



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

A decorative graphic on the left side of the page features a trail of golden stars and sparkles. The stars vary in size and brightness, with some having a glowing, multi-pointed starburst effect. The trail curves from the top left towards the bottom right, set against a dark blue background.

# Staff Excellence Awards 2021

[#cntwstars](#)

# Welcome

We are delighted to welcome you all to our annual Staff Excellence awards. It is wonderful to be able to come together once again, our CNTW family, and celebrate.

Now in our twelfth year, our awards celebrate the dedication and achievements of our staff, who have made a real difference to the people we care for, their carers or their work colleagues.

Never in our history have we received so many nominations. This year was harder than ever for our judges who had the difficult task of scoring each of the 868 entries received. To read the nominations was inspiring, especially in the face of such adversity.

We have had an exceptional year and we are in awe of your passion, your devotion, your triumphs and your resilience.

Each and every one of you represents the very best of Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust. It is our privilege to lead the organisation and we are honoured to be with you all tonight, celebrating your success.

Thank you all for your dedication, hard work and for making a difference each day.

We hope that you enjoy reading this commemorative brochure which showcases how outstanding you really are.

Have a wonderful evening.

Ken Jarrold CBE, Chair  
John Lawlor OBE, Chief Executive



# Staff Excellence Awards 2021

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- Healthcare Worker of the Year (North Cumbria)
- Knowledge, Safety and Innovation
- Working Together
- Leadership Award
- Manager of the Year
- Unsung Hero
- Lifetime Achievement
- Positive Impact (for people not employed by CNTW)
- Chief Executive's Award
- Chair's Award

Celebrating the dedication and achievements of our staff who have made a real difference to the people we care for.

# Rising Star

This is awarded to someone who has less than two years' service, on the apprenticeship programme or an intern with Project Choice, who has made a positive contribution to the Trust and the delivery of services.



Callie Conway  
Occupational Therapy  
Hopewood Park

Colleagues say it feels like newly qualified Callie has been in the team for years. She has a positive attitude that rubs off on everyone she meets. Her team say they have been blown away by her skills, knowledge, understanding and creativity. "She may be only 22, but she has a very wise head on her shoulders," one colleague said. When she joined as an occupational therapist, Callie worked with a complex patient who has both an autism diagnosis and a mental health diagnosis. She is still very much at the heart of this person's care. Recently, she has set up a sensory regulation group which proves to be another example of her innovation. The group has been so greatly received that other wards have asked if they can have something similar. Callie is hungry for knowledge and always keen to develop her skills. She has created her own resources for patients in seclusion, including 'worry monsters' and 'self-recognition superheroes'.



Luke De Redder  
Informatics  
Department  
St Nicholas Hospital

Luke began his career as a Project Choice student, which works with young adults with a learning disability, disability, mental health issue or autism gain work experience and improve their employability and independence. When he began a placement within the Trust's Informatics Team, his confidence was low. Luke worked in the team from the beginning of the pandemic and took his role very seriously, even offering to work remotely in an unpaid capacity. He supported with the implementation of Microsoft Teams, now a vital lifeline for countless members of staff. Thanks to his hard work and dedication, his confidence has grown and he has secured a role within the team. Colleagues believe he will become an employee to look out for and say he has achieved so much at the age of 18.



Joe Desborough  
Hadrian Unit  
Carleton Clinic

To say Joe could have had a difficult start to his career is an understatement. He started as a peer supporter on Hadrian Unit in January this year, just as the ward was experiencing a Covid-19 outbreak. Despite this challenge, he quickly adapted to his new role, ensuring patients were looked after while they were isolating. He offered activities for individuals at a distance and supported the team. It wasn't long before staff realised he had a knack for engaging with patients, using his voice to ensure patients and carers are heard. During the ward's outbreak, he enabled families to remain in contact with patients. Colleagues say Joe is a respected member of the team who is admired for his compassion. The first peer supporter to work on Hadrian Unit, he is planning on creating a carer forum to accompany his work on carer support. One team member said: "He has quickly become a valued member of our team and has exceeded all expectations. We feel very lucky to work with him."

# Behind the Scenes Individual (CNTW)

This award recognises an individual that works behind the scenes in a non-clinical support service.



Alane Bould  
Patient and Carer  
Involvement  
St George's Park

As Head of Patient and Carer Involvement, Alane works tirelessly to ensure peer support and co-production is a priority across the Trust. Colleagues say it is thanks to Alane's leadership, passion and drive that our Service User & Carer Agenda has been adopted by other organisations. Her contribution has made a significant improvement to the use of peer supporters in our services. Her team say Alane is likely to downplay the impact she has had on our peer supporters. She has developed the peer support education programme and increased opportunities for their progression, promoting the value and importance of the role within the Trust. Alane is always there to listen and provide support, no matter how busy she is. Colleagues describe her as the epitome of Trust values and deserving of recognition.



Carly McKie  
Castleside Inpatient Ward  
Campus for Ageing and  
Vitality

Always focusing on service users and carers, Carly has been described as brilliant to work with. During the pandemic, she volunteered to provide admin support to the Covid-19 Remote Inpatient Support Team (CRIST). She worked every other weekend in addition to her everyday role as a ward clerk, always thinking of patients first. Often bombarded by requests, Carly deals with the demands of the whole multi-disciplinary team calmly and efficiently. She is also fantastic with patients, showing them interest and empathy. The door to Carly's office is always open, welcoming staff and patients alike. The team say she makes everyone's job a lot easier. No job is too much trouble for Carly, whether it's creating a sign for the door or ordering new beds for the ward.



Chris Reader  
Patient and Carer  
Involvement  
St George's Park

Chris works in the Trust's Patient and Carer Involvement Service and has worked tirelessly to ensure service users and carers have not been forgotten about during the pandemic. Chris produced guidance on how to use technology and also wrote regular newsletters to guarantee service users and carers were kept in the loop. Nothing is ever too much trouble for Chris, always prepared to go the extra mile. Colleagues say his calm and collected nature helps the team in times of stress. His impact on the Involvement Service's presence, both inside and outside of the Trust, has not gone unnoticed. He has played a pivotal role in the team's communications, thinking outside the box to find new ways to engage with service users and carers. He has dedicated his time to support the Collective Leadership and Management Development Programme, where he took a leading role in the programme's reference group. With a supportive and positive nature, Chris always shows great leadership. He is respectful of others and serves as an inspiration to those he works with.

# Behind the Scenes Individual (NTW Solutions)

This award recognises an individual that works behind the scenes in a non-clinical support service.



Elaine Barkley  
Facilities  
St George's Park

The font of all knowledge on all aspects of facilities services, Elaine goes out of her way to help with any query you may have whether it's portering or parking permits. Often inundated with calls and emails, she deals with those pressures with a lovely, friendly manner. Colleagues say Elaine probably doesn't realise what an asset she is to both the Facilities department and NTW Solutions as a whole. One staff member said: "We are so thankful for her constant help and support."



Stephen Brown  
Maintenance Services  
Walkergate Park

Hard-working, conscientious and committed are just some of the words colleagues have used to describe Stephen. He always puts the welfare of service users first, regularly working longer hours to ensure a task is completed and the area is left safe. He often tries to carry out repairs himself rather than calling in a supplier, saving the business from unnecessary costs. Nothing is too much trouble for Stephen; he does everything with kindness and consideration and a big smile on his face. An asset to NTW Solutions.



Sylvia Wilkinson  
Domestic Services  
Northgate Hospital

Sylvia has been described as a breath of fresh air, putting her whole heart into everything she does. Her upbeat and positive attitude makes her a joy to work with. Colleagues say you could be having one of the worst days and Sylvia will always manage to make you smile. Not only does she have an extremely strong work ethic, she makes strong bonds with everyone she comes into contact with. A true role model for others.

# Behind the Scenes Team (CNTW)

This is awarded to a service or team that works behind the scenes in a non-clinical support service.



Absence Line Team  
St Nicholas Hospital

From answering calls and booking PCR tests, to booking Covid-19 vaccination appointments and helping with the staff wellbeing line, the work of the absence line team has proven vital. They have kept every member of staff safe, providing advice and guidance seven days a week. This has been done with kindness and compassion, not to mention enthusiasm and a sense of humour! The team have taken calls that required resilience and empathy as frightened, confused and unwell colleagues rang the absence line. Many of the team had never even met before when they were assembled at the beginning of the pandemic. Flexibility and a willingness to change have been cited as the team's main strengths. One team member said: "There were a few low moments and tears along the way but we worked through it and supported each other. I am so proud of how we all came together, adapted to new roles, embraced change and genuinely did our best to support the organisation in its time of need."



Communications Team  
St Nicholas Hospital

Whilst no one can deny the impact of Covid-19 on all services, the impact on the communications team and their response was clear to every employee in the Trust. Some staff could argue that they were unaware of the team's function and the services they provide. However, this last year has proved that communications is not only useful, it's essential. Despite the team's small size, they have produced hundreds of posters, leaflets, updates, resources and newsletters and press releases. The team have also adapted and learned new skills, for example producing in house animations which have proved very popular. Their work has also extended outside of CNTW gaining 2,562 Facebook followers and 1,186 Twitter followers. As well as responding to Covid-19, the team have also continued with their day jobs as well as any additional tasks including sending out over 1,000 long service hampers and writing and designing a commemorative brochure.



Informatics  
Infrastructure Team  
St Nicholas Hospital

Much of the work of the informatics team goes on behind the scenes but what they have done during the pandemic has been nothing short of remarkable. A team of 11, you could be mistaken for thinking there were many more. With the arrival of Covid-19, the team were tasked with enabling as many staff as possible to work from home. They worked quickly to ensure the infrastructure was in place for 3,500 members of staff, working to monitor performance and provide support. The team were then asked to rollout Microsoft Teams, which they did so seamlessly. If it wasn't for this team, the Trust wouldn't have been able to continue to deliver a high quality of care during what has been a critical period for the NHS. Their work has also allowed the Trust to consider new ways of working more efficiently and flexibly.

# Behind the Scenes Team (NTW Solutions)

This is awarded to a service or team that works behind the scenes in a non-clinical support service.



Abby Robertson and Rachael Saunders  
Staff Absence Line Team  
St Nicholas Hospital

Both Abby and Rachael were new to the organisation, joining at the start of the pandemic. They have been instrumental in developing the staff absence line, updating systems to meet the ever-changing requirements from the Government. Both have risen to any challenge thrown at them finding innovative ways to overcome those challenges. Neither had worked in administration before joining the team and yet both have and have embraced their new roles. They are invaluable in providing extensive IT support, even making training videos to support those less confident with the IT systems. Thanks to their organised approach and strong focus on accuracy, they have ensured the smooth running of the Absence Line.



Café Teams  
Trustwide

During the last year, our café services have had to adapt multiple times in order to provide a safe service to customers. Café teams were under immense pressure when the Trust announced staff could receive free food and drink whilst at work. Everybody worked together to ensure staff were catered for and were able to continue to provide the best possible care to our service users. Café staff are said to often talk about the days of the free meals with a sense of pride in their voices as they recall the thousands of meals they provided during the height of the pandemic.



PPE Logistics Team  
St Nicholas Hospital

It was the job of this team to ensure the appropriate PPE was available during the pandemic. It is thanks to their hard work and dedication that they were never unable to provide PPE when it was needed. The team had to devise new ways of working, working closely with both clinical and logistics teams. The Jubilee Theatre at St Nicholas Hospital was transformed into a PPE store to house all the stock. The team also implemented a distribution system to ensure PPE would be delivered to those who needed it in a timely and effective manner. On top of this, they were also able to help others in need by supplying stock to St Oswald's Hospice. The NHS response to the pandemic has brought out the best in people and this team is a prime example, working tirelessly to keep everyone safe.



Recruitment Team  
St Nicholas Hospital

During the pandemic, the work of the recruitment team changed massively. They adapted quickly and professionally during a time of uncertainty. Colleagues say they are the definition of a team, even leading to an improvement in recruitment timescales by over 15%. The team changed their working hours to provide a more rounded service to those who needed it. They worked seamlessly, working in completely different ways. Their work led to a huge number of additional clinical staff working across the Trust to support service users. Another thing that stands out is the team's pride in their work. One colleague said they have shown great resilience throughout the last year.



# Clinical Team of the Year – North

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



Bluebell Court  
St George's Park

Bluebell Court opened in July 2020 to support patients through discharge planning and in that time it has gone from strength to strength. Always striving for better outcomes for staff and service users, the team do vital work to help pressures on acute pathways. By embracing a 'therapeutic community' approach, the staff's genuine care for patients is felt by everyone, with one service user even describing them as "angels from God". Feedback from service users has been overwhelmingly positive; one person said it helped them feel alive and they really trusted the service. Visitors often comment on the welcoming atmosphere on the unit. One team member said: "We believe the success of the unit wouldn't have been possible without the incredible effort and shared values of a team who have brought a diversity of skills and experience together under tricky circumstances." The team work together with warmth and compassion, determined to give their very best, despite the fact no one knows what each other looks like without a mask yet!



North Tyneside Recovery Partnership  
Wallsend

It could be said this team have had it harder than most in recent times. As well as dealing with the pandemic, they also had a fire on their premises where the clinical team lost everything. Due to this, the team have been placed in various temporary office spaces. A combination of a fire, uncertain work premises and a complex and high-risk client group made for an incredibly tough and testing time. Despite these setbacks, the team have continued to provide the best service possible. The team's priority was to develop a system for safely getting prescriptions to community pharmacies. Around 550 clients are in opiate substitute treatment and missing this treatment is simply not an option. Staff worked above and beyond to ensure these prescriptions were delivered. The team provided telephone appointments and continued going face-to-face and door knocking to those at risk who didn't answer their phones. The level of support they provide is invaluable, also working with families to ensure the delivery of medication to clients with symptoms of Covid-19.



Older Adult Universal Crisis Team  
St George's Park

The older adults' part of the crisis team was stepped up at short notice during the pandemic, a time that was particularly difficult for older adults living in our communities. The team has made a profound impact in the short time it has been in place. They offer an alternative to hospital admission, through intensive home-based treatment. Their compassion and devotion to those they care for is admirable, which has been echoed in the positive feedback received from service users, families and colleagues. The team have made a huge difference within the local community, improving access for those in crisis and their carers. Described as a lifeline, the team have numerous success stories of keeping people well in their homes and allowing them to recover in the community rather than being admitted to hospital. Covering one of the largest areas within the Trust, times have been hectic but staff have pulled together to help those who need it most.

# Clinical Team of the Year Central

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



Cheviot  
Kenneth Day Unit  
Northgate Hospital

Over the last 18 months, Cheviot has provided individual care to a patient with very specific and complex needs. Not only have they had to adapt their environment to support this, but it also tested their skills as a team to work differently. They reached out to speak to staff from other disciplines, always honest regarding their feelings and anxieties around the situation. Despite the patient's own levels of distress, their care always remained individualised and holistic. They have included the patient every step of the way and have been creative in their approach, also involving his carers and family who were experiencing their own distresses. Staff say it would have been easy for the team to accept the barriers in place, but they used determination and courage to keep providing new experiences, often not knowing how the gentleman would respond. Cheviot have set a clear example of how to work differently while still having patient wellbeing as the main focus. They have managed difficult circumstances with skill, dignity and professionalism.



Fellside Ward  
Hadrian Clinic  
Campus for Ageing  
and Vitality

Every member of the Fellside team goes above and beyond every single shift. The strong work ethic and team spirit is clear to see, especially from the number of nominations the ward received. The team have remained passionate and focused, despite the challenging times on an extremely busy admission ward. Their teamwork was really put to the test when the ward experienced a Covid-19 outbreak. The team have continued to have a culture that supports and empowers everyone to contribute to safe and person-centred care. The pandemic meant that staff had to learn to continue providing exceptional care under new circumstances. The team always supported each other through increased supervision and the creation of a 'wobble room', where staff could take time out on their shift. Fellside have also been recognised for their support for students, with many saying they are provided with great opportunities when doing placements on the ward.



Memory Assessment and  
Management Service  
Campus for Ageing  
and Vitality

Based at the Campus of Ageing and Vitality, the Memory Assessment and Management Service (MAMS) were one of the front-runners in returning to see patients face-to-face after lockdown. The team have worked on a number of initiatives to improve patient care; better detection and management of risks associated with driving, improved documentation of anti-psychotics, and improved physical health monitoring to name a few. The team is made up of dedicated and passionate people, who work in an atmosphere where they feel able to discuss and challenge in order to adapt to the changing needs of the service. Staff say they respect each other, which creates a warm and supportive working environment. Despite increases, the MAMS waiting lists are almost back to pre-pandemic levels, a testament to the team's hard work. They have also continued to recruit patients to clinical trials and support research projects. One team member said: "Older people's services matter and as we all hope to live to a good, old age, we need to celebrate the staff who are dedicated to working in this often-unsung area."

# Clinical Team of the Year South

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



Marsden  
Monkwearmouth Hospital

Marsden is often the ward people think of when talking about supporting families and carers. Family members are encouraged to attend protected mealtimes and join in planned activities such as coffee mornings and film screenings. The team on Marsden involve family on the planning and delivery of care, while also appreciating that they too need support. Colleagues coming onto the ward have said they were struck by the level of carer involvement and the relationship staff have with families and carers. Families are regularly on the ward for long periods of time, chatting to loved ones and staff. On arrival, relatives are given a 'little box of love' with items that offer kindness and support. They are also invited to Talk 1st cohorts where they have the opportunity to speak openly about their experiences on the ward.



Neuro Rehabilitation  
Outpatients Department  
Walkergate Park

"One of the most passionate and patient-focused teams in the Trust," are the words of one colleague. When the first lockdown hit, many were concerned the team would struggle to stay together due to the face-to-face nature of their roles but they needn't have worried. Staff say they have demonstrated what the word 'team' means. They kept in touch with patients, telephoning over 600 people in the first four weeks to identify how patients were coping and if they were happy to come on site. Within six weeks, the department was up and running again providing face-to-face appointments. Once the service was allowed to reopen, staff worked tirelessly to ensure the back log of patients were seen and that this happened safely. Throughout the pandemic, the team have continued to benchmark the service, performing evaluations and audits, looking at patients' experience of dealing with their conditions during lockdown.



Sunderland Older  
Adult Community  
Treatment Team  
Monkwearmouth  
Hospital

Overwhelming kindness comes to mind when talking about this team. The complexities brought about by the pandemic meant roles and functions within the team changed overnight and staff rose to the challenge. They not only maintained the level of support offered to patients and families but increased it. Staff were all actively involved in providing additional support to those who needed it; this included signposting and coordinating food parcels, phone calls to patients and making activity packs for patients with dementia who would normally go to day services. The team also maintained regular contact with care homes to support the wellbeing of residents and staff. Staff say these became a source of moral support to care home staff who were struggling to cope, which was also commended by commissioners in Sunderland. This was unique as no other Trust in the country provided this level of help. One carer wrote to the team saying: "A simple letter is hardly sufficient thanks for all your efforts, but in times like these when the NHS is under such pressure, it is very much appreciated to see such dedication from people on the frontline."

# Clinical Team of the Year North Cumbria

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



Ashby Ward  
St Nicholas Hospital

Ashby supports young people with complex and challenging needs from across the country. Staff have made a huge impact in making strides to improve collaboration with the service users they work with. This is done by keeping young people very much at the heart of care and ensuring their voice is heard throughout their admission. Young people join weekly ward meetings to decide on the activities they would like to participate in and are also very much part of the recruitment process, selecting staff for the service. They also take part in 'take over' days shadowing members of staff in different roles. Carers and families also play a major role in Ashby. Carers' days enable families and carers to meet with staff and allow young people to present their achievements and progress. During the pandemic, every effort was made to ensure the young people continued to have a good experience, with staff using their initiative to create activities for them while having to self-isolate.



Lotus Ward  
Acklam Road Hospital

Only opening its doors to young people in April this year, Lotus Ward has already made a significant impact. The team have adapted and supported each other as changes were made and new team members arrived, always remaining focused on the task in hand. The commitment of staff has been clear to see from the beginning, with many taking up additional training opportunities and travelling between Ferndene in Prudhoe and Lotus Ward in Middlesbrough to experience working in the service. Opening a new service successfully is only possible with the right people on the team and it seems Lotus have done just that, even coming up with their own team motto. One colleague said: "It's so rewarding to see staff of all disciplines come together to form a new team, all with the goal of putting patients first."



Stephenson Ward  
Ferndene

Stephenson have overcome numerous pressures this year, from staffing crises to unplanned pathway admissions, alongside the normal goings on of a specialist service. The team have adapted quickly and have embraced the opportunity to work differently. They have gone above and beyond to make the ward feel homely and give the young people a sense of belonging - many of whom have never felt they have belonged anywhere. Always motivated to do the best for the people they care for, the team are willing to learn and improve the way they work. As a team, they are supportive and welcoming and when coming onto the ward, their positive attitude is clear to see. They have a fantastic ability to empower young people to engage in activities and will always support them to access activities that fit with their interests. They are creative, dynamic and nurturing.



# Clinician of the Year North

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Julie Hyman  
Older Persons Psychiatric  
Liaison Team  
Wansbeck General Hospital

Julie is quite simply an outstanding nurse. Her passion is infectious, something she applies to her mentoring role with vigour. She is focused on helping people who are going through emotional turmoil with the deepest empathy. Colleagues say her persistence is one of her most remarkable traits, unwilling to settle when she knows she can do more. A true role model, she continuously encourages and motivates those around her. One of the things that stands out most about Julie is her support for student nurses. A student said: "Julie has given me the confidence to practice autonomously. She has been a pillar of support and guidance, making a genuine impact on my learning and clinical practice. Not one day of placement has gone by where I haven't gone home thinking 'she's the type of nurse I want to be'."



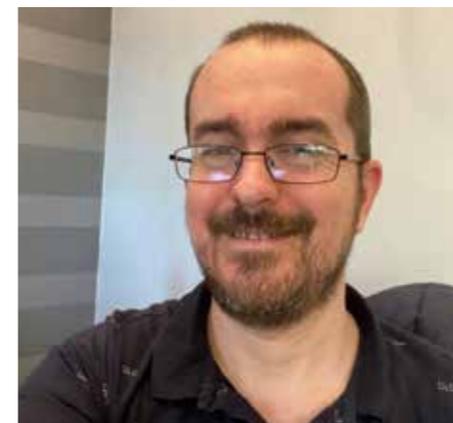
Angela Morgan  
Mitford Ward  
Northgate Hospital

Angela is an assistant practitioner undergoing her nurse training. She has worked for the Trust for over 20 years, gaining vast amounts of skills and knowledge in that time. She consistently shows initiative in her practice and always works in the service users' best interests. Angela has been integral in reviewing the induction process for new staff on Mitford to ensure that it is as supportive and informative as possible. This includes a buddy system where Angela is the point of contact for new staff. Staff say she is an asset to the team. Her person-centred approach makes those around her feel empowered, included and respected. She is a keen advocate for Talk 1st and always looks at ways to give patients a better quality of life during their stay on Mitford. She has been described as an excellent role model for new starters.



Melissa Slater  
Northumberland and  
North Tyneside Crisis  
Resolution and Home  
Treatment Team  
St George's Park

Working on triage is stressful at the best of times but doing this from home whilst shielding is even more so. That's exactly what crisis nurse Melissa had to do through the pandemic. She is caring, passionate respectful and non-judgemental at all times. During calls, she has to develop safety plans with service users, implement care plans and determine a treatment pathway that best meets their needs. Service users can often be emotional or aggressive, but Melissa always remains calm and compassionate. This role usually requires a lot of peer supervision, which Melissa has not been able to have from home and has mainly worked independently. She has shown extreme resilience in what has been a difficult time. One colleague said: "Melissa has a heart of gold. Despite the challenges, she never faulted in her caring and compassionate approach to both those who use our service and her colleagues."



Ross Wyatt  
Northumberland Learning  
Disability Community  
Treatment Team  
Ashington

Described as a supportive and inspiring colleague, Ross's roles span learning disability nurse, non-medical prescriber and positive behavioural support practitioner. Ross strives for excellence in everything he does. Last year, he set up a 'Step Down' clinic providing mental health and medication reviews for people with learning disabilities. This involved a review of over 300 people, data analysis and reports. By including everyone who would use the clinic in its setting up, Ross has ensured it is a truly person-centred service. For the last year, he has run the clinic almost single-handedly adapting the process using online appointments. This has been no mean feat but has demonstrated Ross's desire to ensure he provides the best service possible. His next goal is to run a STOMP clinic (stopping over medication of people with a learning disability or autism or both with psychotropic medicines) that will offer positive behavioural support as an alternative to medication, which colleagues are sure he will also excel at. Open to sharing skills and knowledge with others, he is an "incredibly humble guy and a truly exceptional clinician."





# Clinician of the Year Central

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Anita Attala  
Bamburgh Clinic  
St Nicholas Hospital

Anita joined the Trust in May last year and has since made huge changes to the physical health of service users in secure care services. Before she started, it was rare to receive a Dietetics referral from forensic services but the team now have 50 patients on their caseload. Anita came into the service and built a rapport with patients to jointly agree goals to improve their physical health and increase awareness around healthier choices. She is extremely motivated to make positive changes to the health and wellbeing of inpatients and seeks novel ways to do so. Thanks to her work, patients are more motivated to be healthy. Despite not having any background in secure care services, Anita has made great work of an extremely challenging job. She never fails to be kind, supportive and understanding to all those she works with.



Katherine Hay  
Newcastle and Gateshead  
Older Adults Crisis Resolution  
and Home Treatment Team  
St Nicholas Hospital

Katherine works in the Older Person's Crisis Team for Newcastle and Gateshead, a recently established team providing a service to a previously under-served and vulnerable group. She has provided essential medical leadership in helping the team develop. Her work ethic and clinical abilities are clear for all to see. She has a wonderfully warm way with patients, even personally helping one rehome their much-loved dog when they were admitted to hospital. Colleagues say Katherine is the epitome of that extra mile we always talk about.



Erin Morrison  
Gateshead Psychiatric  
Liaison Team  
Queen Elizabeth Hospital

Erin's vast knowledge of both mental and physical health is invaluable. As clinical lead of the Gateshead Psychiatric Liaison Team, she is a true advocate for patients. Staff members often say that if they were admitted to hospital they would want to be seen by Erin. She questions and challenges all aspects of care, whilst being professional and respectful. Erin has developed positive relationships while working in partnership with acute trusts and community agencies. She takes the lead in ensuring patients and carers are central to care and treatment decisions. Colleagues say Erin takes on the roles and responsibilities of a clinical lead with confidence, acting as a positive role model for those around her.



Nicola Sharp  
Gateshead East Community  
Treatment Team  
Dryden Centre

Nicola has been recognised for her work with students, with one calling her the best assessor they'd ever had. "I doubted myself a lot as I lost a lot of my hours due to Covid-19, but Nicola boosted my confidence by enabling me to develop so many of my nursing skills," one person said. She has a great rapport with both her team and service users. Staff comment on Nicola's person-centred focus, ensuring every action is in the service users' best interests. A good listener, Nicola encourages patients to be experts in their own mental health. One student said Nicola has inspired them to check on the mental health of everyone around them. They added: "If it was not for Nicola, I'm not sure I would be as confident and determined to get through my nursing training. She has shown me how much of an impact a care coordinator has on the lives of individuals."



# Clinician of the Year South

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Andrew Cairns  
Perinatal Services  
St George's Park

"Working with Dr Cairns has been one of the most transformative experiences of my life and I will cherish the important lessons he has taught me," are the words of one colleague. Described by many as hard-working and dedicated, Andrew is a highly respected member of staff. He encourages collaboration within the team and always shows a sincere interest in his colleagues. He gives consistent recognition and support to staff, creating a work environment that helps employee growth. Colleagues say he is dependable and is known for his willingness to offer help to anyone who asks. One team member said: "He makes those around him better".



Victoria Frater  
Richardson Eating Disorder  
Intensive Day Service  
Walkergate Park

Victoria found herself acting up into a leadership post in the Richardson Eating Disorders Service with little notice during the pandemic. Rising to the challenge magnificently, colleagues say Victoria is one of those people who makes coming into work a positive experience. She has shown real leadership in bringing the service together whilst boosting staff morale. During the most challenging of times, Victoria has remained positive and honest throughout. One colleague said: "Even when we were all exhausted, she kept on smiling."



David Purdy  
Community Multiple  
Sclerosis Team  
Walkergate Park

David is a lead physiotherapist in neurorehabilitation working with clients with Multiple Sclerosis. Recently, he has successfully trained to become the first Allied Health Professional non-medical prescriber within the Trust and is one of a small number nationally. This role has had a positive effect on the delivery of patient care within the service. Not only is it a tremendous asset for patients, it has also freed up time for consultants. His learning has not stopped there; David continues to strive to better himself for service users and hopes he will be able to mentor future trainees.



# Clinician of the Year North Cumbria

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Susan Graham  
Occupational Therapy  
Ferndene

Occupational therapist Susan has worked in children and young people's inpatient services for over 10 years. She has led on the developments of the CYPs Accredited Training, working with universities to develop the training which focuses on honing the skills of staff who work with young people. Described as one of the most generous and caring human beings, Susan has also made a significant contribution to the CEDAR project - a programme which includes the re-provision of inpatient services at Ferndene. She has also been instrumental in ensuring Ferndene achieves national recognition through the Investing in Children award which celebrates imaginative and inclusive practice with children and young people. Susan is selfless, always offering praise and encouragement to those around her. Colleagues say she spends her days making sure other people are appreciated for what they do and they wanted her to know how much she is appreciated too.



Louise Little  
Geltwood House  
Carleton Clinic

It has been said Louise is the most caring, empathic and person-centred nurse you could wish to work alongside. This was evident particularly in the last year when she supported two residents who were living in 24-hour care to move back home to live with their families. She sets herself high standards and is a fantastic mentor to student nurses and colleagues alike. Always keeping patients' wellbeing at the forefront, she encourages others to look for answers and solutions. One colleague said: "She's the type of nurse I'd like to look after my own family."



Carol Oliver  
Intensive Positive  
Behavioural Service  
St Nicholas Hospital

Carol's commitment to improving the lives of the children and young people she works with is nothing short of inspiring. This was even more evident during the pandemic, providing online resources and videos to those who needed it. Carol demonstrates courage, always speaking up for young people and their families, such is her commitment to improving their lives. She provides invaluable support to her colleagues and always manages to remain calm in a crisis. Carol is at the forefront of team developments, continuing to shape and develop the team in its provision of positive behaviour support (PBS). Her passion and enthusiasm for PBS is apparent in all of her work, having recently started working with local schools to introduce the approach into education.



# Healthcare Worker of the Year – North

This is awarded to a healthcare assistant, support worker, support time and recovery worker, assistant practitioner, peer support worker, clinical support assistant or any other non-qualified clinical staff member who has provided consistently high quality care, whilst achieving the highest standard of patient safety and outcomes.



Wendy Hughes  
Physiotherapy  
St George's Park

Wendy is a dedicated member of the physiotherapy team at St George's Park. When colleagues had to shield Wendy was left to represent the team which had no physiotherapists on site. As assistant practitioner, she could see how patients were affected not seeing their families and developed a falls pack which provided advice on how to keep up strength during lockdown. When the team eventually got physiotherapy cover, Wendy prioritised referrals for them and provided vital information from the handover sheet she prepared every week. Colleagues say she kept the service going. She provided the vital link with qualified staff working from home and successfully maintained the service by providing face-to-face work with service users. Wendy also leads a 'Rise & Shine' daily exercise group which has been received positively by staff and patients alike. In addition to her everyday responsibilities, she has taken on the role of health champion and has been instrumental in organising social activities and fundraising events on the ward. She brings such energy and enthusiasm in her role, it's hard not to be inspired.



Gillian Smith  
Bluebell Court  
St George's Park

Colleagues say you can often hear Gillian's raucous laughter along the ward, which usually means that patients are in good hands. She is the activity coordinator on Bluebell Court and has around 30 years' experience as a support worker. Her personality emanates warmth and joy, immediately putting patients at ease. Her contagious enthusiasm has been able to motivate the most withdrawn of patients to participate in activities. Her grasp and understanding of patients' needs is invaluable. She makes a major contribution to Bluebell Court and has helped shape the positive culture service users and visitors on the unit have come to know.



Julie Young  
Woodhorn Ward/  
Community  
St George's Park

Some say it's a mystery how Julie is able to do so much for everyone she comes into contact with. She works incredibly hard in her role in the Northumberland Behaviour Support Service and has been described as an asset to Woodhorn Ward. One of her most popular interventions has been teaching her own dog Teddy to be an animal assistant dog on the ward. Animal Assisted Therapy (AAT) provides holistic care that extends not only to patients, but to families and staff. The presence of Teddy has had an extremely positive impact to the atmosphere on the ward. Julie works collaboratively to facilitate care plans for service users whose needs can be complex and ever-changing. Her depth of knowledge and experience leads to the best evidenced-based care. She is often seen to be coaching even the most seasoned staff in ways that would work better, fervent in her wish to deliver quality care.

# Healthcare Worker of the Year – Central

This is awarded to a healthcare assistant, support worker, support time and recovery worker, assistant practitioner, peer support worker, clinical support assistant or any other non-qualified clinical staff member who has provided consistently high quality care, whilst achieving the highest standard of patient safety and outcomes.



Simon Johnston  
Newcastle Treatment  
and Recovery (NTaR)  
Plummer Court

In the last year, Simon has been a driving force in improving care for clients who are homeless and struggling with addiction. As a harm minimisation worker, he has worked tirelessly to forge strong relationships with partner agency colleagues and clients who struggle to engage with mainstream services. Many people he works for may have experienced significant trauma and find it hard to trust others. Everyone he works with speaks highly of Simon and believe that he will support them in situations where they fear they may face prejudice from others. Simon can't walk through Newcastle without previous and current clients approaching him to say hello and tell him about their achievements and difficulties. Simon works holistically with clients, addressing their physical, mental and social care needs. Colleagues say he has made a huge impact locally, his knowledge of where clients may be located and the issues they may experience has been invaluable.



Michael Robson  
Forensic Community Team  
St Nicholas Hospital

Michael has been praised for his determination and positivity in developing the community allotment single-handedly. Colleagues say he could have been nominated in a number of categories as he's such a good guy. Michael is relentless in his mission to make service users' transmissions back into the community as smooth as possible. He helps them with finding accommodation, completing benefits forms, shopping and developing new hobbies and skills. For many years he has run a Friday Social Group, taking service users from Westbridge Hostel for days out that they're encouraged to plan. Many of these are things they often wouldn't have the chance to experience. He always puts a smile on the faces of staff and service users alike.



Jade Smith  
Lindisfarne  
Northgate Hospital

Jade has supported patients to develop individualised newsletters to send to families detailing the goals they're working on. It's ideas like this that show how much she values patients and carers. She shows huge commitment to personal development and progression through learning. Proactive in seeking new opportunities and always striving to be the best she can. As an apprentice, Jade has consistently proven she is able to achieve thanks to her strong work ethic. She is kind and caring, always putting the needs of the patient at the centre of all she does. A colleague said: "Jade will be an exceptional nurse when she qualifies and any team she works with will be lucky to have her."





# Healthcare Worker of the Year – South

This is awarded to a healthcare assistant, support worker, support time and recovery worker, assistant practitioner, peer support worker, clinical support assistant or any other non-qualified clinical staff member who has provided consistently high quality care, whilst achieving the highest standard of patient safety and outcomes.



**Peter Bulman**  
Social, Therapeutic and  
Recreational Rehabilitation  
Team (STARRT)  
Walkergate Park

Activity coordinator Peter works with patients to ensure they're able to do the things that are important to them. Staff say since he has been in post he has lifted the atmosphere on the ward, quickly becoming a valued member of the team. He always listens to patients and promotes their independence by engaging them in meaningful projects and activities. He has recently started a gardening group, with each patient given their own sunflower to look after. His ideas for activities are endless and he holds a meeting with patients every month to involve them in the type of activities they'd like to participate in. Peter will try his utmost to involve every patient. One colleague said: "I could say that as a team we're incredibly lucky to have Peter but it's the patients who are the luckiest people."



**Tracy Burns**  
Ward 3  
Walkergate Park

Healthcare assistant Tracy volunteered to take on the role of managing and coordinating visits during the pandemic. This was essential in supporting her clinical colleagues, patients and carers. Her friendly and calm manner was a great source of reassurance to patients and families, often dealing with challenging and emotional conversations. Without her initiative and dedication, staff on the ward say they would not have been able to offer the level of service with regards to visiting. Patients and families have valued the consistency of having Tracy as a point of contact for visiting arrangements. The last year has been very challenging but Tracy has made a significant difference to those around her.



**Ralph Philips**  
Shoredrift  
Hopewood Park

A rock of stability on a very busy acute ward. Ralph's calm presence and can-do attitude keeps the team going. One colleague said: "He's more than a peer supporter, he's the glue that holds our team together." Ralph works daily to make sure the ward runs smoothly while looking for creative opportunities to motivate patients and staff. Everything he does is underpinned by his compassion for those he works with. An advocate for everyone he interacts with, the team say they are fortunate to have him.



# Healthcare Worker of the Year – North Cumbria

This is awarded to a healthcare assistant, support worker, support time and recovery worker, assistant practitioner, peer support worker, clinical support assistant or any other non-qualified clinical staff member who has provided consistently high quality care, whilst achieving the highest standard of patient safety and outcomes.



Lisa Chambers  
Stephenson  
Ferndene

Lisa does her utmost to understand and empathise with the young people she works with. She demonstrates care and compassion in everything she does, which is evident from the relationships she's able to build with every young person who comes through the doors at Stephenson. She is respectful and has an incredible warmth when speaking to everyone she comes across. She strives to improve the lives of young people, always keeping them in mind when making decisions. She is the first to offer support to her colleagues and does so with a smile on her face.



Brett Clark  
Ashby Ward  
St Nicholas Hospital

Brett is an indispensable member of the Ashby team. He strives to provide an environment where the young people he works with feel respected and safe. The young people on the ward have said Brett makes them feel listened to and truly valued. Brett is regularly sought after by other members of staff to discuss ideas on how better to support the young people's needs. He has also been crucial in the increased use of technology on the ward, using virtual reality equipment and accessing devices to help service users stay in touch with their families. A colleague said: "I have learnt a lot from Brett, particularly his skill to create ease in a tense situation. He has created a solid foundation for other staff to improve and also contributed to change and improvement within the service."



Garry Marshall  
Children and Young People's  
Intensive Community  
Treatment Service (ICTS)  
St George's Hospital

One of the most requested members of the team, Garry is crucial in encouraging and maintaining engagement with the young people he works with. He always makes sure he gets to know the person first, treating them as more than just a diagnosis. He then uses that knowledge of the person to tailor his work with them and make them more likely to engage. Garry is an extremely caring and compassionate person, not only towards service users but staff as well. He brings a smile to the face of everyone he meets and is an extremely valued member of his team.



Emma Spencer  
Hadrian Unit  
Carleton Clinic

In the 18 months Emma has worked on Hadrian Unit she has quickly become a valued member of the team. Her motivation to develop and improve standards of care is an inspiration to others. She is a Talk 1st champion on the ward, exploring ways to reduce restrictive practice and interventions. Emma has also worked closely with the ward's specialist nurse in improving the security and safety on Hadrian Unit and ensuring all new starters receive appropriate induction. She has recently become a health champion on the ward, supporting the team in improving standards around physical health. Dedicated and caring, she is an excellent role model to those around her. Colleagues describe her ability to develop therapeutic relationships with service users as admirable.



# Knowledge, Safety and Innovation

This award celebrates achievements in developing new ways of supporting service users, carers and staff through research or demonstrating good practice in patient safety or other clinical and non-clinical ways of working.



Acute Patient Pathway Interface  
Central Locality

The Acute Patient Pathway meeting comes together every week to discuss all patients within our inpatient wards in the Central Locality. Attendees are from inpatient services, rehab, crisis teams, community teams and enhanced bed management, with the aim of ensuring patients are correctly placed. The meeting gives colleagues a good understanding of any pressures or potential issues and developments in services. The team work to ensure all patients are being cared for in the least restrictive environment possible and home-based treatment is considered. The meeting has given all services a platform to work collaboratively and given staff an opportunity to forge positive relationships. Set up by nurse consultant Helen House, staff say they look forward to the meeting each week.



Gold Command - Covid Response  
St Nicholas Hospital

Without the work of Gold Command, the Trust would not have been able to work safely and effectively during the pandemic. The team adapted their processes in line with the ever-changing guidance to ensure the safety of both patients and staff. They have had to continuously update their knowledge in a timely and responsive manner, developing new ways of working. They have led the way in helping to reduce the spread of Covid-19 in the Trust. Their unwavering contribution has positively impacted on the wellbeing of us all. They continue to strive to promote patients' rights while balancing the risks of infection. Demonstrating a commitment to enhancing services, their teamwork has been clear to see. They are a team who were pulled together from across the organisation in exceptional circumstances and have made the Trust a safer place for both staff and patients.



PGCert Reducing Restrictive Interventions Team

The PGCert Reducing Restrictive Interventions Team is a collaboration across CNTW and Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV). The vision has been driven by three key members, Rebecca Trevarrow, Paul Sams and Stephen Davison, to develop an innovative course aimed at practitioners across both Trusts. The team has shown remarkable commitment, knowledge and enthusiasm, supporting students to fully engage with and ultimately complete the course. They have prepared students to lead change by examining their own leadership styles and developing projects to reduce restrictive practice. The breadth and depth of these projects are a testament to the knowledge and confidence gained by the students under the team's guidance. The projects will have a massive impact and further improve the experience of care within our services. These projects would not be able to be put in place without the work behind the scenes by this remarkable team, enabling students to speak up and support change to reduce restrictive interventions.



Aaron Vaughan  
Hadrian Unit  
Carleton Clinic

Aaron has a passion for delivering high quality care to service users while providing support for colleagues. This passion has led him to develop an easy and effective debrief training package, which has been used across the wider Trust. Staff are already utilising the debrief tool Aaron created which colleagues say has helped improve patient and staff care. Aaron has also reviewed the safety and security on Hadrian Unit, delegating safety champions to ensure all staff have a safety induction when starting on the ward. Aaron is committed to the development and improvement of staff. He is a brilliant role model, always showing compassion to service users and colleagues.



# Working Together

CNTW staff often work together with others and this award celebrates this. It is given to an CNTW employee or team that has worked with other organisations – such as a charity, local authority, GP or emergency service – to achieve great things or has worked with a group of service users or carers to improve their experiences of a service.



Claire Andre  
Safeguarding and  
Public Protection  
(SAPP) Team  
St Nicholas Hospital

Claire works tirelessly liaising between the Trust and both Northumbria and Cumbria Police. Since Cumbria joined the Trust, Claire has had to develop new relationships with a new workforce who have different procedures. Instead of being daunted by the task, Claire rose to the challenge her knowledge and experience helping her through. The pandemic presented new challenges and Claire had to adapt to use technology to effectively maintain her relationships with partners. This was no easy task, particularly with emergency responders who aren't often sat in front of a laptop! Again, Claire's determination and experience helped her continue liaising with police and other partners. She is the true definition of 'working together'.



Covid Vaccination Mobilisation Group

This group was made up of staff from all four corners of the Trust, with a common goal to ensure staff and patients were vaccinated in a safe and timely manner. The group had to be incredibly responsive, often with things changing at the last minute. Not to mention much of this was set up over the Christmas break. Even when things didn't always go to plan, there was never a drop in energy or commitment. One colleague said: "To be part of a team that achieved what it did in such a short amount of time was truly humbling." Every member of the group went above and beyond for the programme to be a success. The outcomes speak for themselves, as thousands of Trust staff and patients were vaccinated. A perfect example of working together.



Individual Placement Support Team

Established in 2019, the Individual Placement and Support service is relatively new. Its main aim is to support people with a severe mental illness into meaningful paid employment. The team have worked tirelessly in the community to meet and exceed their targets, and supported around 500 service users. Described as experts in collaborative working, the team work with businesses in pursuit of job opportunities, Job Centre staff and local authorities. The whole service is co-produced, with service users involved in the designing, implementing, evaluating and interviewing. Made up of creative, hopeful and determined people, the team are always championing service users' aspirations and needs. Colleagues say they are a model of how a specialist NHS service can operate effectively in the community, seamlessly integrating with non-NHS services and businesses while maintaining a person-centred approach. "They deserve to be rewarded for sensitively challenging the status quo within the Trust and pioneering new ways of working together."

# Leadership Award

This is awarded to someone who has shown outstanding leadership in CNTW. Leaders exist at all levels of an organisation and leadership is not dependent on role or seniority.



Dennis Davison  
Secure Care Services  
Northgate Hospital

Over the past three years, the site at Northgate Hospital has undergone many changes. These changes have affected everyone in different ways and there has been a sense of anxiety for many. As associate director, Dennis has ensured the smooth day-to-day running of services. Those who work with Dennis say he is known for his professionalism, but also his empathy and understanding. His dedication to people with a learning disability is always at the forefront of his approach. He works tirelessly to break down barriers and erase the stigma around people with a learning disability and mental health issue, ensuring that everyone's voice is heard. Dennis is an inspiration to many staff, instilling the same high standards of care that he has delivered over many years.



Karen Dowson  
Northumberland and  
North Tyneside Psychiatric  
Liaison Team  
Northumbria Specialist  
Emergency Care Hospital

Karen worked tirelessly for patients to be seen face-to-face during the pandemic, leading on a number of changes to the service. Her warmth and compassion for others makes her an outstanding clinical team lead. She is always available to support staff and help them develop their knowledge. One team member said she is an example of the practitioner she would like to become. Karen has been fundamental in the progression of a new young person's pathway whilst continuing to promote best practice in the adult pathway. She has also devised a training package for A&E staff that has given insight into service users' needs, enhancing their care when in A&E.



Debbie Henderson  
Chief Executive Office  
St Nicholas Hospital

Staff say they would do anything for Debbie - not because of rank or seniority, but because she is a true leader. She inspires, motivates and leads by example. She is self-aware and openly admits her own faults and insecurities, which makes her all the more relatable and 'human'. She inspires her staff to look to the future and to have shared goals. She is a true leader in every sense of the word, aware of the decisions she and the Executive Team make and how they will impact on service users and staff.

# Manager of the Year

This award recognises a person who has earned the trust and respect of their team by inspiring, fostering growth, encouraging and nurturing. They communicate well with their team and are open, honest and transparent.



John Bolland  
Individual Placement  
Support Team  
St Nicholas Hospital

One colleague said John is the kindest and most thoughtful manager they've known in their entire career. He inspires and fosters growth within his team and has an unrivalled ability to motivate everyone he meets. His strong work ethic and ongoing resilience motivates the team to improve on a daily basis. Dedicated to bringing out the best in his team, John exudes passion about Independent Placement and Support (IPS), his staff and service users. One team member said: "I have never felt valued, appreciated or empowered until I joined this team. I have learnt from John's positivity and encouragement to be better and help others." John has been praised for knowing each of his team really well, instinctively knowing if someone is struggling. He is very much an inclusive manager, an inspiration for the team.



Debbie Henderson  
Chief Executive Office  
St Nicholas Hospital

Described as the best manager ever by a colleague, Debbie's support for her team is unwavering. Not only does she support them professionally, but also personally. Staff say they know she will always be there for them, no matter how busy she is (which is very!) She is open and honest and regularly gives praise and thanks to her team but will also call them out if it's needed. One team member said she is a force to be reckoned with and a joy to know. Debbie's team say they know she has their backs and they most definitely have hers. They hope she knows how much she means to them and the respect and admiration they have for her.



Kath Payne  
Older Adult Universal  
Crisis Team  
St George's Park

Kath is an inspirational manager who has helped shape the new Older Person's Universal Crisis Team. Passionate about the older adult pathway, she has a wealth of knowledge she's willing to share. She will always know if the team are struggling and provides a listening ear if someone has a difficult day. Stepping up a new provision wasn't easy but Kath showed commitment and dedication throughout, dealing with the needs of service users and staff with care and sensitivity. She leads by example to ensure patient care is always individualised to people's needs. Kath has worked hard to establish links with other community services to ensure patients receive seamless, appropriate care.

# Unsung Hero

This award celebrates a person who does a fantastic job but whose contribution and role often goes unrecognised. Although just doing their normal day to day job, this individual's drive, commitment and support makes a genuine difference to others. This is the type of person who goes the extra mile and is always happy to help others.



Lewis Gardner  
Elm House, Gateshead  
and Willow View,  
St Nicholas Hospital

Lewis demonstrates commitment and enthusiasm on a daily basis. He has made such a difference to the lives of patients, supporting them to regain their independence and live successfully in the community. His team say they look forward to days he's on the ward as they know he can be relied upon to immerse himself in any activity. As a peer support worker, Lewis has a fantastic rapport with service users and is able to engage with them in ways other staff cannot. He brings the voice of the service users to his work, with a wealth of suggestions to help in their recovery. Lewis is currently helping to devise a group programme supporting those with substance problems to be able to move forward and take the first steps for change. His insights are unique and most importantly, he has the trust and confidence of service users.



Debbie Henderson  
Chief Executive Office  
St Nicholas Hospital

The role of Company Secretary is often underappreciated with many staff unaware of it. However, without it, CNTW would not be able to operate. Debbie not only undertakes this role but is also Director of Communications and Corporate Affairs. She is inclusive and is the conscience of the organisation. She is a strategic thinker, something which is vital to her role. She also encourages strategic thinking among others. It is Debbie's job to ensure that the organisation is operating within the legal parameters and keeps us all safe, even if we don't know it! Good governance benefits us all, enabling organisations to build a sustainable, better future. Not many people will know Debbie and her role of Company Secretary but, whether we know it or not, we all need her.



Andrew McMinn  
Neurological and  
Specialist Mental Health  
Services  
Walkergate Park

Earlier this year, Andy gifted the Trust with a radio show to thank staff for their work during the pandemic. What started as an idea for one site, rapidly became bigger and bigger. At no point did Andy say he couldn't do something and was determined throughout to get it right. The show reached scores of staff, service users and carers, and gave everyone a real boost in what has been such a challenging time. Hearing stories and messages from across the Trust was an absolute joy. Without complaint and with incredible energy, Andy spent much of his own time editing clips and shout-outs and finding people's song requests. The show was a huge success and created a wonderful atmosphere across the Trust, for which colleagues say Andy deserves to be recognised.

# Lifetime Achievement

This is awarded to a member of staff with 25 or more years of NHS service who has consistently, throughout their career in the NHS, demonstrated a high quality of performance and significant contribution to the organisation.



Marie Hood  
Occupational Therapy  
Hadrian Clinic

Due to retire this year, occupational therapist Marie will leave a legacy of people who have been inspired by her. As part of the leadership team, she has provided guidance and mentoring to junior members of staff. She is phenomenally generous with her knowledge, expertise and time, supporting others to develop. She does all this with exceptional kindness and patience. Those she works with describe her as a gentle person but say she is also able to challenge and stand up for her own and the Trust values. Always taking a genuine interest in her colleagues, Marie knows how to get the best out of people. Marie has worked in the Trust since 1999 and in that time has helped to create a culture of compassionate care that will be felt for years to come.



Dorothy Matthews  
Macmillan Nurse Palliative  
Care Service  
Northgate Hospital

Colleagues say to call Dorothy one in a million wouldn't be far from the truth. She is the Trust's only Macmillan nurse specialist, dedicated to the palliative and end-of-life care needs of people with a learning disability. She has worked in the NHS for over 40 years and has become a well-respected, valued member of staff. Dorothy has contributed to the development of evidence-based practice both regionally and nationally and is the co-creator of a distress and discomfort assessment tool that has been adapted for use all over the world. She has touched the hearts of many people and has been described as a glowing example of what a nurse should be. Colleagues say Dorothy's warm and empathetic nature is evident as soon as you meet her. She has a strong sense of pride and strives to ensure patients understand treatment options and have access to relevant interventions. She has an ability to deliver care in extremely emotional situations, enabling care is peaceful at the end of life.



Peter Rutherford  
Children and Young  
People's Service - South  
Tyneside and Sunderland  
Monkwearmouth Hospital

Peter has worked for the NHS for over 50 years. Starting as a student nurse in 1970, he has a wealth of experience and is often called upon by colleagues for advice and support. He has talked about the challenges of working as a nurse in Northumberland at the time of the miners' strike and the impact this had on the mental health of the affected communities. In more recent years, he has been part of the backbone of the South of Tyne Children and Young People's Services and will be a huge miss to the young people and families in this area when he retires. Peter embodies all the skills needed to work with children and young people. His ability to engage with service users is admirable. As a trainer for student nurses, he helps shape the next generation to deliver high-quality and compassionate care. Colleagues say he is down to earth with a good sense of humour, allowing him to break down barriers with service users, carers and staff alike.

# Positive Impact

This award is for someone who is not employed by CNTW but who has made a remarkable contribution to the Trust. Giving their time freely, they could be a volunteer, carer or a supporter of a recovery college who has used their own skills and experiences to improve lives. Their contribution will have created a positive impact for people with mental ill health or disabilities. Through their efforts, nominees will have made a positive difference to a service, or the lives of service users or carers



Margaret Adams  
Public Governor for  
South Tyneside

Margaret is admired by all who know her for her experience, objectivity and the fact she will challenge inequalities and bad practice when necessary. She has been a driving force in changing the Trust's culture regarding service user and carer involvement. Outside of her governor role, Margaret has made a remarkable contribution to the Trust strategies, particularly the introduction and ongoing provision of the Triangle of Care standards. She gives her time to improvement projects such as the South Locality Involvement and Experience Group, Critical Friends Group and NICE Baseline assessment forums, to name a few. Her work as Chair of the Trust-wide Service User and Carer Reference Group is invaluable, which is crucial to ensure the Trust involves the people who access services in the design, delivery and evaluation of those services. She works to ensure the needs of service users and carers are represented and reflected at the heart of everything the Trust does. The Trust has gained so much from her dedication and support.



Chris Colclough  
Sunderland Recovery  
College

Former teacher Chris volunteers for the Trust within the Sunderland Recovery College. When Chris was due to facilitate some courses at the college which couldn't go ahead due to the pandemic, she was eager for them to go online so that she was still able to reach students and offer support. Chris was often in touch with Voluntary Services asking if there was anything she could do. When the vaccine clinics needed volunteer support, Chris was the first in line to offer her help. Chris identified a need for students at the Recovery College to have a greater understanding of the vaccine and ran a short course to raise awareness. These sessions were incredibly well received and had a significant impact. She truly engaged others and eased anxieties at a time when it was most needed. She has been described as an amazing volunteer who truly believes in the power of helping others.



Chris Mitchell  
First Step  
North Cumbria

Chris has supported First Step as Patient Experience Lead on a voluntary basis for over 10 years. Since then, he has constantly challenged the service to keep reflecting and improving. He attends monthly Clinical Governance meetings, providing a valuable patient perspective. Every month, he reviews the qualitative patient feedback and identifies themes and issues as well as highlighting the positives. He plays an integral part in interviewing for new staff and has linked the service with other organisations thanks to his extensive knowledge of the third sector in Cumbria. He is an extremely valued member of the First Step team, and all those who work with him all comment on his warmth, humour and patient focus.



# Chief Executive's Award

This award is given to an individual or team that John Lawlor, Chief Executive feels has exemplified the Trust values of being caring, compassionate, respectful, honest and transparent.



# Chair's Award

This award is given to an individual or team that Ken Jarrold, Chair feels has exemplified the Trust values of being caring, compassionate, respectful, honest and transparent.



# Our sponsors

Main sponsor



Sir Robert McAlpine, Medical Architecture and CAD 21 have been delighted to form a new partnership with NTW Solutions Ltd, under the Pagabo Framework. Together, we'll be working hard over the next few years to create a collaborative, high-performing team, maintaining and bettering the very high standards in the development of best-in-class care and work environments already established by the Trust, for the benefit of staff, patients and visitors.

Catering sponsor



NTW Solutions, a wholly owned subsidiary company of CNTW who provides estates and facilities services and transactional services for finance, procurement and workforce has generously sponsored the catering for our event this evening.

Trophy sponsors



Unison is one of the UK's largest trade unions representing staff who provide public services in the public and private sector.



For over 30 years, we've partnered with the NHS to deliver the best outcomes. Providing data-driven insights and actionable information, our people help to tackle inefficiencies, streamline processes and support financial improvements - affecting real change within healthcare organisations.

We encourage new ways of working through regional collaboratives, and deliver integrated flexible solutions for the whole of workforce. We realise the potential of the NHS workforce.

Thank you to all our generous sponsors for their support.

# The year in CNTW

In a year which has had so many challenges, we have achieved a great deal to be proud of. The strength and compassion of staff have been admirable in what could be described as the most difficult year of many of our careers. Here are just some of our achievements in the landscape of mental health, learning disability and neurological care.

In September, we celebrated a 'Month of Hope' which took place between World Suicide Prevention Day and World Mental Health Day. Members of the public, service users, staff and carers were encouraged to share what has made them hopeful. The inspiring messages were then shared on social media.

Throughout October we shared stories from members of staff from different backgrounds to mark Black History Month, celebrating the diverse culture of our workforce which included a celebratory event featuring a number of speakers. We also supported Show Racism the Red Card Day and wore red, uniting our organisation to take positive action against racism and raise awareness.

November saw us celebrate winning the QA Award for Macro Employer of the Year in the 2020 North East National Apprenticeship Awards. CNTW has over 300 apprentices and we offer apprenticeships in all areas including customer service, health and management. There are also development opportunities for current staff to enable them to gain recognition for their skills.

In November our Individual Placement and Support (IPS) team reached an important milestone achieving their 100th job after launching in 2019 to provide service users in community treatment and early intervention in psychosis with specialist support to gain and sustain paid jobs. A huge success which service users have told us is life changing.

In December we received the fantastic news that the Department of Health and Social Care (DHSC) and NHS England & NHS Improvement (NHSEI) Joint Investment Committee and HM Treasury approved the full business case for the Trust's Care Environment Development and Re-Provision (CEDAR) programme. The programme was established to undertake the service planning and implementation of three major developments; the creation of a new integrated mental health and learning disability centre of excellence at Northgate Hospital in Morpeth, the reconfiguration of the award-winning children and young people's Ferndene unit at Prudhoe, to improve existing accommodation and establish medium-secure facilities and the reconfiguration and re-provision of mental health adult acute inpatient services at St Nicholas Hospital's Bamburgh Unit. CEDAR aims to increase patient and staff safety and improve the quality of care.

December also saw the launch of a disability passport, created by the Trust's Disabled Staff Network which aims to improve their experience in the workplace. The document was created after listening to the stories and experiences of staff in obtaining reasonable adjustments. The document will make it easier for staff to share information about their disability.

In January the Trust began its Covid-19 vaccination programme, an important moment in our collective fight against the virus. The programme was the culmination of several weeks of detailed planning and thousands of staff and patients have been vaccinated since.

In February we celebrated long service in our workforce and recognised over 1,025 staff who achieved 25, 30, 35 and 40 years of service, as well as commending our wonderful volunteers.

March saw the Trust become the first in the region to offer a mental health or learning disability nurse degree apprenticeship to aspiring nurses. In conjunction with the University of Sunderland, the course offers successful applicants paid employment and education through a combination of supernumerary learning and working in a nursing environment.

In April, the Trust planted 1,000 trees across four sites as part of the wider strategy for sustainability. We also launched our Green Plan in April, outlining how we aim to reduce carbon emissions to 'net zero' by 2040 and actions to meet sustainability goals by 2026. We also opened Lotus Ward in April, a 10-bed inpatient unit at Acklam Road Hospital in Middlesbrough. The ward provides specialist care and treatment to young people who have complex mental health needs. This was opened following extensive work engaging with service users and their families/ carers to design the new service.

In May, our chief nurse Gary O'Hare virtually welcomed Matt Hancock MP, then Secretary of State for Health and Social Care to talk about the resilience of staff throughout the pandemic. They also paid tribute to the health and social care staff of the region in their efforts during the pandemic. We also piloted a new service between the Trust and Cumbria Police, which 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.

We celebrated Armed Forces Week in June when we launched a new Staff Network for veterans. The Network aims to ensure the Trust provides sufficient support to staff connected to the armed forces. Learning Disability Week also took place in June and this year's theme was art and creativity. We shared the story of our Art Hub, which allows service users to participate in a range of artistic activities from drawing and painting to sculpture and creative writing.

In July, our Informatics Project Team were shortlisted for Patient Safety Innovation of the Year in the HSJ Patient Safety Awards, recognising their implementation of online consultation solution, OneConsultation. The awards celebrate the teams and individuals putting safety first. Our apprentices also celebrated this month, with 100% of Customer Services apprentices successfully completing the programme with a first-time pass. And 85% achieved a Distinction, the highest grade possible. This figure is way above the national average.

In August the Carlisle Community Mental Health Assessment and Recovery Team (CMHART) began working in partnership with The Glenmore Trust, a charity which supports people with mental health problems and learning disabilities. This is part of the team's increasing work with third sector organisations to offer the people they support additional help and opportunities.

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