

# Involvement Newsletter

## In This Issue

November 2019

- Introduction
- Involvement Team
- Together Strategy
- The Role of a Peer Support Worker
- Information for Carers
- Peer Support Reconnection Day
- Triangle of Care for Mental Health
- Recovery Colleges
- Service User and Carer Reference Group
- Sharing Lived Experience
- Research Project
- Trustwide Involvement and Experience Group

## Introduction

A warm welcome to the first involvement newsletter. The newsletter is produced by the Patient and Carer Involvement Team. This is a trustwide service with the main office based at St Georges Park, Morpeth.

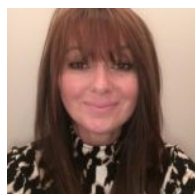
Involving patients, carers and their families in making decisions about their care can lead to better outcomes and a better overall experience. Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) are looking at ways to involve patients in shaping the future healthcare services.

CNTW recognises and values the contribution of patients and carers. It is the role of the Patient and Carer Involvement team to coordinate and facilitate involvement, as well as ensuring that appropriate training and support of those involved is provided in order to maintain their own wellbeing.

This perspective is underpinned by CNTW's 'Together Patient and Carer Strategy' and its commitment to effective and meaningful involvement. CNTW firmly believes that a collaborative relationship with patients, carers, third sector and communities is central to service design.



## The Involvement Team



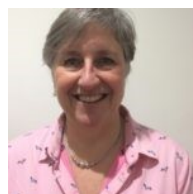
Alane Bould,  
Head of  
Involvement



Paul Nichol,  
Patient and  
Carer  
Involvement  
Facilitator North



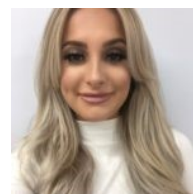
Dawn Willis,  
Involvement  
Development  
Facilitator



Nicola  
Armstrong,  
Patient and  
Carer  
Involvement  
Facilitator South



Lyndsey  
Tunney,  
Involvement  
Officer



Ashton  
Davidson,  
Involvement  
Coordinator

# Together strategy

Patient and carer involvement is the process by which people who are using or who have used a service, become involved in the planning, development and delivery of that service.

Patients and carers should be at the heart of everything we do and getting this right is the single most important thing we can do to achieve our strategic ambitions.

The development of the together strategy has been achieved via workshop discussion groups and development sessions over the last two years. The involvement and engagement of patients, carers and staff has been implicit throughout the development process, with specific note to the patient and carer reference group. We are now seeking everyone's help with the critical next step of embedding and implementing the Together strategy in everything we do.

These are just some peoples comments on developing the strategy. When we asked people to identify how we might achieve each of the strategic ambitions, this is what they said:

You can view the Together strategy [here](#)



# The role of a Peer Support Worker

We currently have 34 Peer Support Workers employed in posts across all localities and disciplines. Peer Support Workers work as part of the multi-disciplinary team and use their own lived experience to help support patients and their carers.

<b>Support</b>	<p>Patients during their care and treatment.</p> <p>Utilise and draw upon their own lived experiences in order to share insight, understanding, compassion and empathy with others on their own journey of recovery.</p> <p>Supporting their carer's and supporters, to champion hope and recovery.</p>
<b>Challenge</b>	<p>Stigma, promote hope and recovery.</p> <p>Although not an advocate, you are the voice of patients.</p> <p>Help staff in their understanding and awareness of what is to be a patient and the potential day-to-day challenges associated with this.</p>
<b>Visible</b>	<p>Peer support should be offered to all patients (or carer's) when they come into services; they need to know they can access the valuable resources.</p>
<b>Directly</b>	<p>Work with services users to focus on their individual strengths, hope and goals.</p>
<b>Formulation</b>	<p>Focus on meaningful engagements and not clinical interventions using a structured approach to help patients identify where their resilience comes from, their hopes for the future and how they might overcome potential barriers. Formulation and agreed goals will be a joint venture with the clinical team.</p>
<b>WRAP</b>	<p>Introduce wellness and recovery action planning when the patient is able to have a meaningful contribution to the process.</p>
<b>Care plans</b>	<p>Involvement in care planning.</p>
<b>Recovery</b>	<p>Working into recovery colleges to provide recovery and wellbeing programmes and courses.</p> <p>Facilitating group work to help patients to take their next steps and to champion hope and recovery in the wider community.</p>

## Information for carers

If you are a carer, your local carer's centre may be able to help make things easier for you. Each centre delivers a wide range of local support services to meet the needs of carers in the community.

These range from support services catered to the carer, the needs of the person you care for and the services your council may provide. Services include:

- Information and support
- Someone to talk to
- Support groups and forums
- Social activities
- Parent carer meetings
- Male/female carer groups
- Training
- Advocacy
- Befriending service

### Who can access carers support?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has a mental health or substance misuse issues.

The CNTW patient and carer involvement team can provide staff, patient and carers with further information about local carers organisations and support groups in your area. Please speak to a member of our team for more information.

### Getting to know you

Did you know the getting to know you process has been relaunched? Each ward/team has a designated carers champion and carers awareness training is available to all staff.

### Contacts for carers

Newcastle Carers Centre  
135-139 Shields Road  
Newcastle upon Tyne  
NE6 1DN  
Tel: 0191 275 5060

Carers Northumberland  
107 – 109 Station Road  
Ashington  
NE63 8RS  
Tel: 01670 320 025

North Tyneside Carers  
Centre  
100 Church Way  
North Shields  
NE29 0DT  
Tel: 0191 643 2298

South Tyneside Adult Carers  
Service (STACS)  
Salvation Army building  
Wawn Street  
South Shields  
NE33 4EB

Sunderland Carers Centre  
Thompson Park  
Thompson Road  
Sunderland  
SR5 1SF  
Tel: 0191 549 3768

ESCAPE Family Support  
Susan Kennedy Centre  
63 South View  
Ashington  
Northumberland  
NE63 0SF  
Tel: 01670 544 055

PROPS North East  
The Linskill Centre  
Linskill Terrace  
North Shields  
NE30 2AY  
Tel: 0191 266 3440

# Peer Support Worker reconnection day

## 28th August 2019

The Involvement team held a reconnection event to bring together our peer support workers from across the Trust. This was a day of reconnection and collaboration for the future design of the Involvement service. Reconnection events will be held twice per year, underpinned by monthly locality development and wellbeing meetings. Peer support workers undertook development sessions in the morning and welcomed Nicola Rogerson from Sunderland College who spoke about the Level 3 Apprenticeship in Senior Healthcare Support Worker. The course is provided through CNTW Academy. Several peer support workers have already completed their apprenticeships and spoke about the benefits to their peers and the option of progression to a Level 5 qualification.

The morning session also offered an update on the aspirations of developing a peer support worker career path, of band 4 job descriptions.

In the afternoon peer support workers facilitated a group session looking at Peer Support Worker mentoring program, induction plan and training needs. The session led to lots of tangible discussions supporting the development of all three crucial aspects, as the discipline prepares itself for a period of growth.

## Triangle of Care for Mental Health

The Triangle of Care guide was launched in July 2010 by The Princess Royal Trust for Carers (now Carers Trust) and the National Mental Health Development Unit to highlight the need for better involvement of carers and families in the care planning and treatment of people with mental ill-health.

The Triangle of Care was developed to address the clear evidence from carers that they need to be listened to and consulted more closely. The guide outlines key ways to achieve this as well as examples of good practice. For more information: [www.carers.org/article/triangle-care](http://www.carers.org/article/triangle-care)



### The Triangle of Care

Highlighting the newly published: [Triangle of Care for Children and Young People's Mental Health](http://www.carers.org/article/triangle-care) a guide for Mental Health Professionals.

If you are a young carer and would like information and support about looking after your mental health, find where to go for support: [www.carers.org/article/young-carers-and-mental-health](http://www.carers.org/article/young-carers-and-mental-health)

# Recovery Colleges

Recovery Colleges provide a safe space where people can connect, gain knowledge and develop skills.

## Tyneside

The Tyneside Recovery College has come together with Launchpad and many other voluntary sector colleagues to create exciting, innovative and responsive mental health collaborative by and for patients and carers.

To find out more information about the courses or to book a place on a course please contact 0191 261 0948, or email [info@recoverycoco.com](mailto:info@recoverycoco.com) or visit their website [www.recoverycoco.com](http://www.recoverycoco.com)

## South Tyneside

South Tyneside Recovery College offer a range of free courses and activities including: confidence building, peer mentor courses, mindfulness, positive psychology, assertiveness, carer's information hub. There's lots going on at the Recovery College.

To find out more information or to enrol on a course please contact 0191 427 0011 or email: [STrecoverycollege@mentalhealthconcern.org](mailto:STrecoverycollege@mentalhealthconcern.org)

## Sunderland

Sunderland Recovery College offers a range of free recovery focused educational courses in the Sunderland Area for people with lived mental health experience, their friends and family. The courses are free and designed to contribute to recovery and wellbeing, supporting people to recognise their own talent and resourcefulness in order to become experts in their own self-management, make informed choices and achieve the things they want to in life.

To find out more information about the courses or to book a place on a course please contact 0191 553 2255 or email [info@sunderlandrecoverycollege.org](mailto:info@sunderlandrecoverycollege.org)

## North Tyneside

A volunteer-led service which offers a programme of free courses and workshops aimed at the self-management of mental health and wellbeing. Created in consultation with over 80 individuals, mental health professionals, charities and voluntary organisations, NT life is the new Recovery College for North Tyneside and is based at The Hub, Linskill Centre, North Shields.

To find out more information about the courses or to book a place on a course please contact 0191 643 2626 or visit [www.voda.org.uk/north-tyneside-recovery-college](http://www.voda.org.uk/north-tyneside-recovery-college)

# Mental Health North East

Mental Health North East (MHNE), a charity that works to improve and protect mental health services in the region, is proud to offer MHNE training. At MHNE Training they tackle this stigma by helping employers, managers and work colleagues understand more about mental health problems and the realities of living with them. For more information visit [www.MHNE.org.uk](http://www.MHNE.org.uk)

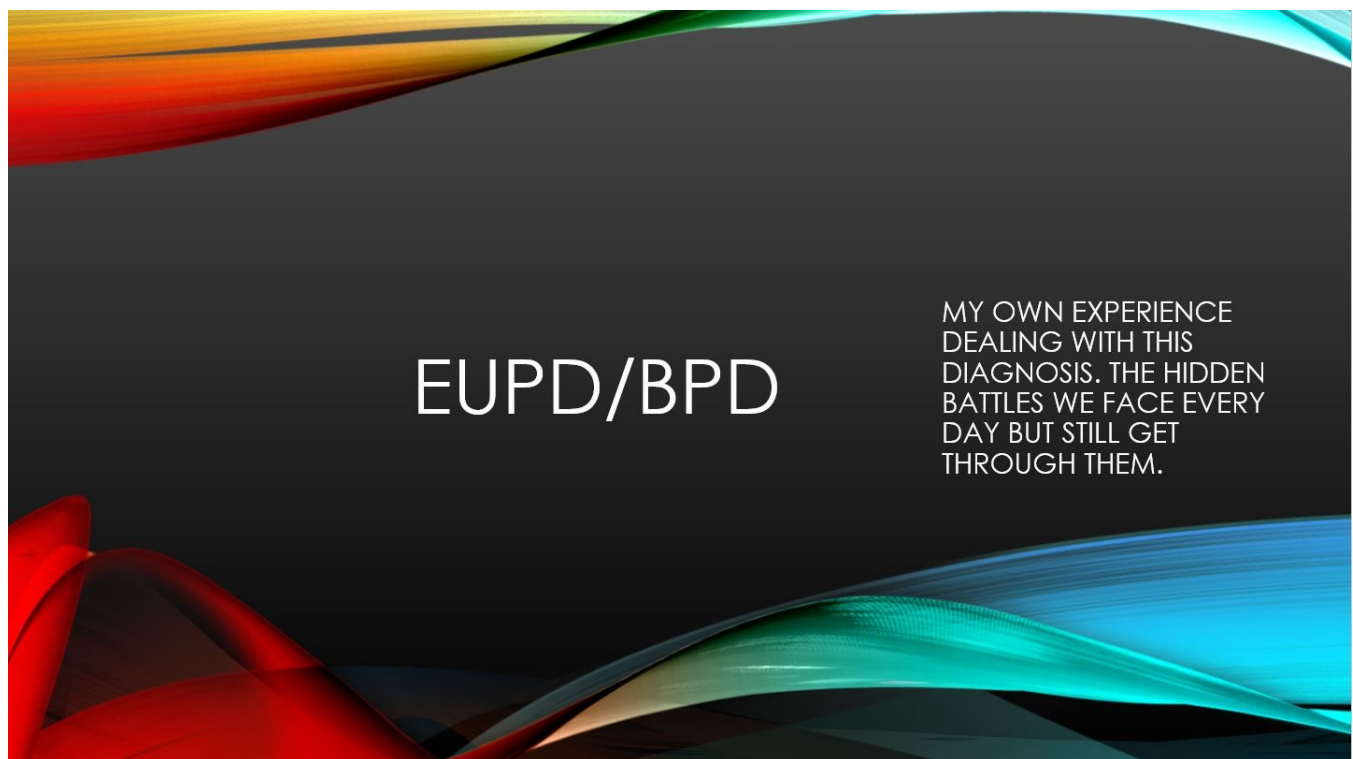


# The Reference Group

The Reference Group is a service user and carer led forum made up of individuals from statutory services, third sector community groups as well as individual carers and service users that work towards continuous improvement of Mental Health Services by utilising the group's assets and expertise. The Reference Group were fundamental in the development of the Trust's Together Strategy, to ensure that the needs of service users and carers are represented and reflected at the heart of everything we do.

## Sharing Lived Experience

At **Octobers** Service User and Carer Reference Group a Peer Support Worker (PSW) shared their story. It was an insightful, and very moving, exploration of the often misunderstood diagnosis of Emotionally Unstable Personality Disorder, which the PSW is working hard to educate people about. The group were left feeling very inspired by his journey; despite having gone through many dark times, he now works as a Peer Support Worker for the Trust, helping others to find hope.



# Data Protection Research Project

CNTW are leading on a patient and carer research project, for more information please see poster below or contact CNTW Data Protection Officer by email: [DPO@cntw.nhs.uk](mailto:DPO@cntw.nhs.uk)  
Or the Information Commissioners Officer (ICO) telephone helpline 0303 123 1113

## What is Data Protection and how do we communicate this to research participants?



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

### Patient and carer involvement shaping research processes

**Aim:** To make EU General Data Protection Regulations (GDPR) and UK Data Protection (2018) transparency wording for research easier to understand.

**Method:** Collaborative engagement in a group setting with four members of the public who had personal experience of mental health, dementia, and neurodevelopmental disorder.

**Outcome:** Research 'Participant Information Sheet' wording explaining how CNTW protects and manages person identifiable and non-identifiable information.

Produced by:  
CNTW Research and Development Teams in collaboration with Patients and Carers.

Many thanks to all who contributed time and thought to this project, and for your continued insights and participation in shaping CNTW research now and in the future.

### Participant Information Sheet wording on Data Protection and Research

#### Your confidentiality and how we care about this

##### Introduction

Thank you for your interest in taking part. If you agree to take part this is how your details will be collected, used and stored. We value your confidentiality. This leaflet is about the information given to the study and how we protect it. The information collected is used in public interest, and to help improve health and social care.

##### What we do with personal information

###### •Collect

We collect the minimum information required to answer the research question.

We will also record your details to contact you about the research.

###### •Use

We take steps to anonymise the data collected and protect your identity. We keep information collected to answer the research question separate from your name and contact details.

If at any time you change your mind and withdraw we will continue using the data already collected from your time in the study. What you have contributed can still be useful.

When we work with researchers who are based outside of the UK we ensure they share the same standards of data protection for personal information (and how).

###### •Store

Personal information and study files will be securely stored. The length of time for which it is stored is in the participant information

##### What happens to information after the study closes

The information from this study may be shared with other researchers. Only anonymised data, which cannot be linked back to you, may be shared for the purpose of health and social care research.

##### Who we are

The Sponsor is Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW) who have oversight of the project. They are the Data Controller in accordance to the Data Protection Act. Also involved are (research sites) who process information.

##### Contact us

For further information or for complaints please contact the CNTW Data Protection Officer by email: [DPO@cntw.nhs.uk](mailto:DPO@cntw.nhs.uk)

Or the Information Commissioners Officer (ICO) telephone helpline 0303 123 1113

##### Governing UK legislation and Policy

General Data Protection Regulation (GDPR)

Data Protection Act 2018 (DPA)

UK policy framework for health and social care research (2017)

##### For further information on this topic

The Health Research Authority (HRA) give more information about research and data protection: <https://www.hra.nhs.uk/information-about-patients/>

CNTW's Fair Processing Notice is at <https://www.cntw.nhs.uk/foi/data-protection/>



Caring | Discovering | Growing | **Together**



# Trustwide Involvement and Experience group

## Castleside Inpatient Unit

### Focus upon Central Locality's Good Practice Report

The idea of making better use of the space on the ward come from reviewing Talk 1st data - most incidents took place in the lounge which can become over populated and noisy especially during meal times and visiting. Consideration was also given to the privacy and dignity point of view that there should be a welcoming visiting area which the ward did not have at the time. Discussions took place about making changes to the ward in a number of meetings including the ward afternoon tea, which is held every Wednesday and carers attend, community meetings and meeting with the wider Multi Disciplinary Team.

We applied for charitable funds but also asked for any donations such as tea pots, porcelain, china cups etc., and received lots of support with this from colleagues, other departments, patients and visitors, which was a lovely morning full of treats, music and laughter.

The room can be used at any time and for any purpose as it also has the patient computer, TV, activities and record player available. A patient and her husband recently celebrated their wedding anniversary in the café listening to their favourite music, sharing memories and enjoying food together.



Several Peer Support Workers have recently taken part in the recruitment and selection of our new Directors in North Cumbria and the Central Locality

We have recently launched our twitter page @InvolvementCNTW follow us for regular updates.

We welcome all feedback, contact us by tel: 01670 501 816 or email: [involvement@cntw.nhs.uk](mailto:involvement@cntw.nhs.uk)