

# Membership news Winter/Spring 2017

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## Your mental health and wellbeing is important



Good wellbeing helps our confidence and self esteem, helps our relationships and enables us to cope with life stresses.

### How do you cope?

Our mental wellbeing can change from day to day and it's important that we take time to look after our mental health.

Our first membership event of the year is all about wellbeing and takes place on Tuesday 4 April.

At the event you'll be able to listen to our guest speaker and browse our information stalls. A nurse will be on hand to give advice around diet, alcohol and smoking cessation and will also offer blood pressure, pulse, temperature, height, weight and BMI checks. You can also meet our governors.

**Don't miss out - book your place today. You can find details of how to do this on page 7.**

**Governor Election Results** – Your votes really did count (see page 8 for who's who)



## Tackling Stigma

The Duchess of Northumberland backs Trust campaign encouraging people to show support to those facing mental health difficulties (see page 3)



## New ward for older people with mental health issues

The 18-bed Cleadon ward at Monkwearmouth Hospital in Sunderland, is one of the latest Trust projects. The new £4.6million purpose-built ward will provide treatment and assessment for older people who have conditions such as anxiety, depression and psychosis.

Specialist features in the ward include:

- An enclosed courtyard, with softer ground, to try to limit injury should someone fall
- A raised flower bed so patients who have difficulty getting about can tend plants, as part of occupational therapy
- Wider corridors with anti-ligature handrails to ensure patient safety
- Individual bedrooms with a direct line of sight to en-suite bathrooms, so patients feel as at ease as possible with their new surroundings
- Easy access to other resources in Monkwearmouth Hospital, such as the events room (decked out to resemble old cinema), hairdressing salon and activity kitchen
- Furniture and artwork selected by patients and NHS staff



The ward, adapted from what used to be the 'Old Mill Cottage', replaces the 18-bed Rosewood ward in Hopewood Park in Sunderland. It will work alongside the dementia unit of Mowbray and Roker ward, the challenging behaviour unit of Marsden and the Grange Day Unit already on the Monkwearmouth Hospital site, to form a specialist Older Person's Centre.

Clinical nurse manager Rob Bailey said: "Many of the older people we care for have experienced loss - whether that's the death of a loved one, the loss of a job, or their independence - something that can trigger mental health problems later in life."

"And because older people can also have significant physical health needs, it's great that we now have somewhere purpose-built that can accommodate both these factors."



"Around the ward we've alluded to sights from around the south of the Tyne - from South Shields to Roker Lighthouse and Ryhope - so we believe Cleadon will be a really comfortable place for people to get better in."

He added: "Both the patients and staff are really excited about moving in. It's a very specialised yet welcoming place, and this shows NTW's dedication to providing the best possible care for anyone who needs us."

## #PeopleNotPlasters

The Duchess of Northumberland has backed an NHS campaign encouraging people of the North-east to show they are ready to support those facing mental health difficulties.

#PeopleNotPlasters was launched by the Trust to coincide with World Mental Health Day on 10 October.

Since then, the social media campaign has seen NTW staff, the people it serves, their loved ones and other organisations show the wealth of faces willing to step up to the plate and support whoever needs it, highlighting how people are ready to listen.

Her Grace threw her weight behind the campaign, following backing from Northumbria Police and Queen Elizabeth Hospital, Gateshead.

The Duchess of Northumberland said: “#PeopleNotPlasters is an inspiring campaign, showing the North-east just how many of us are willing to stand shoulder-to-shoulder with people needing mental health and emotional support.



“We can all play a role in reducing the stigma that can wrongly surround mental health conditions. One in four of us will have difficulty with our mental health at some point. The more of us who are willing to lend an ear, the better.

“We’re full of tight-knit communities here in Northumberland and it’s so important we don’t feel afraid of stepping in to help our friends and neighbours if they need it.”



The campaign has seen dozens of people share selfies and posts on social media using the #PeopleNotPlasters hashtag - including NTW service users, their friends and relatives, ward staff, community health teams, police officers, A&E staff, Governors and many more.

Caroline Wild, Deputy Director at NTW said: “Many people can feel nervous about reaching out for help with their mental health, but we would always encourage them to ask for support if they feel they need it.

“The #PeopleNotPlasters campaign shows the everyday people who are willing to provide that care and compassion: be they NHS staff, those in other services, or friends and family. It’s great to have the Duchess of Northumberland backing this.

“Whoever you are, you can play your part to help people facing these issues. Showing kindness and empathy, being compassionate, listening to another person’s worries and concerns, and supporting them, can all prevent mental health difficulties from escalating.”



## Mitford Unit opens

A new in-patient unit to support adults with an autism spectrum disorder (ASD) has opened at Northgate Hospital in Morpeth.

Members of the public were invited to come and see the new unit during two open days held back in November. Some of our Trust Governors received first-hand experience when they were invited to a “live-in” at the unit overnight. Fiona Grant, Lead Governor, said “The Mitford Unit is state of the art and its facilities and staff are truly world class and trailblazers.” Staff Governor, Grahame Ellis also commented: “These “live-ins” for the Trust’s new, largest capital developments provide a great opportunity for governors to get a sense of staying in a unit. They also help the staff to “road test” new units before they become operational.”



Mitford has been purpose-built, with design features specially introduced to make it as supportive and as caring a place as possible for people with autism who need highly specialist in-patient care. Staff provide timely and bespoke support, so people staying at Mitford can get back home to their families as soon as possible.

Mitford clinical nurse specialist, Helen Percival, said: “Mitford will offer a unique, personalised service, with all care tailored to people’s individual needs. We will adapt the service around the patients’ needs, rather than them fitting into the service.

“This means we will be working very closely with individual families to make sure that they are fully involved in and in touch with, their loved one’s care.

“The entire design of Mitford has been centered around people with autism, with low-stimulus environments and very specific features to help reduce anxiety for the people we support.”

Ward manager Pam McIntyre said: “We’re all incredibly excited to start welcoming people to the new unit, which will see the North East providing one of the most tailored environments in the country for adults with an autism spectrum disorder.”





These specialist design features include:

- Technology that enables patients to use Skype so they can be brought into meetings about their care, even if they are unable to attend in person.
- Curved walls and seating areas throughout to help people move about the unit with ease.
- Doors and cupboards that can be hidden into walls to create smooth lines and reduce anxiety.
- Precise temperature and lighting controls for each living area to adjust the environment depending on patients' needs.
- Sound-proofing throughout the unit to help reduce noise sensitivity.
- High ceilings and windows to maximize natural light.



All 15 bedrooms are en-suite and can be made “low stimulus” – meaning no protruding objects or distractions, and they have been built with smooth lines to help reduce patients' anxiety.

There is also a sensory room, activity room, and therapy room, as well as a garden area, multi-faith room and a sanctuary and quiet space. A visitors' room will provide a comfortable space for people to meet with their families and artwork has been specially commissioned for Mitford, which features scenes of the Northumberland coastline.

Work on creating Mitford started back in June 2012, with people who use services, clinicians and architects working closely together to help make the design as user-friendly as possible. £10 million has been invested in the unit, which will care for people from across the North East and other regions in the UK.

Mitford will provide support for people who have extremely complex needs and display challenging behaviours when their needs cannot be met by local assessment and treatment services.

Autism spectrum disorder is a condition that affects social interaction, communication, interests and behaviour. It is estimated that one in 100 people in the UK has a form of ASD.



## Handbags for homeless women

On Wednesday 14th December an NTW truck loaded with handbags, boxes of toiletries, bags of sanitary products and gifts headed off to the Newcastle West End Foodbank and to Changing Lives.

Trust staff from across the region had collected more than 700 handbags, toiletries and sanitary products as part of the Helping Homeless Women North East initiative, which was set up by former employee Gill Minto. The scheme gathers handbags of toiletries and sanitary products for local charities to pass onto vulnerable women. These absolute essentials are rarely donated to foodbanks and other support organisations.

Newcastle West End Foodbank was given boxes of sanitary products and toiletries to stock its shelves with and more than 300 packed handbags, scores more bags and purses, and toiletry gift sets to brighten up Christmas for its customers.

Newcastle West End Foodbank project manager, Michael Nixon, said: "Next week we will be feeding 1,500 people and we had been discussing that we were short of presents to give them for Christmas, so this delivery is absolutely fantastic. We couldn't be happier."



Changing Lives was supplied with 320 pre-packed handbags, full to the brim with everyday essentials that can prove difficult for many women to afford. Whether on the streets or in Changing Lives accommodation, the bags donated to the charity will make life easier for women who may be struggling.



Changing Lives service manager, Donna Calverley, said: "I want to say a massive thank you to everybody who's participated in the handbag appeal. All of the items will be going across all of our accommodation projects in the North East and make a massive difference for the people we support."



She added: "What's so great about this is that something as small as a handbag can make a huge difference. This is going to help people directly on the streets, as well as clients coming into our accommodation. And this isn't just about Christmas. These issues are around all year through, so if you do end up with an unwanted Christmas gift, please do drop it into us."

**Over 45% of our members are now email readers. Go Green - become an email reader**

- Do you receive your newsletter by post but have an email address?
- Would you consider receiving future editions by email?
- Have any of your details changed, eg moved house, new mobile number?

If you answered yes to any of the above, please inform the Membership Office by:

Tel: 0191 245 6827, Email: [members@ntw.nhs.uk](mailto:members@ntw.nhs.uk)

or Post: FREEPOST NTW MEMBERSHIP (no stamp required)



Please  
recycle  
your  
newsletter

# Membership news

## Free MEMBERSHIP EVENTS for 2017

Our Membership office is busy planning a number of events for members to attend during 2017 and would welcome suggestions for topics of interest for future events.

### Some suggested topics:

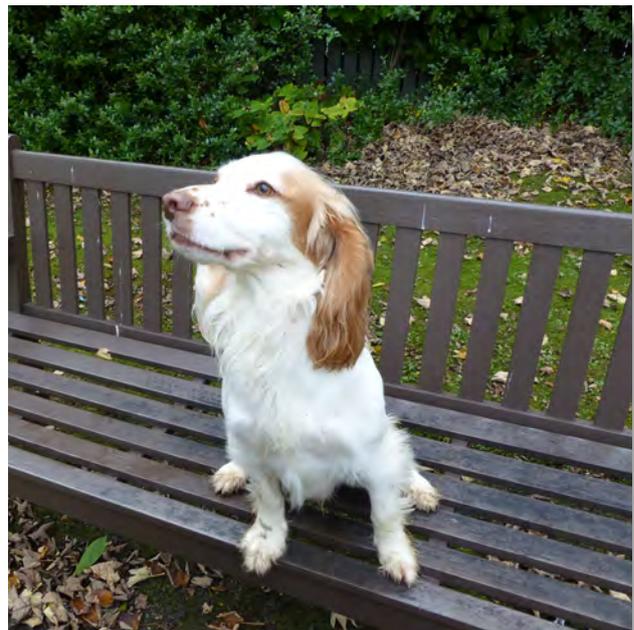
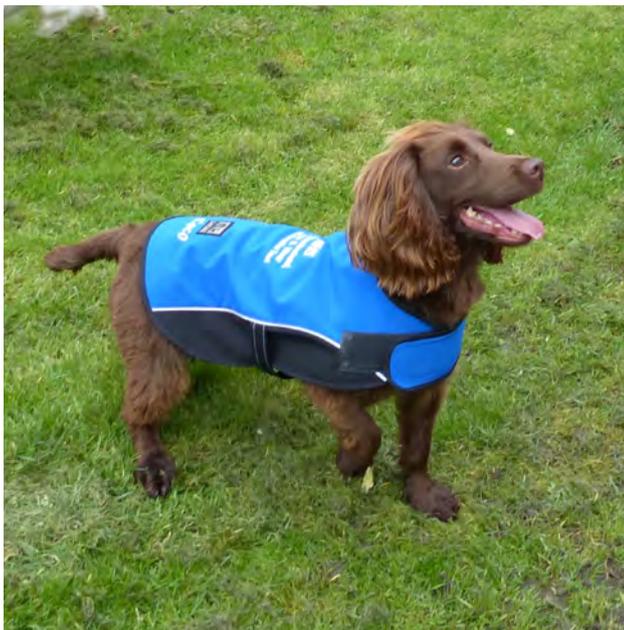
- ★ Dementia Services
- ★ Mental Health Act
- ★ Medication
- ★ Street Triage
- ★ Learning Disability Services
- ★ Patient Information
- ★ Neurological Services

Dates for your diary:

Tuesday, 4 April, 4-6 pm, St Nicholas' Hospital, Newcastle - <b>All about Wellbeing</b>
Wednesday, 21 June, 5-7 pm, Walkergate Park, Newcastle
Tuesday, 18 July, 3-6 pm, (Annual Members' Meeting), St Nicholas' Hospital, Newcastle
Thursday, 21 September, 4-6 pm, St George's Park, Morpeth
Thursday, 23 November, 5-7 pm, Monkwearmouth, Sunderland

Come along and meet your governors!

Four legged Trust members, Coco and Jasper, will also be making special appearances.



To register your interest in attending an event or to suggest a topic, please contact us in one of the following ways:

**Email:** [ftnewsletter@ntw.nhs.uk](mailto:ftnewsletter@ntw.nhs.uk)

**Tel:** 0191 245 6827

**Post:** FREEPOST NTW Membership

Visit [www.ntw.nhs.uk/getinvolved](http://www.ntw.nhs.uk/getinvolved) for more information and updates

Light refreshments and free parking will be provided at each event.

If you have any topics of interest you would like us to consider for future articles, please let us know by emailing: [ftnewsletter@ntw.nhs.uk](mailto:ftnewsletter@ntw.nhs.uk) or call: 0191 245 6827

## Governor Election Results 2016

Following recent elections, governors have been elected and re-elected into the following constituencies:



Public Governor –  
North Tyneside  
**Catherine Hepburn**  
(elected for three years)

Public Governor –  
South Tyneside  
**Margaret Adams**  
(re-elected for three years)



Carer Governor –  
Older People's Services  
**Colin Browne**  
(re-elected for three years)

Service User Governor –  
Older People's Services  
**Marian Moore**  
(re-elected for two years)



Service User Governor –  
Children and Young People's Services  
**Jack Wilson**  
(re-elected for three years)

All five began their terms of office from 1 December 2016. There will be an opportunity for members to come along and meet some of NTW's governors at the upcoming membership events.

### Contact your Governor

Email: [governors@ntw.nhs.uk](mailto:governors@ntw.nhs.uk)

Freepost address: FREEPOST NTW MEMBERSHIP  
(no stamp required)



### Staff Governors' blog – Lisa Strong (Clinical)

2016 was a particularly memorable year for NTW. An acknowledgement of our 'outstanding' services by CQC, alongside significant service developments in response to efforts by the Trust to maintain clinical excellence, despite financial pressure.

Throughout the year all the Governors have been working alongside the Board, giving compliments when things have gone well but also speaking up about the things that are concerning. The Trust holds regular 'engagement' sessions throughout the year where ideas and developments are shared with the Council of Governors and where we as staff governors, get to represent your views.

Some of this year's work has involved keeping an eye on NTW's progress towards various 'Quality Standard Goals', taking part in Non-Executive Director appointments and generally helping to provide some of the checks and balances needed within a large organisation.

Of course, we can't properly represent your views without knowing what they are. We encourage feedback from all staff regarding questions or concerns you may have and are open to ideas about how we can improve communication between staff and all five Staff Governors. Go to [www.ntw.nhs.uk/getinvolved-Council of Governors-Staff Governors](http://www.ntw.nhs.uk/getinvolved-Council%20of%20Governors-Staff%20Governors) for contact details.

The Trust is often looking for new Governors. If you would like to find out more about this role, please get in touch via email: [wendy.pinkney@ntw.nhs.uk](mailto:wendy.pinkney@ntw.nhs.uk).  
Tel (internal): 56827.

All the Governors would like to wish you all the best for 2017 and look forward to continuing to represent your views going forward.

# Service user news

## Volunteering with Northumberland, Tyne and Wear NHS Foundation Trust

**Do you have some spare time? Would you like to help others? Would you like to volunteer with us?**

Our Trust values the contribution of volunteers who donate their time, energy and enthusiasm in a wide variety of non-clinical activities.

Volunteering can yield benefits to the volunteers themselves and can offer the opportunity to:

- Use your skills and spare time purposefully
- Enhance your CV
- Give something back
- Meet new people
- Develop and refresh skills
- Build confidence and self-esteem
- Offer an insight to the NHS which may help you when considering potential career options.

We welcome volunteers from all sections of the community and embrace differing ideas, skills and abilities. A diverse mix of people can help us to best meet the needs of our service users.

Most of our volunteer roles require as little as two to four hours per week and the majority of volunteers are asked to attend on pre-arranged times and days. We ask volunteers to commit to a minimum of six months wherever possible and we reimburse agreed out of pocket expenses.

Volunteers do not undertake the same roles as our paid staff but help out in projects such as:

- Supporting service users in a range of social and therapeutic activities
- Gardening/woodwork
- Assisting with library and information services
- Supporting Spiritual Worship
- Assisting in a hospital shop\*
- Gaining feedback from service users

\*Project limited to people with first-hand experience of our services.

If you are interested in volunteering or require further information please contact us at: [volunteering@ntw.nhs.uk](mailto:volunteering@ntw.nhs.uk) or telephone the Voluntary Services Department on 0191 246 7287



The Recovery College Collective has recently been awarded the National Positive Practice in Mental Health Award for

Partnership Working, beating over 50 national initiatives from NHS mental health organisations.

The Recovery College has over 300 active students. The new prospectus is out now.

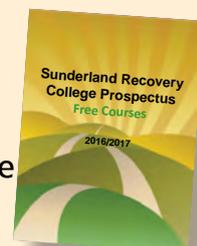
All courses are free and open to anyone who would find them helpful in their recovery or to anyone who might find them beneficial to their wellbeing.

For more information please contact us on:  
Tel: 0191 261 0948; Email: [info@recoverycoco.com](mailto:info@recoverycoco.com)  
Website: [www.recoverycoco.com](http://www.recoverycoco.com)

### Sunderland Recovery College

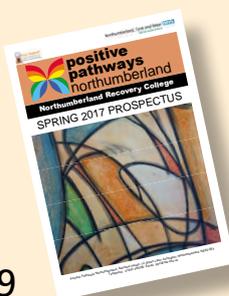
The 2016/2017 prospectus is out now.

To find out more information about the courses on offer, or to book a place telephone 0191 553 2255 or email [info@sunderlandrecoverycollege.org](mailto:info@sunderlandrecoverycollege.org) [www.sunderlandrecoverycollege.org](http://www.sunderlandrecoverycollege.org)



### Positive Pathways Northumberland

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



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

### Sunderland Carers' Centre

Sunderland Carers Centre in partnership with Sunderland Clinical Commissioning Group have developed a new FREE service for carers. The 'Carer Connect' project uses the Florence text messaging system.

Carers receive messages with a variety of useful pieces of information, motivational messages or just checking that they are feeling okay. If a carer responds to say they are not feeling okay (using a scoring system) an alert will be generated to the local authority customer service network who will contact the carer. An onward alert to us here at Sunderland Carers' Centre can also be made if needed. The service is free to all carers, over 18 years of age and caring for an adult over 18, who are known to Sunderland Carers Centre. If you would like to know more or join the Carer Connect project please contact Sunderland Carers Centre on 0191 549 3768 or email [info@sunderlandcarers.co.uk](mailto:info@sunderlandcarers.co.uk)

The Centre provides a range of support options to carers. Our opening times are Monday to Friday 9am – 5pm. Appointments can be made outside of normal working hours.

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

Tel: 0191 549 3768

Email: [info@sunderlandcarers.co.uk](mailto:info@sunderlandcarers.co.uk)

Website: [www.sunderlandcarers.co.uk](http://www.sunderlandcarers.co.uk)



### Letting go of guilt

Guilt is a powerful and sometimes debilitating emotion. It causes us to worry and become fearful, weighing us down emotionally and eventually making us ill.

Our workshop aims to tackle guilt, why we feel it, who or what pushes our guilt buttons and how we can fight back.

Carers Northumberland's Guilt workshop will be held on Monday 27th February at 10am-12noon at our Ashington offices.

To book your place ring the information line on 01670 320 025

### Spring Fair

Following the success of our Autumn Fair, Carers Northumberland are holding another event in the beautiful setting of Alnwick Gardens on 22nd May 2017.

There will be a variety of information stands from a number of organisations and some stalls selling handcrafted goods. There will also be the opportunity to take part in a range of workshops.

The Gardens are kindly offering carers attending the event access to the garden at a reduced rate for the day.

To book your place please call Sarah on 01670 320 019 for a booking form.

Carers Northumberland, 107 & 109 Station Road, Ashington, Northumberland, NE63 8RS

Tel: 01670 320 025

Email: [info@carersnorthumberland.org.uk](mailto:info@carersnorthumberland.org.uk)

Website: [www.carersnorthumberland.org.uk](http://www.carersnorthumberland.org.uk)



## Start the year supported

If you care for a friend or family member who lives in Newcastle, find support from Newcastle Carers.

As well as offering free information and advice, we also have a great range of activities for unpaid carers to get involved in.

Join our Mental Health Carers Group for the chance to meet people in a similar situation. Discover the artist in you at our Carer Cafes, running at various venues throughout February.

If you are aged between 18 and 25, come along to our regular Young Adult Carers Group. We also host weekly drop-in Information and advice sessions across the city, where you can come along for a chat with one of our support workers.

For more information about the support we offer or any of our activities, please contact Newcastle Carers on: Tel. 0191 275 5060 or SMS. 07874 100043. Or visit our website: [www.newcastlecarers.org.uk/whats-on](http://www.newcastlecarers.org.uk/whats-on)

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

Newcastle Carers, 135-139 Shields Road, Byker, Newcastle, NE6 1DN

Tel: 0191 275 5060

Email: [info@newcastlecarers.org.uk](mailto:info@newcastlecarers.org.uk)

Website: [www.newcastlecarers.org.uk](http://www.newcastlecarers.org.uk)

## Babble - an online community for young carers

Babble, created by Carers Trust, is an online space where under 18's who are caring for a family member or friend can chat, share their experiences and access information and advice.



The site aims to bring together young carers from across the UK in an online space which is safe, fun and supportive. [www.babble.carers.org](http://www.babble.carers.org)



## Gateshead Carers Association: Staging the best AGM!

At this year's AGM, held on Carer's Rights Day, we were treated to a fantastic drama performance by students from Northumbria University who staged a drama based on carers' issues and experiences. Over a six week period the students researched, interviewed both carers and support workers, attended carers' trips and activities and really immersed themselves into the world of unpaid adult carers.

This enabled them to write a highly polished drama highlighting the issues that carers face on a daily basis. We were thrilled to be working with the students which all stemmed from a talk delivered to them by our CEO, Steve Cowen. Most of the students had never heard of unpaid carers and did not know anything about the issue. When hit with the statistics that there are over 6.8million people in the UK providing unpaid care for a loved one, they were shocked! We hope to share the filmed performance with a wider audience during 2017.

Gateshead Carers, John Haswell House, 8-9 Gladstone Terrace, Gateshead, NE8 4DY

Tel: 0191 490 0121

Email: [enquiries@gatesheadcarers.com](mailto:enquiries@gatesheadcarers.com)

Website: [www.gatesheadcarers.com](http://www.gatesheadcarers.com)

# Carers corner



Mental Health Concern have recently introduced care navigators into the newly opened Haven Court, which is a purpose built hub of health and social care services for older residents and their carers in South Tyneside.

The Mental Health Concern carer support service are joint working with the care navigators to provide a carers' coffee morning, especially for friends and family who have caring responsibilities for older people.

The coffee mornings take place at Haven Court, McAnany Avenue, South Shields, NE34 0HQ every Wednesday morning from 10am-12 noon.



North Tyneside  
Carers' Centre

## Tackling carer stress and improving wellbeing

During 2017, North Tyneside Carers' Centre will be running a number of activities and training sessions to help carers relax, take a break from caring and learn techniques that will help them deal with stress and cope with the challenges of their caring role.

Activities will include relaxation and mindfulness techniques that can be practiced at home and a course for carers of people with memory problems and dementia which will look at carer's rights, getting support, emergency planning, communication and dealing with behaviour that is challenging.

Dates are as follows:

Monday 6 February	10:30am - 11:30am	Relaxation
Monday 13 February	10:30am - 11:30am	Relaxation
Monday 20 February	10:30am - 11:30am	Relaxation
Thursday 9 February	10.30am – 12.30pm	Caring with Confidence (Dementia) 1
Thursday 16 February	10.30am – 12.30pm	Caring with Confidence (Dementia) 2
Thursday 23 February	10.30am – 12.30pm	Caring with Confidence (Dementia) 3
Thursday 2 March	10.30am – 12.30pm	Caring with Confidence (Dementia) 4
Thursday 9 March	10.30am – 12.30pm	Caring with Confidence (Dementia) 5
Thursday 23 March	6:15pm – 8:30pm	Introduction to Mindfulness

To book a place or for more information please contact us on 0191 643 2298 or email: [enquiries@ntcarers.co.uk](mailto:enquiries@ntcarers.co.uk)

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

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

We also have pages on  YouTube and Facebook  [www.facebook.com/NTWNHS](http://www.facebook.com/NTWNHS)  
- why not join the conversation?

**Not a member?** To receive regular copies of this newsletter, sign up for membership! Either visit our website, [www.ntw.nhs.uk/getinvolved](http://www.ntw.nhs.uk/getinvolved), e-mail [members@ntw.nhs.uk](mailto:members@ntw.nhs.uk) or complete this slip to receive an application form.

Name: ..... Address: .....

and send to The Membership Office, **FREEPOST NTW MEMBERSHIP** (no stamp required)