

Involvement Newsletter

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Introduction

A message from Ken and John

We both often say that the jobs we have, as Chair and Chief Executive, are the best we have ever had and that CNTW is the best organisation we have had the privilege of serving.

One of the things that makes the Trust a special place to work is the opportunity to work with you all to do the best we can for service users and carers.

We greatly value your participation as service user and carer governors and in the service user and carer group, your work as peer support workers, your role as members of interview panels, your involvement in your own treatment and care and in helping to review and design services for others, and your membership of the Recovery Colleges.

We are glad that the Government have allocated more money for the NHS and that services for people with mental illness and learning disability are being given greater priority. However, we are very much aware that the decade of very little increase in resources from 2010 to 2020, has created many challenges including pressure on beds, waiting times and staff shortages.

We know that the Trust does not get everything right and that we need to learn from the things that do not go well as well as celebrating the things that work for you.

As we begin a new decade we look forward to continuing to work with you all so that we make the very best use of all the resources that we have and that we do our best for everyone who needs help and support.

All good wishes.

Ken and John



A Message from the Involvement Team

Our message is that Involvement is open for business and we have plans to keep this going using our social media and website in order to share information, advice and helpful contacts. We are also eager to help you share your messages and to help in what other ways we can: again, please let us know what may be of interest or help to you.

We have adapted our department setting to limit the spread of the virus. For the Involvement team, this means they are working from home to their normal working pattern. Ashton Davidson will remain your first point of contact on **07971 387 634**.

Additionally our Facilitators are here to help:

North

Paul Nicol: Mobile: 07769 242 704 Email: paul.nicol@cntw.nhs.uk

Central

Dawn Willis: Mobile: 07866 133 240 Email: dawn.willis@cntw.nhs.uk

South

Nicola Armstrong: Mobile: 07920 154 568 Email: nicola.armstrong@cntw.nhs.uk

North Cumbria

Faye Atkinson: Office: 01228602100 Email: faye.atkinson@cntw.nhs.uk

Carol Desborough: Office: 01228602100 Email: carol.desborough@cntw.nhs.uk

Involvement bank of service users and carers

Key developments in practice are underway to provide the Trust with a structured process for the involvement of service users and carers. A critical development is the introduction of an involvement bank of service users and carers who will be available to be offered and considered for engagement projects and activities when opportunities arise.

An involvement guide for service users and carers will provide details of the process for getting involved and include information on the types of involvement projects and activities that may be of interest to you. Please contact the Involvement Team for further information or support in registering with us: by email at involvement@cntw.nhs.uk or by telephone on 01670 501816.

Sharing lived experience

Donna and Wendy, members of the south locality service user and carer involvement group shared their inspirational stories at their latest meeting. Both stories beautifully touch on themes of hope, recover and peer support whilst sharing their own journeys of recovery. A huge thank you and well done to Donna and Wendy for sharing this at the group.

A little box of love

Staff at Marsden Ward at Monkwearmouth Hospital have developed a 'Little box of love' which they have been giving to Carers to support them while they are caring for loved ones with dementia. The boxes have been thoughtfully put together to include:

Tissues - to dry your tears

Mints - because you are worth a mint

Candle - to brighten up your day

Chocolate - why not

Photo frame - happy memories last forever

Love hearts - because you have a big heart and to remember you are loved

The little boxes of love have been so well received that BBC news even ran a story on them, which can be viewed by clicking [here](#). Marie Smith, Clinical Manager for Older Peoples Inpatient Services South of Tyne commented on the article and the little boxes of love, saying;

"I'm pleased to say that since the BBC shared the film online we've had several enquiries about where people can get copies of the motivational/inspirational cards used in the boxes to use when making their own boxes for friends and loved ones; Marie's kindly agreed to share them, so these will be going up on the website soon for people to download and print for their own use"

Eye group South of Tyne CYPS

The EYE Group (Evaluate Your Experience) is an open and friendly forum which provides current and former service users living between the ages of 12-18 the opportunity to share their views on current mental health issues and to consider future developments within local transformation plans. The group carefully considers items for agenda at each meeting and spend time covering topics that matter to them.

The group has been consulted in the presentation and content of CYPS clinical rooms, has provided input to service leaflets and documents, are involved across CNTW recruiting process, and were involved in the introduction of online consultations within CYPS.

The group have also participated and assisted in the development in the NHS England Conference, Bouncing Back, around resilience. NHS England have also ran a workshop with the group, along with YoungMinds, and discussed their involvement in future conferences.



Peer supporter reconnection day

In December last year the Patient and Carer Involvement Team held a reconnection day for CNTW's peer supporters, looking at the future of the role and upcoming developments. Peers also took the opportunity to undertake some team building exercises and share with each other key developments and good practices within each locality.

In addition, there were fantastic talks and presentations from guest speakers; Alastair Paterson (Clinical Pharmacist) who presented on sleep and the impact medications can have upon this, while Catherine Lee (PALS) discussed the role of PALS and the connection with involvement. Lindsey Tunney (Game Change VR Project) also attended and spoke about the Game Change project, a research project using virtual reality to help treat service users with psychosis, and brought along a VR kit for people to have a go themselves. In addition, Jamie White (Individual Placement Support) attended to talk about the role of IPS supporting service users into employment.



Carer subsidies

Did you know, if you are a carer for a service user who is currently an inpatient, you may be entitled to receive travel expenses. Speak to the ward manager for more information.

Peer supporter recruitment

CNTW has a commitment to further develop the peer support worker and carer support worker role in the Trust.

A recent peer supporter recruitment event optimised 'involvement' with service users, carers, ward managers, peer supporters, and representatives from Your Voice Counts, all working 'together' with the Involvement Team.

We had 113 people applying for these posts within a very short time period. 34 of those were shortlisted for group observations and interviewed by one of the four panels. The day was extremely successful and we were able to fill all of our current vacancies with 13 exceptional candidates. We have also been able to identify a number of candidates for future vacancies.

Notably, those involved seemed to enjoy the day with a panel chair stating "If you do another event like this again, please let me be involved as I have thoroughly enjoyed the day", and our friends from Your Voice Counts stating they would love to work with us again.

The Trust has increased its peer workforce by 38% to 47 staff, and with a commitment from North Cumbria to replicate both the involvement and peer support model, we expect a very exciting time ahead.

Peer support worker - job title change

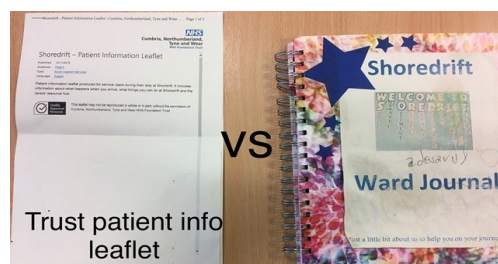
After considerable consultation, members of the Trustwide Patient and Carer Involvement and Experience Strategic Group have formally agreed to a change in job title for the Peer support worker role, at the meeting of 27th January 2020. Feedback from peer support Workers and the Service Users they work with was provided to the group by the Patient and Carer Involvement Facilitators, which by and large, supported the introduction of the 'Peer Supporter' name. The group gave specific thought on how to retain an association with the national descriptor, whilst accepting that issues in relation to the use of 'support worker' were clearly in evidence; and voted overwhelmingly in favour of the peer supporter title.

Respond training

I attended Respond training on the 9th of January, for Crisis in a ward setting, As a PSW I really enjoyed the session and learned so much about other agencies involvement when someone is in a crisis, The role of a paramedic, Police Officer, Triage Nurse, AMHP, Section 12 Doctor and PLT Team. How everyone works together for the benefit of the patient is really good to hear especially from a service user, it was triggering at time's but so useful to gain the experience of being in this setting. I attended the training to gain more understanding on the process of other agencies working together so hopefully I can pass on this information to a patient if required around the different processes of being assessed. I thought the training exceeded my expectations as you're not aware of everything that happens in the background and the resources that are available and the reasons for decisions made on the day while someone is in crisis. – *Steve Hardy, Peer Supporter, Hopewood Park*

Shoredrift ward journal

The service users, activity co-ordinator and peer support worker on Shoredrift Ward at Hopewood Park have been working collaboratively to produce a Journal for the ward that lets service users know in real language about the 'true' what's what of the ward.



Recovery Colleges

As you may be aware, the region's Recovery Colleges have closed their doors for the foreseeable future following Government guidance around Covid-19. The Involvement Team understand how much the colleges are an essential part of sustaining people's recovery, and we will endeavour to update you when we have confirmation of what each college will be offering as an alternative to face to face contact.

The following Recovery Colleges have confirmed their closure:

- ReCoCo
- North Tyneside Recovery College
- Sunderland Recovery College
- South Tyneside Recovery College

Taking part in the appointment of a sports instructor

Three of our patients took potential sports instructors through their paces as part of our recruitment process within Secure Care at Northgate Hospital, seven candidates took part in the exercise group and were observed and rated by the patients. Each one of the patients who participated were very supportive of the very nervous candidates, they were very professional in their feedback. They were over the moon with the women who was appointed and are all looking forward to her coming into post.

Helping with finances

A project has helped North Tyneside residents with mental health difficulties get on top of their finances, saving them thousands of pounds. Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) and North Tyneside Citizens Advice (NTCA) have worked together on a project evaluating the impact of early debt management support on mental health and wellbeing.

The 10-month pilot aimed to improve access to early intervention advice for people using mental health services, providing timely and effective support and helping to reduce stress and anxiety in a potentially vulnerable population. Participants of the project were residents of North Tyneside accessing support from CNTW where issues with debt and benefits had been identified. The mental health service users were referred to NTCA and were contacted by phone within 48 hours to begin the process.

Dr Selma Ebrahim, Associate Director of Psychological Services in CNTW, said: "Practical issues like finances can be overwhelming for people having difficulties with their mental health. This project has shown the benefits of linking up mental health services with financial advice agencies such as Citizens Advice."

Overall, the project has been successful in enabling timely access to effective advice for people with mental health problems experiencing financial difficulties.

The service was praised for being respectful, supportive and understanding of mental health problems. Support was described as person-centred, enabling people to make choices and develop skills to help them in the future. Thanks to the success of the initial pilot, the two organisations are looking to roll it out across the region.

This month's getting to know you

My name is Ashton Davidson and I was born in Ashington, raised in Ellington. I loved growing up in Ellington, as Cresswell Beach was only just a walk away, and I have the best memories of summers spent on the beach and playing hide and seek in all of the cornfields! I come from a family history of coalminers, armed forces and Scots. I always say I'm a lucky lady as I have 3 families; my dad's, my mam's and my step mam's. I have four siblings and my whole family mean the absolute world to me.

I'm very bubbly and often get called a drama queen due to my love of performing. Growing up I was a tap, ballet and modern dancer, I played the piano and also did a little bit of singing, despite my absolute lack of confidence whilst doing so! I now channel this energy into the gym and boxing (quite the contrast, I know).

In my spare time, I love going out with my friends for a drink and a good dance, relaxing with my friends in the house with a face mask and a glass of wine, or spending time with my family.

My ideal type of holiday is in a hot country, with white beaches and crystal blue seas, and historical sites to visit and learn about. Rhodes, Greece, has recently stole my heart as my I was Maid of Honour at my best friend's wedding in this gorgeous country. I'd happily go back every year.

My favourite kind of film to watch is a horror or a psychological thriller; Shutter Island being a favourite. I'm also partial to a classic Disney film when I'm needing some extra TLC. I absolutely love music and could never begin to even try and pick a favourite song as my taste in musical genre ranges from all ends of the scale. However, 80's music will always get me up dancing, especially Easy Lover by Phil Collins, even if I'm the first one on the floor. I am currently reading a book given to me by my Gran called Captain Corelli's Mandolin, which is quite different to what I would usually read, but it's proving to be a page turner nonetheless.

I absolutely adore dogs, and have wanted one my whole life. I plan to get a Rhodesian Ridgeback at some point this year to make my new home complete and I can't contain my excitement!

My own lived experience has inspired a passion for mental health in me, and I loved studying Psychology at school.

I have worked for CNTW for 5 years. My first job was as a Business Administration Apprentice within the Perinatal Community Mental Health Team. During my time in this Team I achieved my Level 3 NVQ in Business Administration, and gained experience in working alongside an amazing team of administrators, and expanded my knowledge in working with CPN's and the Consultant Psychiatrist of the service. Following this, I worked as a Ward Clerk on an Elderly Dementia Ward which challenged my preconceptions of the challenges this disease brings, and increased the already enormous amount of respect I have for Nurses and their commitment to caring for others at any expense.

I now work as the Involvement Coordinator for the Patient and Carer Involvement Team, and have done for the past 2 years. It has been a learning curve to work in a Corporate Team after working in Operational in my previous roles, and I have enjoyed every moment. I am really inspired by the service users and carers we work with and by their journeys, as well as by the fantastic work and commitment we see every day from both service users, carers and staff to achieve true collaborative and inclusive working. My colleagues often call me bossy, but I just think it's a combination of my seemingly assertive-sounding, Northumbrian twang and my need for being organised!

I also work as a Nursing Assistant on the Nursing Bank, and I love the contrast between administrative and clinical duties. Working face to face with service users, and doing what I can to make someone's day that little bit better, reminds me why I love to work in mental health.

By the end of the year, I hope to achieve my Level 5 Diploma/Foundation Degree in Health and Social Care, and hope to continue achieving throughout my career with CNTW.

Follow us on twitter @InvolvementCNTW for regular updates.

We welcome all feedback, contact us by tel: 07971 387 634 or email: involvement@cntw.nhs.uk