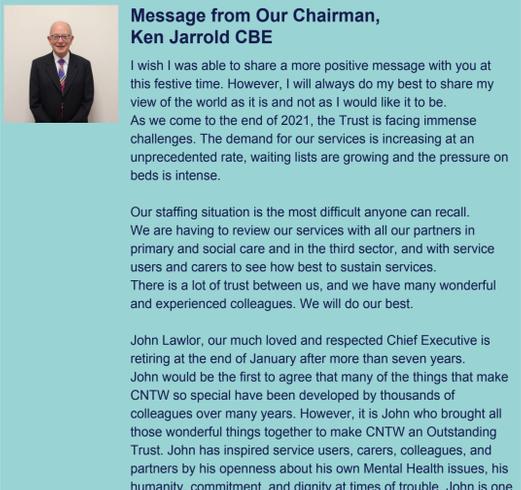



Issue 13 December 2021

Welcome to your December Edition of CNTW's Membership e-Newsletter



Message from Our Chairman, Ken Jarrold CBE

I wish I was able to share a more positive message with you at this festive time. However, I will always do my best to share my view of the world as it is and not as I would like it to be. As we come to the end of 2021, the Trust is facing immense challenges. The demand for our services is increasing at an unprecedented rate, waiting lists are growing and the pressure on beds is intense.

Our staffing situation is the most difficult anyone can recall. We are having to review our services with all our partners in primary and social care and in the third sector, and with service users and carers to see how best to sustain services. There is a lot of trust between us, and we have many wonderful and experienced colleagues. We will do our best.

John Lawlor, our much loved and respected Chief Executive is retiring at the end of January after more than seven years. John would be the first to agree that many of the things that make CNTW so special have been developed by thousands of colleagues over many years. However, it is John who brought all those wonderful things together to make CNTW an Outstanding Trust. John has inspired service users, carers, colleagues, and partners by his openness about his own Mental Health issues, his humanity, commitment, and dignity at times of trouble. John is one of the best Chief Executives in the NHS and has made a much-valued wider contribution in the Region and at national level. John will be remembered and missed as a leader, manager, colleague, and friend. Working with John has been one of the greatest privileges of my working life and I know you will all join me in wishing John, and his family the very best for the future.

In these challenging times I hope that you will find comfort and joy in love, family, friendship, and fellowship.

All good wishes for Christmas and the New Year.

Ken Jarrold CBE
Chair of the Council of Governors and Board of Management



Merry Christmas from your Corporate Affairs Team

After the subdued festivities of this time last year, we are all hoping for a very different kind of Winter and Christmas 2021. Christmas is the season to be jolly, it's the time of year when we all make that extra special effort to spend time with our family, friends and loved ones. This time last year we faced more restrictions which stopped us from being with the ones we love. However, this year we hope to be able to celebrate Christmas as once was, together around the table pulling at the crackers and wearing our much-loved paper hats!

As we come to the end of the year, we can reflect on all that we have achieved over this past year. It has again been a worrying time for us all and a very challenging one at that. At the beginning of the year our daily routines continued in being somewhat different, our contact with loved ones, family and friends altered and fractured, communication became virtual through a screen or via a telephone. We were desperate to get back to normality, as everyone is, but it is more likely to be a journey rather than a specific date in the calendar. Once we get through this we will look forwards and not look back. We will remind ourselves of what made us great, and we will build on it. There will inevitably be some catching up to do, but we will see that as an opportunity, not a problem.

Whatever you all choose to do, remember to keep yourself safe and protect your loved ones. Over the last year we have all known someone that has faced adversity with the COVID pandemic. With the fantastic vaccination programme that is currently ongoing, let's hope this is the light at the end of what has been a very long dark tunnel. If you have not received your vaccine yet, please do make this a date in your calendar to get your vaccination which will help herd immunity and fight this virus together, especially giving the new Omicron variant.

Even though we are still living in the pandemic, this is a time to rejoice and be merry, after all Christmas is a time for glitter and sparkle, and we hope a touch of the magic falls upon you this Christmas. Have a wonderful Christmas, thank you for your support and here's to celebrating a cheerful, happy and healthy 2022. Whatever you do to celebrate and toast in the New Year, be safe, enjoy and keep on smiling.

The Corporate Affairs Team would like to wish you a fantastic Christmas and New Year and look forward to bringing you further important information within next year's newsletters.

If there is anything **YOU**, our members would like to contribute to your newsletter, please email corporate.affairs@cntw.nhs.uk - it would be wonderful to hear from you!



North Cumbria's new 'Recovery College' opened

In September, North Cumbria's new 'Recovery College' opened its doors for the first time. The Recovery College hosted some in person open days in Allerdale, Carlisle, Copeland, and Eden, marking the start of face-to-face courses and sessions to support peoples' mental wellbeing, as (due to COVID-19 restrictions) the Recovery College had so far only been able to offer online courses since launching in June.

The Recovery College has been set up to support the mental health and wellbeing of people living in North Cumbria. It is led by Workington-based organisation Together We CIC, which provides mental and physical wellbeing support. The Recovery College is working with local course providers and community groups to deliver a variety of courses, all aiming to support recovery and hope.

All the courses are free and are open to residents of North and North-West Cumbria who are living with a mental health issue or concern, as well as their families and carers. All the Recovery College's courses – ranging from health topics to art and other hobbies and skills - are designed to contribute to students' recovery, resilience, and wellbeing. Courses so far have included: Emotional Resilience, Drawing and Talking, Assertiveness, Managing and Understanding Stress, Decider Life Skills, Creative Writing, Wellness Recovery Action Planning, Dungeons and Dragons, Managing your Condition, Walking for Wellness, Menopause Matters, Laughing Yoga, and Emotional Balance. And more will be developed in the future, in response to the needs and wants of local people.

A course timetable is available at <https://ncrecoverycollege.org> where people can enrol on the face to face and online courses on offer. Together We CIC received a grant from The Trust's SHINE Fund, in March this year to set up the Recovery College. Feedback from Recovery College students so far has been glowing, with people reporting that they have enjoyed their experiences of the online courses, and that the activities have helped them to feel more confident.



Human Rights Day: 10th December

Human Rights Day commemorates the day the General Assembly of the UN adopted and proclaimed the Universal Declaration of Human Rights. The UDHR is one of UN's major achievements as well as the first enunciation of human rights across the world.

Adopted on 10th December 1948, the Declaration stipulates universal values and a shared standard of achievement for everyone in every country. While the Declaration is not a binding document, it inspired over 60 human rights instruments that today make a common standard of human rights. It is the most translated document around the globe available in over 500 languages.

The 2018 commemoration of Human Rights Day will mark the beginning of a year-long celebration of 70 years since the international community adopted the Declaration. We celebrate all our inalienable rights and freedoms including a right to education, a decent living, health care and a right to live free from any form of discrimination among others.

Despite the efforts to protect human rights, the hostility toward human rights and those who defend them continues to rise. As a result, this year's Human Rights Day advocates for everyone to stand up for their rights and those of others civil, economic, political and cultural rights. Additionally, the day aims to enlighten us about how our rights are a foundation of sustainable development and peaceful societies. The day also acknowledges the advocates and defenders of human rights around the world.



CNTW Charitable Funds – SHINE

Our charitable funds (UK registered charity: 11657788) make a huge difference to the experience of service users who are cared for in our hospital sites and community services across the North East and Cumbria.

Charitable donations can provide the support for the extra things that would not be possible from the funding we receive from central government alone.

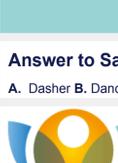
The SHINE fund is a key part of our charitable activity. The fund helps support people who use our services by providing the extra things that can make a real difference.

SHINE stands for Support, Hope, Inspire, Nurture and Empower. Since being established in 2014 the SHINE fund has supported service users with everything from horse-riding outings to gardening tools, summer activities for young people, and even Christmas decorations for our wards.

The funding from SHINE does not replace the money used to fund care. Instead, it helps to provide 'little extras' – therapeutic activities or items of comfort to assist with people's care, treatment or rehabilitation, generally helping towards them living a happier, fuller life.

Some of the ways the SHINE fund has helped:

- Support to develop Recovery Colleges across the Northeast, including the Recovery College Collective (ReCoCo), an award-winning peer-led education and support service in Newcastle which runs hundreds of free courses every year
- A new garden space transforming the environment for children and young people at our Alnwood unit, with new features including outdoor furniture, garden walls decorated in bright colours, improved sitting areas and new horticultural beds
- Digital touchscreens reminiscence therapy systems for patients with dementia in Northumberland, Newcastle and Sunderland, and Memory trees for the Dementia Centre at Monkwearmouth Hospital
- Purchase of equipment such as music centres, bean bags and equipment for chill out rooms in several of our wards
- Support for family-based activities from our STARRT team who provide social, therapeutic and recreational rehabilitation for service users at Walkergate Park Hospital
- Installation of stained-glass panels which our service users helped design into a faith room
- Paintings on loan which are displayed in our corridors and meetings rooms, helping to provide a soothing and calming atmosphere for our service users



Celebrating progress six months since the launch of our Green Plan

As the largest provider of mental health and disability services across the North of England, we are celebrating progress made towards our climate-friendly sustainability goals, six months since the organisation launched its 'Green Plan'.

- Steps we have taken towards greater sustainability include:
 - 1000+ trees planted, and exploration of 're-wilding' areas of sites to benefit wildlife has begun
 - 70% reduction in single-use plastic in the Trust's canteens and cafes
 - Increased recycling facilities
 - Procurement processes and supply chains reviewed to ensure ecological and environmental impacts are considered
 - Staff cycling forum launched to encourage active travel to work.

Anna Foster, Trust lead for strategy and sustainability at CNTW, said: "Climate change and pollution pose a serious threat to the health of the people we serve, and we have a responsibility to deliver our services in a sustainable way. We have already taken some big steps in recent years to reduce our waste and lower our emissions, but our Green Plan clearly sets out ambitious goals for providing more sustainable care.

"Six months since we launched our Green Plan, I am proud to say that we have already made significant progress against it. This would not have been possible without the commitment and hard work of staff at every level of our organisation, and the involvement of our volunteers, service users, and their families and carers.

"We believe that by working together, focussing on hope and opportunities for change and recovery, we can continue to make a positive impact."

The NHS is responsible for around 4% of the UK's carbon emissions. In the lead up to COP26 – the world's largest climate action conference – it is clearer than ever that if the country is to achieve its climate goals, the NHS must play a major part in the solution.

In March 2020 CNTW's Board of Directors joined a growing number of NHS organisations in declaring a 'climate and ecological emergency', and the Trust's Green Plan was launched in April this year. It sets out how the Trust aims to reduce its carbon emissions to 'net zero' by 2040, and actions it will take to meet other sustainability goals by 2026. (The Trust's plans support the national ambition for the whole NHS in England to be carbon neutral by 2040.

Progress has been made on tree-planting and 're-wilding' to make the most of the Trust's many leafy green spaces. To celebrate the launch of the Green Plan, in April volunteers and service users planted a total of 1000 trees across four of CNTW's hospital sites (St George's Park in Morpeth, Carleton Clinic in Carlisle, Hopewood Park in Sunderland, and St Nicholas Hospital in Newcastle) as part of the NHS Forest. Once mature, the thousand trees have the potential to absorb 21 tonnes of carbon from the atmosphere every year. They will also provide a habitat for wildlife, and offer staff, service users, and local people more space to enjoy nature – something which is proven to boost mental wellbeing.

NTW Solutions, a wholly owned Subsidiary Company of CNTW which provides estates, facilities, finance, workforce and procurement services to the Trust, is also signed up to the Green Plan and will be integral to achieving its goals.

Together, CNTW NHS Foundation Trust and NTW Solutions have reviewed their existing procurement processes, and are reviewing current supply chains, to ensure ecological and environmental impacts are considered when purchasing goods or services. Business cases proposing changes to services are also expected to evaluate any potential social and environmental impact.

NTW Solutions' catering teams have worked hard to make many items to non-plastic alternatives including paper straws, wooden cutlery and stirrers, cardboard coffee cups and salad containers and compostable takeout boxes and plates. This has already resulted in a 70% reduction in single-use plastic in the Trust's canteens and cafes. To reduce waste, staff are encouraged to bring their own re-usable containers and cups to the cafes. There has also been a focus on increasing provision of recycling bins on the Trust's sites, and planned enhancements to the lease car scheme will aim to encourage the use of more eco-friendly electric vehicles.

An online community has also been set up on Microsoft Teams for CNTW staff interested in the organisation's sustainability work, providing a space to contribute and discuss ideas. A series of fortnightly lunchtime 'climate health conversations' held via video-call proved very popular, bringing staff together to discuss the impact of climate and ecological change, and to share ideas on what changes could be made at work to be kinder to the planet. A cycling forum has also been created, where staff can share their innovative ideas to improve cycling across the organisation, for example, by buddying up to explore new routes to workplaces.

Even before the Green Plan was launched, CNTW had made significant strides in becoming more sustainable; CNTW has purchased renewable electricity since April 2020 and had already begin incorporating more electric vehicles into the Trust's fleet.

Care home support and online consultations shortlisted for Bright Ideas in Health Awards

The Care Home Education Support Service in Cumbria, and the Trust's Digital Services team who rapidly rolled out online consultations for patients at the start of the pandemic, are among the innovators shortlisted in this year's Bright Ideas in Health Awards.

Innovators that have helped to transform patient care over the last few years are to be recognised as the Bright Ideas in Health Awards finalists are announced.

The Cumbria Care Home Education Support Service (CHESS) are finalists in the 'Celebrating Innovation Related to the COVID-19 Pandemic' category.

They have really gone above and beyond to provide support throughout the unparalleled distress caused by the COVID-19 pandemic to care home staff, residents, and their families. The original aim of the CHESS was to reduce the number of people from care homes admitted to hospital for avoidable reasons, by working closely with care home staff to improve their understanding of, and ability to support, people with dementia or mental health needs. But the team has been recognised for the additional emotional support they set up for staff in Cumbrian care homes during the pandemic.

The CHESS team developed regular group 'sharing sessions' and individual 'debriefs' for care home staff, as a place for staff to safely offload their feelings and to help them stay resilient throughout the pandemic.

David Storm, Associate Director for access and community services in North Cumbria at CNTW said: "I'm hugely proud that the CHESS team has been shortlisted for this award. They have really gone above and beyond to provide support throughout the unparalleled distress caused by the COVID-19 pandemic to care home staff, residents, and their families. Feedback from everyone has been incredibly positive, and this service has truly made a difference in very trying times."

CNTW's Digital Services team has also been shortlisted, in the 'Demonstrating an Impact upon Patient Safety and/or Quality Improvement' category, for their speedy implementation of online consultations.

The 'OneConsultation online consultations project allowed clinicians to continue to provide care during the pandemic when face-to-face appointments weren't possible.

Gill Sanderson, Head of Digital Customer Operations at CNTW, said: "We are delighted to have been shortlisted for a Bright Ideas in Health Award. It is a real testament to the team and their hard work implementing the OneConsultation online consultations project, which allowed clinicians to continue to provide care during the pandemic when face-to-face appointments weren't possible. "The glowing feedback from both our staff and service users speaks for itself."

Now in its 17th year, the prestigious Bright Ideas in Health Awards will celebrate innovators that have stepped up to the challenges posed during the pandemic.

Dr Nicola Hutchinson, Chief Executive Officer at the Academic Health Science Network for the North East and North Cumbria (AHNS NENC), which organises the awards, said: "After the last 18 months, it's inspiring to look back at some of the amazing health innovations that have come out of the region. We have some incredible finalists this year who are all worthy of recognition and celebration."

Trust launches Winter Wellness Campaign

The Trust is launching a campaign on World Mental Health Day (10 October) to support peoples' mental wellbeing this winter. The Trust's annual Winter Wellness campaign aims to reach those who may be struggling this festive season, and to offer advice on how to support loved ones who might be in need.

While the festive period can be a time of fun, it is also common for people to find things difficult. This year even more so, as we adjust to a 'new normal' after an incredibly difficult two years. Karen O'Rourke, Patient Information Centre Manager at CNTW, said: "Mental health problems can affect anyone at any time, and after the year we've had it's understandable for people to be struggling.

"There can be a lot of pressure on people at this time of year. It's often easy to neglect your own personal wellbeing – and the darker nights and colder weather don't help. All of this can make people feel increasingly stressed, worried, and isolated.

"We want people to know that no matter how negative a situation is, things can get better. This campaign is about making sure people know where they can go to get the support they need." As part of the campaign, CNTW will be sending information leaflets and posters to locations across the North East and North Cumbria, including GP surgeries, libraries, universities, and job centres.

Drip mats will also be distributed throughout popular pubs and bars across the North of England.

There will also be wellbeing tips shared on the Trust's social media feeds – search for 'CNTW NHS' on Instagram, Twitter and Facebook.

Organisations interested in taking part in the campaign can email CNTW's Patient Information Centre at pac@cntw.nhs.uk to request a free Winter Wellness resource pack, or download a copy of the leaflet and poster at www.cntw.nhs.uk/winterwellness

CNTW also has free self-help guides on a range of topics from anxiety to sleeping problems and stress. They are available in a range of formats, including audio and British Sign Language, and can be found online at www.cntw.nhs.uk/selfhelp.

If you need urgent mental health support, our Crisis Teams can be contacted 24/7 via the Freephone numbers below:

If you need urgent help, call 24 hours a day, 7 days a week

North Tyneside and Northumberland Adults - 0800 652 2861 Children and young people - 0800 652 2861 Text number for people who are Deaf and/or have communication difficulties - 07789 028 277	North Cumbria Adults - 0800 652 2865 Children and young people - 0800 652 2865 Text number for people who are Deaf and/or have communication difficulties - 07789 028 280
Newcastle and Gateshead Adults - 0800 652 2863 Children and young people - 0800 652 2864 Text number for people who are Deaf and/or have communication difficulties - 07789 028 284	Sunderland and South Tyneside Adults - 0800 652 2867 Children and young people - 0800 652 2866 Text number for people who are Deaf and/or have communication difficulties - 07789 028 282

Caring | Discovering | Growing | Together

If you or another person have been harmed or are at immediate risk, you may require an emergency response; contact 999 and ask for the relevant service.

How St. Nicholas became Santa Claus

In the 16th Century in Northern Europe, after the reformation the stories and traditions about St. Nicholas became unpopular.

But someone had to deliver presents to children at Christmas, so in the UK, particularly in England, he became 'St. Nicholas', 'Father Christmas' or 'Old Man Christmas', an old character from story plays during the middle-ages in the UK and parts of Northern Europe. In France, he was then known as "Père Noël".

In some countries including parts of Austria and Germany, the present giver became the 'Christkind' a golden-haired baby, with wings, who symbolises the new-born baby Jesus.

In the early USA his name was 'Kris Kringle' (from the Christkind). Later, Dutch settlers in the USA took the old stories of St. Nicholas with them and Kris Kringle and St Nicholas became 'Sinterklaas' or as we now say 'Santa Claus'!

Many countries, especially ones in Europe, celebrate St. Nicholas' Day on 6th December. In The Netherlands and some other European Countries, children leave clogs or shoes out on the 5th of December (St. Nicholas Eve) to be filled with presents. They also believe that if they leave some hay and carrots in their shoes for Sinterklaas's horse, they will be left some sweets.

Santa's Reindeers

Did you know that Rudolph and Santa's other reindeers might well be all girls! Only female reindeer keep their antlers throughout winter. By Christmas time most males have discarded their antlers and are saving their energy ready to grow a new pair in the spring.

Can you name all the other Reindeers
Answer below

Membership

Not a member? To receive regular copies of this newsletter, sign up for membership! Either visit our website www.cntw.nhs.uk/membership or e-mail members@cntw.nhs.uk

CNTW are Recruiting Now – new opportunities to #JoinUs

Are you or someone you know looking for work? Follow our dedicated Twitter jobs account [@cntw_jobs](https://twitter.com/cntw_jobs) for the latest on new vacancies and opportunities across Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

Answer to Santa's Reindeers

A. Dasher B. Dancer C. Prancer D. Vixen E. Comet F. Cupid G. Donner H. Blitzen

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust St. Nicholas Hospital Jubilee Road Gosforth Newcastle upon Tyne NE3 3XT

0191 2456827

