very distressing time in their lives, this Peer Supporter will also support group work with the women on our unit, and provide training to ensure our whole team continue to develop an in-depth understanding of postpartum psychosis."

At CNTW we believe that service users and carers with lived experience of mental ill-health should be at the heart of everything we do, and employing Peer Support staff is an integral part of this."

Hannah Bissett, a National Co-ordinator at APP, said: "As a woman who has personally experienced postpartum psychosis I know how isolating and afraid it can make you feel. Having somebody there for you who knows exactly what you're going through and who can inspire hope will undoubtedly bring a sense of relief and reassurance to women in the region who may find themselves experiencing postpartum psychosis. We're delighted to be partnering with CNTW on this."



St. George's Park Hospital, Morpeth

# Community team and charity working together in Carlisle



During the height of the COVID-19 pandemic, third sector organisations in Cumbria – offered ‘mutual aid’ to health and care organisations which were facing staffing difficulties due to the pandemic. One of these was The Glenmore Trust, a charity which supports people with mental health problems and learning disabilities. As a result, several highly trained staff from The Glenmore Trust are now based alongside Carlisle Community Mental Health Assessment and Recovery Team (CMHART).

**Danny May, Clinical Lead for the Psychosis Team within Carlisle CMHART,** said:

“Having a third sector organisation working alongside an NHS service on a day-to-day basis like this is quite innovative. It is early days, but we are all really encouraged by the positive impact this has already had for clinicians and patients.”

Danny recalls one instance where the CMHART’s psychosis team had been struggling to engage a particular gentleman in their support, who would often refuse to answer the door. “Staff from the Glenmore Trust were able to really persevere with him, consistently getting in contact and slowly managing to build rapport and trust.

“But they had a ‘breakthrough moment’ after a random comment from one Glenmore Trust staff member during a visit, about having a cup of Typhoo tea. This seemed to be a bit of an icebreaker, and sure enough at the next visit the gentleman was waiting at the door with a box of Typhoo teabags for the staff! That may seem like a small thing, but it was a big step for him and the team.

“He is now doing very well, is engaging with the team, and has a crisis support plan in place to help him.”

**Kirsty Andrews, Community Mental Health Nurse within the Carlisle CMHART,** agrees:

“We’ve found collaborating with The Glenmore Trust a great success – it feels like we are working as one team, and we have nothing but praise for their staff and the friendly, approachable support they have offered.

“They bring a wide range of knowledge which has really contributed to the support of our patients, their family members, and other professionals. The Glenmore Trust staff pay really close attention to what each person needs, which is very important to our team. Their support has enabled us to use our time more effectively. Our patients are getting a lot more from us as service; we are working in a more holistic way.”

The Glenmore Trust’s staff have all reported that they feel valued and supported by the Carlisle CMHART. One staff member said, “They’re so welcoming and easy to work with. Working alongside the team, I have learned such a lot from them, and I think they have learned something from us too.”

# The Percy Hedley Foundation

One of the organisations we work closely with is The Percy Hedley Foundation, a charity based in Newcastle Upon Tyne.

“We are The Percy Hedley Foundation, and we support people with disabilities across the North East to develop their abilities, live the life they want, and be happy. As an organisation we are here to support individuals who need specialist help so that they can flourish. We support people to live and learn through a range of specialist and personalised education and care services.

At Percy Hedley, our promise is to put the people we support at the heart of everything we do. Working collaboratively with our partners is the only way we can get the best for the individuals we support. All of the organisations that are supporting an individual person are working towards a common goal and together we are stronger. By working together and with the individual we can achieve better outcomes.

The Covid-19 pandemic meant we needed to adapt our approach to working with other organisations quickly. Embracing technology has been vital – this has enabled us to meet together virtually and share information. The pandemic also emphasised the importance of communicating with partners, particularly in situations where things are constantly changing. Although the last 18 months have presented us with many challenges, the impact of improved communications with our partners is one of the positives that we’d like to continue in the future.



Collaborative working is essential for delivering person-centred care. 78% of disabled people report having faced difficulties when accessing services and for many people, the times when they receive poor care, or their needs aren't met are when they fall between different providers.

In recent years, we've seen some brilliant examples of the difference that improved collaboration can make for an individual. In order to achieve some of the changes needed, more collaborative working between providers and with individuals at all levels will be key. Working with individuals' families and partner organisations, not just on joining up service provision but involving them in designing services gives us the opportunity to transform their experiences and give them more choice and control over the health and care they receive.”

**D'Arcy Myers**  
Chief Executive

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# Provider Collaboratives - NHS and third sector working together to improve patient care



Building on the success of New Care Models, Provider Collaboratives are a new approach to commissioning specialised mental health, learning disability and autism services.

The ambition of Provider Collaboratives is that people with specialised mental health, learning disability and autism needs experience high quality, specialist care, as close to home as possible, connected with local teams and support networks. To do this, Provider Collaboratives take responsibility for the budget and pathway for their own region.

They will drive improvements in patient outcomes and experience, as well as tackling local inequalities. They will also seek to increase the voice of people with lived experience in improving the quality of care provided. Through different ways of doing things and caring for people closer to home, we have already been able to release resource to invest in different community services.

The key principles underpinning Provider Collaboratives are:

- Collaboration between providers across local systems
- Experts by experience and clinicians leading improvements in care pathways
- Managing resources across the collaborative to invest in community alternatives and reduce inappropriate admissions/care away from home
- Working with local stakeholders
- Improvements in quality, patient experience and outcomes driving change
- Advancing equality for the local population

In our region, a partnership of Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and Tees, Esk and Wear Valleys NHS Foundation Trust, called North East and North Cumbria Mental Health, Learning Disability and Autism Partnership, is now leading commissioning across three Provider Collaborative services. Our Collaboratives cover Adult Secure Services, Children and Young People's Inpatient Services, and specialist Adult Eating Disorder Services across the North East and North Cumbria.

This is a really exciting opportunity, and we have already seen some of the benefits of this way of working. For example:

- 31 people within Adult Secure services have been brought back to local services over the last 4 years through New Care Models, with this set to continue through the Provider Collaboratives.
- Work has begun to make sure access to community-based specialist eating disorders services is equitable across our region.
- Savings have been reinvested into an Adult Specialist Community Forensic Service, supporting earlier discharge from inpatient care through enhanced in-reach and supporting re-engagement with community and social networks.
- Intensive community pathways for children and young people have been introduced, including the Intensive Positive Behaviour Support (IPBS) team and increased crisis team availability. This has significantly reduced the need for young people with learning disabilities and/or autism to be admitted to inpatient care.

## Cont'd ....

- Local third sector organisation Skills for People has been commissioned to provide a Family Support Worker, supporting families alongside the IPBS team. In a recent evaluation, feedback from both families and clinicians who have worked with the Family Support Worker has been very positive.
- With the introduction of an Enhanced Community Eating Disorder Team for Children and Young People, sharing of paediatric expertise within Ferndene and greater support for in-reach, training, and supervision, CNTW has not needed to admit any young person to an out-of-area Specialist Eating Disorder Unit since July 2019.
- As a result of the savings made by not requiring out-of-area Specialist Eating Disorder Unit beds, a team has been funded to provide seven-day clinical case management in children's inpatient services. The team oversee bed availability, patient 'flow', referrals, admissions, discharges, transfers, and repatriations.

It is clear to see how working much more closely together across the system can have a really positive impact the people that use our services.

**Jo Murray**, Programme Lead for NENC Adult Eating Disorders Provider Collaborative, and **Garry Schulz**, Provider Collaborative Programme Manager



# Thank you to all our emergency services for your continued hard work and support.



The Veterans Mental Health and Wellbeing Service

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# Runners tackle world's biggest half-marathon for The SHINE Fund

On behalf of our Trust's Charity, the SHINE Fund we would like to say a massive thank you to the determined runners who completed the world's biggest half-marathon, the Great North Run, to raise money to support those receiving care and treatment for mental health problems and disabilities.

Money from The SHINE Fund is used to provide the 'little extras' that make a big difference to peoples' recovery and mental wellbeing. It often funds day trips and activities for patients, as well as vocational and educational activities. During the Covid-19 pandemic 'lockdowns' it enabled CNTW to provide craft materials, music equipment, games consoles, puzzles, and more to keep everyone happy and well throughout isolations and visiting restrictions.

Paul Sams ran the race to raise money for The SHINE Fund for a second time this year. Paul now works for CNTW, and has been supported by mental health services in the past, so he knows first-hand the difference that money raised for The SHINE Fund can make.



Caroline Hurt, who works for CNTW as a Clinical Skills Trainer, is also motivated by seeing the difference The SHINE Fund makes. "I've been employed by the NHS for 30 years, working with patients with mental health and learning disabilities, so I am really aware of the difference that all the little extras that come from The SHINE Fund make to our patients, and how valuable it is in aiding their recovery. I hope that by completing the Great North Run I can encourage others to get involved and spread the word about what The SHINE Fund does."



Adrian Edwards works as a Specialist Occupational Therapist for CNTW, and remembers watching the Great North Run from his grandparents' house, which overlooked the finishing line in South Shields where he grew up. "I always wanted to do it, because it looked like a lot of fun for the runners, and now I've managed to do the Great North Run a couple of times over the years."

"This year, I'm definitely looking forward to running for the SHINE Fund. Something I've appreciated during the Covid-19 pandemic is the 'little extras' in life, and if I can support The SHINE Fund to give those to the people using our services, it feels very worthwhile."

Abi Stewart and Alex Austin, whose sister-in-law works for CNTW, are running to give back and support the NHS after the challenges of the pandemic. "We're very excited for next weekend - even on our staycation in Bournemouth we kept up with training, running up to the pier and back down to the sand banks!"



Ailsa Miller, Patients Finance and Cashiers Manager at CNTW, said: "After so long being unsure whether this year's Great North Run was going ahead, we are thrilled to have several runners taking part again this year."

"We are incredibly grateful for the fundraising efforts of all our runners, and we wish all of them the best of luck on the day!"

To find out more about the SHINE Fund or to donate visit [www.cntw.nhs.uk/SHINE](http://www.cntw.nhs.uk/SHINE)

# Mental Health Self Help Guides



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- Alcohol and You
- Anxiety
- Bereavement
- Controlling Anger
- Depression and Low Mood
- Depression and Low Mood - a guide for partners
- Domestic Abuse
- Eating Disorders
- Food for Thought
- Health Anxiety
- Hearing Voices and Disturbing Beliefs
- Obsessions and Compulsions
- Panic
- Post Traumatic Stress
- Postnatal Depression
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- Sleeping Problems
- Stress
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  - Anxiety
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  - Post Traumatic Stress



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- ☎ 0191 245 6827
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Membership is completely free and as a member you can:

- ⇒ Give your views on the Trust's plans and any issues that interest you
- ⇒ Vote in the Governor Elections or stand as a Governor yourself
- ⇒ Receive regular information about the Trust

### Membership Application Form

Public  \*Service User  \*Carer  (please tick only one)

\*Service User/Carer I currently use or have used the following CNTW service in the last four years or cared for someone who has used an CNTW service in the last six years: (please tick service used below)

- Adult services
- Neuro Disability Services
- Older People's Services
- Learning Disability Services
- Children and Young People's Services

Mr  Mrs  Miss  Ms  Mx  Other: .....

First name: ..... Surname: .....

Address: .....

Postcode: ..... DOB .....

**How would you like us to contact you?** (please tick/complete)

Post  Email  .....

Tel  ..... Mobile  .....

Signed: ..... Date: .....

**Free self help guide**

Please send me a copy of:

We will only contact members by their preferred method. The Trust may need to share your information with third party organisations for governor elections, printing and maintaining a membership database. Cancellation of membership can be made at any time online or by contacting the Corporate Affairs/ Membership office Tel: 0191 245 6827 or email [members@cntw.nhs.uk](mailto:members@cntw.nhs.uk)

# A year in CNTW...

**In a year which has had so many challenges, we have achieved a great deal to be proud of. The strength and compassion of staff have been admirable in what could be described as the most difficult year of many of our careers. Here are just some of our achievements in the landscape of mental health, learning disability and neurological care.**

In **September**, we celebrated a 'Month of Hope' which took place between World Suicide Prevention Day and World Mental Health Day. Members of the public, service users, staff and carers were encouraged to share what has made them hopeful. The inspiring messages were then shared on social media.

Throughout **October** we shared stories from members of staff from different backgrounds to mark Black History Month, celebrating the diverse culture of our workforce which included a celebratory event featuring a number of speakers. We also supported Show Racism the Red Card Day and wore red, uniting our organisation to take positive action against racism and raise awareness.

**November** saw us celebrate winning the QA Award for Macro Employer of the Year in the 2020 North East National Apprenticeship Awards. CNTW has over 300 apprentices and we offer apprenticeships in all areas including customer service, health and management. There are also development opportunities for current staff to enable them to gain recognition for their skills.

In November our Individual Placement and Support (IPS) team reached an important milestone achieving their 100th job after launching in 2019 to provide service users in community treatment and early intervention in psychosis with specialist support to gain and sustain paid jobs. A huge success which service users have told us is life changing.

In **December** we received the fantastic news that the Department of Health and Social Care (DHSC) and NHS England & NHS Improvement (NHSEI) Joint Investment Committee and HM Treasury approved the full business case for the Trust's Care Environment Development and Re-Provision (CEDAR) programme. The programme was established to undertake the service planning and implementation of three major developments; the creation of a new integrated mental health and learning disability centre of excellence at Northgate Hospital in Morpeth, the reconfiguration of the award-winning children and young people's Ferndene unit at Prudhoe, to improve existing accommodation and establish medium-secure facilities and the reconfiguration and re-provision of mental health adult acute inpatient services at St Nicholas Hospital's Bamburgh Unit. CEDAR aims to increase patient and staff safety and improve the quality of care.

December also saw the launch of a disability passport, created by the Trust's Disabled Staff Network which aims to improve their experience in the workplace. The document was created after listening to the stories and experiences of staff in obtaining reasonable adjustments. The document will make it easier for staff to share information about their disability.

In **January** the Trust began its Covid-19 vaccination programme, an important moment in our collective fight against the virus. The programme was the culmination of several weeks of detailed planning and thousands of staff and patients have been vaccinated since.

In **February** we celebrated long service in our workforce and recognised over 1,025 staff who achieved 25, 30, 35 and 40 years of service, as well as commending our wonderful volunteers.

**March** saw the Trust become the first in the region to offer a mental health or learning disability nurse degree apprenticeship to aspiring nurses. In conjunction with the University of Sunderland, the course offers successful applicants paid employment and education through a combination of supernumerary learning and working in a nursing environment.

In **April**, the Trust planted 1,000 trees across four sites as part of the wider strategy for sustainability. We also launched our Green Plan in April, outlining how we aim to reduce carbon emissions to 'net zero' by 2040 and actions to meet sustainability goals by 2026. We also opened Lotus Ward in April, a 10-bed inpatient unit at Acklam Road Hospital in Middlesbrough. The ward provides specialist care and treatment to young people who have complex mental health needs. This was opened following extensive work engaging with service users and their families/ carers to design the new service.

In **May**, our chief nurse Gary O'Hare virtually welcomed Matt Hancock MP, then Secretary of State for Health and Social Care to talk about the resilience of staff throughout the pandemic. They also paid tribute to the health and social care staff of the region in their efforts during the pandemic. We also piloted a new service between the Trust and Cumbria Police, which sees mental health clinicians and police officers teaming up so they can respond appropriately to people who are in mental health crisis who come into contact with the police.

We celebrated Armed Forces Week in **June** when we launched a new Staff Network for veterans. The Network aims to ensure the Trust provides sufficient support to staff connected to the armed forces. Learning Disability Week also took place in June and this year's theme was art and creativity. We shared the story of our Art Hub, which allows service users to participate in a range of artistic activities from drawing and painting to sculpture and creative writing.

In **July**, our Informatics Project Team were shortlisted for Patient Safety Innovation of the Year in the HSJ Patient Safety Awards, recognising their implementation of online consultation solution, OneConsultation. The awards celebrate the teams and individuals putting safety first. Our apprentices also celebrated this month, with 100% of Customer Services apprentices successfully completing the programme with a first-time pass. And 85% achieved a Distinction, the highest grade possible. This figure is way above the national average.

In **August** the Carlisle Community Mental Health Assessment and Recovery Team (CMHART) began working in partnership with The Glenmore Trust, a charity which supports people with mental health problems and learning disabilities. This is part of the team's increasing work with third sector organisations to offer the people they support additional help and opportunities.

Copies of the annual magazine can be downloaded from our website [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

Please contact us to request a version in an alternative format.

Copies can also be obtained by contacting  
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