COVID19 Update

Issue 9 August 2021

Membo

With the huge progress of the roll out COVID vaccinations, we have finally reached the last step of the Government Roadmap. 19th July saw the country lifting the majority of the COVID restrictions. Vaccines are significantly reducing the impact of COVID however we all still must be vigilant. The UK has vaccinated more of its population than any other country in Europe which is a massive achievement.

If you haven't received your vaccine yet or worried about the vaccine, please click here which provides useful information. The pandemic is far from over, and we still need to be vigilant. make informed decisions and act carefully and proportionately to manage the risks to ourselves and others.

EURO 2021 – lessons to learn

Now let's talk footy. I am sure most of us watched Euro 2021 England vs Italy hoping for England's long-awaited win, sadly it didn't happen it was not our time, but what we have seen from the players and managers was spectacular.

2021, the world is a different place and approaches to leadership and management have moved on. The days of football managers giving the 'hairdryer treatment' to their players is thankfully now a thing of the past.

Whether Gareth Southgate's more modern approach leads to a major tournament trophy for England remains to be seen of course, but his management style, driven by growing knowledge in motivation and performance will hopefully become the norm not just in football, but in other sports and across the world of employment. And that could count as a very big win indeed!

As summer gets in full swing, the temperatures get warmer, and we all start to look for things to do on our UK summer holidays, the sun is showing its glorious self and coming up we have the August Summer Bank Holiday to all look forward to. Bank Holidays are a great time to spend with friends and family, see a bit more of the UK or take the opportunity of a long weekend abroad. It is exciting about the prospect of travel again but do please remember the pandemic is far from over.

The Government has now called upon us all to take personal responsibility as lockdown has lifted and most legal restrictions have been removed to keep yourselves and others safe.

Corporate Affairs Team Cumbria, Northumberland, Tyne and Wear NHS FT

CNTW Launch their RESPECT Campaign: Give Respect. Get Respect.

When we're respected by others it helps us to feel safe and we can be our true selves. Respect means that we accept each other, even when people are different from you or you don't agree with them. Respect builds feelings of trust, wellbeing and safety.

Respectful behaviours aren't limited to certain groups, anyone at any level can, and should, show respect for others. In respectful workplaces, staff are more engaged and more satisfied at work.

With respect in our lives, there is no room for harassment, favouritism, or bullying. In a respectful environment people are free to be themselves, share knowledge and build relationships.

We live in a conflicted world. Opinions and views, likes and dislikes are as varied as the number of people on this planet. But each of us has a responsibility to be in control of our words and actions.

The last 18 months has been so difficult for so many. It has caused a lot of changes, sometimes, not for the better. It's time to take stock and remember who we are and remember our values. We have launched a new programme across our organisation, Give Respect. Get Respect. which will underpin our Trust values.

Caring and compassionate: Putting ourselves in other people's shoes and being sensitive and considerate. We will ensure the Trust is approachable and that we listen and offer hope through increasing awareness of, and confidence in, avenues for reporting discrimination.

Respectful: Give respect to all people and respect and embrace difference.

Honest and transparent: Accept what is wrong and strive to put it right.

Your concerns will be taken seriously. Discrimination, bullying or harassment of any kind is not tolerated in our organisation. Raising concerns can be difficult, but there are a number of options open to you in doing so, and we are here to support you.

Everyone deserves respect, and together, we can make work, and our communities a safe space for everyone.



Give Respect. Respect.

Informatics Project Team shortlisted for the **HSJ Patient Safety Award**

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)'s Informatics Project Team is celebrating being shortlisted for a prestigious Patient Safety Award.

The team has been shortlisted for the HSJ Patient Safety Innovation of the Year in the HSJ Patient Safety Awards, which help drive improvements in culture and quality across the NHS by celebrating the teams and individuals putting safety first.

The Informatics Project Team has been recognised for its implementation of online consultation solution, OneConsultation.

The project is born from the Trust strategy to provide choice to patients and staff and offer digital solutions as an option for care and treatment. CNTW began the project as a pilot in May 2019 and when the pandemic hit, it was rolled out from a small-scale project to Trust-wide in a matter of weeks.

Online consultations have provided a reliable way for patients and their families to see and speak to members of all CNTW clinical community teams. They have also proven to be extremely beneficial during the pandemic. When staff and patients were unable to meet in person, the consultations allowed them to replicate face-to-face conversations from their own home.

It has also greatly reduced travel time and costs for staff and patients, while maximising the clinical time available to staff working across a huge geographical footprint.

Nicola Orkney, Digital Project Manager at CNTW, said: "The team are just so incredibly proud. We know how many entries the awards get, so to be recognised for our work is a wonderful achievement. This was a real team effort, with support from the whole department and the wider Trust to implement the project."

Feedback from both staff and patients has been positive, with 95% of patients saying they either strongly agreed or agreed they were satisfied with the overall experience of their consultation call.

Nicola added: "The solution has not only saved the services across the Trust money, but it also allows clinicians to continue to provide treatment and care to their service users during the pandemic when face-to-face appointments weren't possible."

Entrants were selected based on their ambition, visionary spirit and demonstrable positive impact that their project has had on patient and staff experiences.

Winners will be selected ahead of the ceremony, which will take place as part of the Patient Safety Congress and Awards in Manchester in September 2021.

Staff write first ever national briefing on language use for victims of exploitation

Members of staff from the Trust have been involved in the first ever national briefing on the importance of language when describing child exploitation.

Afua Appiah and Dr Romana Farooq, both from CNTW, are the Lead Author and Principal Investigator respectively of the Making Words Matter: Practice and Knowledge Briefing.

In partnership with the National Working Group (NWG) Network and the voluntary organisation Stop and Prevent Adolescent Criminal Exploitation (SPACE), the document is designed to help those involved in safeguarding children and young people subject to or at risk of exploitation, including teachers, police and health workers.

The briefing came together following a presentation Dr Farooq gave at the House of Commons on the impact of using dehumanising language to describe children.

The document highlights the importance of language when responding to children, young people and families affected by exploitation, explaining that many of the terms traditionally used can make victims feel like they are to blame in some way for what has happened to them, or can prevent them from coming forward to seek help.

Clinical Psychologist in Training Afua Appiah, works in CNTW's specialist children and young people's services.

She said: "The journey of making this document has been so positive, with all of us sharing the same passion but bringing in different perspectives. For me, it has built my confidence in talking about this topic and feeling able to challenge people on the language they use, and to challenge myself.

"A lot of the narrative around children who have been subject to exploitation is negative. This language shapes their identity and often as children develop, they take on board the narratives held of them by others, which in turn forms the basis of how they go on to describe themselves."

The document is designed to be used by all organisations that work with children and young people, from the police and social services to sports clubs and schools.

It aims to begin a conversation and increase curiosity around language and its impact on children and young people subject to exploitation in services, recognising the pivotal role that practitioners and services play in shaping the identity of vulnerable children and young people.

Principal Clinical Psychologist Dr Farooq specialises in children's human rights, child exploitation, trafficking and modern-day slavery. "The language we use about children impacts their social, emotional and psychological development," she said. "Conversations around child exploitation have always been stigmatised and taboo. Due to a number of high-profile national enquiries, we've been forced to confront the issue. This brings the challenge of how do we begin to talk about something we didn't

Dr Farooq hopes that the document will encourage conversations at CNTW. "We hope the briefing will be used as a way to enable dialogue among staff and encourage them to critically reflect on the language they use."

have a language for? This briefing certainly felt like the right time

The document is free for anyone to access and can be found on NWG's website:

www.nwgnetwork.org

to interrogate the language we use."

Meet Teddy the dog providing therapy for people struggling with their Mental Health

Meet the dog providing therapy for people struggling with their mental health.

Labrador Retriever Teddy is a dementia therapy dog in CNTW's Older Adults Services.

Owned by advanced nurse practitioner Julie Young, Teddy comes into Woodhorn Ward at St George's Park in Morpeth three times a week and has become a well-known face on site. Woodhorn is an inpatient unit for older people with dementia, providing assessment and treatment using a needs-led model.

Known as Animal Assisted Therapy (AAT), Teddy provides holistic care not only for patients, but to families and staff.

Teddy has had a positive impact since arriving on the ward, improving patients' physiological, psychological, emotional and social wellbeing. Animals have been found to bring a sense of homeliness and normality to people who are hospitalised. Julie said: "We thought Teddy would make a good therapy dog because of her good-natured temperament.

"Having her on the ward has encouraged conversations and interaction among patients. It has been particularly beneficial for people with dementia, enabling them to connect with something familiar. Sometimes people see her as their own dog which gives a sense of ownership and achievement.

"Teddy has helped de-escalate situations on the ward as she aids engagement and provides a calming distraction. There's something about Teddy that makes people relax. "This wouldn't have been possible without the support of staff on the ward and the wider Trust."

Tracy Eccleston, clinical lead physiotherapist at CNTW, said: "The ways Teddy can help our patients are endless. They can take her for a walk to improve their mood and promote physical activity. People on our ward don't always want to go for a walk but this is something that's task-orientated and gives them a sense of purpose."

Research has also shown that having therapy dogs can increase staff mental health and wellbeing, as well as an improved atmosphere within hospital environments. Staff on Woodhorn say Teddy made a big difference to their wellbeing during the Covid-19 pandemic when it was a stressful time on the ward.

Teddy wears a uniform so knows when she comes onto the ward and behaves differently. She has achieved her basic companionship award at Northumberland Canine Centre and is currently training for her intermediate award.

When she's not at work, Teddy spends time at home with a Jack Russell puppy, three cats, a horse and a family of four. For regular pup-dates, follow @teddysgp on Twitter





is joined up across local councils, the NHS and voluntary and community organisations. Integrated care is about giving people the support they need, joined up across local councils, the NHS, and other partners. It removes traditional barriers between hospitals and family doctors, between physical and mental health, and between NHS and council services. In the past, these divisions have meant that too many people experienced disjointed care.

An important part of the vision is that decisions about how services are arranged should be made as closely as possible to those who use them. For most people their day-today health and care needs will be met locally in the town or district where they live or work. Partnership in these 'places' is therefore an important building block of integration, often in line with long-established local authority boundaries. But one of the strengths of the system is that arrangements can be adapted to reflect what makes sense locally.

For more information on the North East and North Cumbria Integrated Care Systems (ICSs) please click here



Clinicians and Police work together to improve response for Carlisle people in crisis

The Trust is working with Cumbria Police to pilot a new service. It 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.

The service, known as the Street Triage Team, is being piloted in the Carlisle area. It has been running since the beginning of May 2021 with promising results.

The Street Triage Team is new to Cumbria, though for several years CNTW have successfully been partnering with Northumbria Police to deliver a similar service in the North East.

Explaining the importance of this pilot, Temporary Detective Superintendent Dan St Quintin said: "The constabulary has seen a continued increase in the number of calls for service in which people are in crisis and are potentially a harm to themselves or others.

"These are often complex and difficult situations, however as a force our priority is to keep people safe. The Street Triage Team allows us and partners to get people in crisis the correct and most appropriate support for them.

"This pilot is an example of the continuing work we are doing with our partner agencies to address and understand the demand around mental health.

"This pilot may show that this new approach improves services and outcomes for our communities, which I really welcome." The Street Triage Team is made up of two senior Registered Mental Health Nurses and two experienced police officers, all of whom have undertaken intensive training. They work in pairs, with one clinician and one officer on duty during operating hours.

The Street Triage Team will 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. They are also able to respond to concerns about people in distress who may have a learning disability or autism.

Outlining how the pilot service works, Philip Johnston-Blackwell, Clinical Lead for the Street Triage Team, explained: "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 perform a face-to-face assessment of the person's mental state. They are in an unmarked vehicle that's modified to enable them to sit face-toface with a person in the back for a private discussion.

"They 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. The Street Triage Team can act as an advocate for the person who is in crisis and use their clinical expertise to help police officers make informed decisions.

"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."

If the team feel the person has further mental health or psychological needs to be addressed, they will refer them to the most appropriate service. If they do not feel a referral onto other services is needed, the team will perform a follow-up wellbeing check with the person after 24-48 hours. The person is also given information about who to contact if they need further support. Their GP is contacted to make them aware that their patient has had a crisis intervention.

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.

The pilot has had a measurable impact on levels of detention. During the pilot, the service is being provided between 3pm and 1am, Tuesday to Friday – the peak times for mental health-related callouts identified during the pilot's preliminary stages. Since May there have been 40 occasions during these times 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 34 face-toface 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."

Philip Johnston-Blackwell added, "We are really pleased that this pilot has so far received overwhelmingly positive feedback from the people we've supported. I am incredibly proud of the team and the fantastic results we have already achieved at this early stage. "People report that they feel listened to and supported by the Street Triage Team, that they were helped to make a plan that worked for them, and that the team helped keep them safe when they were in crisis without the need to be detained under section 136."

David Muir, Group Director for North Cumbria at CNTW, said: "The Street Triage Team pilot is part of wider developments to our services in the North Cumbria area. We want to ensure we are working closely with partner organisations to ensure there are easy, clear pathways in place for people in need of ongoing mental health support and assessment."

Achievement for Trust Apprentices

Apprentices from an NHS Trust are celebrating top marks.

100% of Customer Service apprentices from CNTW have successfully completed their programme with a first-time pass. And 85% have achieved a Distinction, the highest grade possible.

This figure is way above the national average; data from the Department of Education shows that the overall pass rate for apprentices was 64.2% in 2019/20 and the rate for business admin, which includes customer service, was 54%.

CNTW currently has 29 apprentices on the Customer Service Apprenticeship which began in 2019.

The apprenticeship lasts for a minimum of 14 months and the apprentices' core responsibility is to provide a high-quality service



to their organisation. This can include dealing with orders and payments, offering advice and support, or gaining insight through measuring customer satisfaction. The apprenticeship builds on customer service skills and knowledge of the service.

Annette Connor, Apprenticeships and Career Developments Lead at CNTW, said: "This is a fantastic achievement. It hasn't been the easiest year for apprentices and our training provider Rove did a great job in keeping learners engaged and motivated during the pandemic. It is also down to the support and advice our teams give apprentices every single day.

"As one of the region's largest employers, the programme provides an important role in supporting our local area and providing opportunities for people. Our apprentices have played a great supporting role in very challenging times and we look forward to continuing to grow our programme and bring in new apprentices."

Workforce Officer Ashdon Henry said: "Getting the distinction is something I'm really proud of, especially going through it in the current climate and adapting to the challenges that came our way. I couldn't have done it without the support of the team and my colleagues. I'm communicating with people from all across the Trust every day from a wide range of roles, all with different queries. I'm getting first-hand experience working in a busy, fastpaced environment which has really prepared me for the future. The whole apprenticeship scheme is something I'm really thankful for and feel it has prepared me well."

Erin Robinson, System Support Officer, said: "I have learnt so much completing my assignments and it gave me a huge confidence boost knowing I had the knowledge to effectively communicate and demonstrate customer service skills."

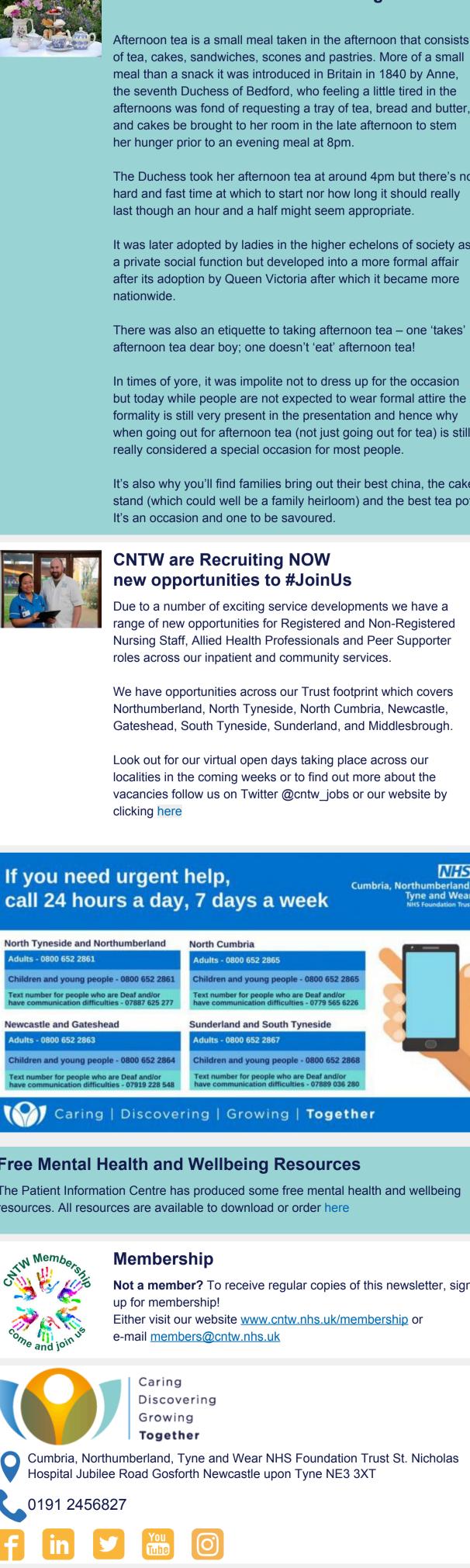
Business Administration Assistant Chloe Campbell said: "I strongly feel I have gained a lot of confidence within my working role as well as my standard of work from joining the course. I feel that the apprenticeship has provided me with specific skills that I am now able to use in my day-to-day work."

Buyer Hannah Calder said: "My apprenticeship allowed me to gain skills such as answering the phone and writing emails appropriately and also improved on my teamwork and IT skills. Doing this apprenticeship was amazing idea as it allowed me to become more confident in what I do. It has also allowed me to learn more about the NHS as a whole and all its different sectors. The apprenticeship allowed me to gain a permanent job with Procurement where I've been able to show my team what I'm capable of."

87% of apprentices stay in a role within CNTW, with the majority having a career in the team they trained in.

Annette added: "A Customer Services apprenticeship is a great entry point into the NHS. It equips apprentices with the requirements and skills for a variety of services and settings. It also gives younger apprentices experience of the world of work and the opportunity to earn while they learn."

Apprentices can apply via NHS Jobs and Find an apprenticeship (findapprenticeship.service.gov.uk) or contact CNTW's Academy Team on CNTWacademy@cntw.nhs.uk



National Afternoon Tea: 9-15 August 2021

of tea, cakes, sandwiches, scones and pastries. More of a small meal than a snack it was introduced in Britain in 1840 by Anne, the seventh Duchess of Bedford, who feeling a little tired in the afternoons was fond of requesting a tray of tea, bread and butter, and cakes be brought to her room in the late afternoon to stem

The Duchess took her afternoon tea at around 4pm but there's no hard and fast time at which to start nor how long it should really last though an hour and a half might seem appropriate.

It was later adopted by ladies in the higher echelons of society as a private social function but developed into a more formal affair after its adoption by Queen Victoria after which it became more

There was also an etiquette to taking afternoon tea – one 'takes' afternoon tea dear boy; one doesn't 'eat' afternoon tea!

In times of yore, it was impolite not to dress up for the occasion but today while people are not expected to wear formal attire the formality is still very present in the presentation and hence why when going out for afternoon tea (not just going out for tea) is still really considered a special occasion for most people.

It's also why you'll find families bring out their best china, the cake stand (which could well be a family heirloom) and the best tea pot.

Due to a number of exciting service developments we have a range of new opportunities for Registered and Non-Registered Nursing Staff, Allied Health Professionals and Peer Supporter

We have opportunities across our Trust footprint which covers Northumberland, North Tyneside, North Cumbria, Newcastle, Gateshead, South Tyneside, Sunderland, and Middlesbrough.

Look out for our virtual open days taking place across our localities in the coming weeks or to find out more about the vacancies follow us on Twitter @cntw_jobs or our website by

NHS

