



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Staff Excellence Awards 2024

#cntwstars

Welcome

As Chair and Chief Executive we are delighted to welcome you all to our annual Staff Excellence awards. As ever it promises to be a great night and a celebration of all that is good about CNTW.

The evening is a great opportunity to celebrate the dedication, commitment, care and sheer brilliance of the people who work across this fantastic organisation. The awards event has now been running for 15 years and thanks to those who put nominations forward, those who organise the event, and to those that are invited to attend they just seem to get better and bigger every year.

This year we received 1,483 nominations, which is incredible. For reassurance neither of us are on the judging panel, on this occasion we simply have the lovely job of celebrating those that have been shortlisted and adding some additional congratulating to the winners. We do however know how tough the judges find it to pick a shortlist and then from that the award winner. We are grateful to everyone who submitted a nomination and to the people who helped with the judging. Everyone who was nominated deserves to be celebrated and everyone on the shortlist tonight is already a winner.

This brochure sets out all the great things that you have all been doing and why you have been shortlisted.

We are both delighted to be here with you tonight. We hope you all have a great evening.

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.

Darren Best, Chair
James Duncan, Chief Executive

Staff Excellence Awards 2024

- Rising Star
- Behind the Scenes – Individual (for CNTW staff)
- Individual of the Year (for NTW Solutions staff)
- Behind the Scenes – Team (for CNTW staff)
- Team of the Year (for NTW Solutions staff)
- Clinical Team of the Year
- Clinician of the Year
- Healthcare Worker of the Year
- Innovation and Improvement
- Tackling Inequalities
- Lived Experience and Participation
- Working Together
- Transforming Care
- Leadership
- 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.](#)

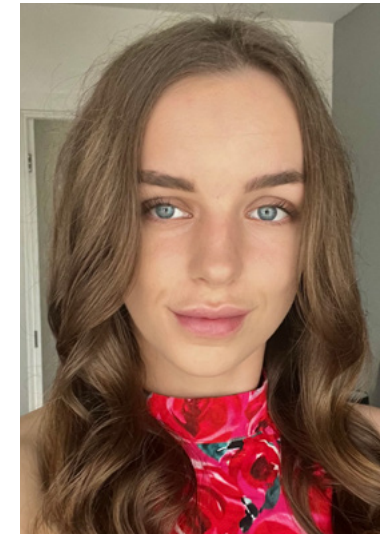
Rising Star

This is awarded to someone who has been in the Trust for less than two years, including apprentices and the Project Choice programme and who has made a positive contribution to the Trust and the delivery of its services.



Sharelle Carty
Mental Health Legislation Department

Sharelle is a mental health legislation administrator in the Mental Health Act office. Despite being in the role for just a year, she has quickly developed strong working relationships with wards. Described as proactive, calm and friendly, ward staff say they know Sharelle will respond to requests in a timely and helpful manner. Her work is always done to a high standard and is essential to patient care. Colleagues say Sharelle's passion for work is clear to see. She is always willing to help and has a wealth of knowledge on complicated subjects. One colleague said: "I was amazed to hear she is relatively new to her role. She truly is a rising star and I'm sure she'll go far in her career."



Cody Ritson
Yewdale Ward

From the moment Cody walked onto the ward, staff say she demonstrated a passion for patient care. Eager to help and listen, she is extremely committed to her patients and their recovery. It's this commitment and dedication that has led to her progression to clinical nurse lead. She's been described as a role model to both junior staff and student nurses, thanks to her high standards in delivering best practice. Colleagues say Cody has made a big difference to quality and improvement on the ward. Always thinking of others, she has been praised for her empathy and understanding, especially during difficult situations on the ward.



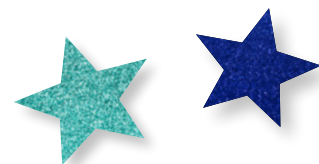
Harry Southern
South Northumberland Community Treatment Team

Harry works on the reception at West Farm House and has quickly become a well-liked and valued member of the team. Always with a smile on his face, he brings a warm welcome to everyone coming through the door. He has already made a big impact in his short time in the team. Harry is able to deal with sometimes challenging conversations with patients. His compassion and patience is said to be second-to-none. Colleagues say Harry provides reassurance with a warmth and kindness beyond his level of experience. He is polite, supportive and actively listens to everyone who comes into reception. Harry always remains positive, even in a crisis!



Behind the Scenes Individual

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



Hannah Austin
Medical Education

As the Trust's medical education undergraduate lead, Hannah is responsible for overseeing the teaching of around 700 students on an annual basis. This is no mean feat and requires precision and accuracy. She also arranges for teachers to deliver formal teaching, which involves coordinating with speciality doctors and consultants. Hannah has the challenging job of working with several groups, including students, universities, clinicians and people with lived experience. She navigates this complexity with ease. Hannah's flexible and pragmatic approach has been key in providing high quality education to students. Described as an asset to CNTW, she is also the point of contact for any concerns students may have. She is pivotal to their wellbeing and shows great initiative in ensuring students have a positive experience. Thanks to Hannah's hard work, the Medical Education team are delivering teaching to more students than ever each year.



Cat Monaghan
Central Therapies

No job is too big or too small for Cat. She provides admin support for the therapy teams at Walkergate Park. She started her role last year and thanks to her kindness and compassion, she has become firmly integrated into the team. Enthusiasm is the word that comes up again and again when describing Cat. Colleagues say she is always looking at ways of improving efficiency so clinicians have more time. Cat always has the patients at heart, even seeking out information on different conditions from colleagues to get a better understanding of the people the teams work with. Cat regularly uses her initiative and has made many suggestions which have directly benefitted the service, such as changing the storage of copies of assessments and being the point of contact for therapy timetables in the event of staff absence.



Clare Sutton
Neuro Rehab Outpatients

Clare is essential to the effective running of the admin team at Walkergate Park's outpatient department. Her work has significantly improved the efficiency of the service, enabling clinicians to work more effectively and spend more time on patient care. She has been praised for her knowledge of the numerous different clinics at Walkergate Park and her skills in reorganising the clinics when needed. Since Clare joined the team, errors have reduced and processes are more efficient, which has led to improved patient experience. She also supports other staff in their own development. Flexible and approachable, colleagues say they know they can rely on Clare to get something done effectively and in a timely manner.



Individual of the Year (NTW Solutions)

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

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Audi
Wearside



Alison Archibald
Facilities, Carleton Clinic

Alison is said to go above and beyond every day in her role. She's a domestic on a ward and nothing is ever too much trouble. She cares greatly about the patients and strives to make the ward a welcoming and clean environment. Alison is passionate about her job and often supports patients to ensure their bedrooms are tidy. She is supportive of the wider ward staff and colleagues say she is hugely valued on the ward. She is appreciated by both staff and patients alike. One staff member said Alison's enthusiasm and kindness boosts morale in the team. It's clear to see how much she cares.



Alan Kendal
Estates, Ferndene

Alan always gives 100%. He tries to make life easier for wards and clinical teams, limiting any inconvenience for them. Kind and thoughtful, he has been known to bring selection boxes and Easter eggs to children and young people at Ferndene, as well as gifts for reception staff. His charitable efforts are well-known on the hospital site. Described as a wonderful person, he genuinely cares about everyone he meets and goes out of his way to make them smile. One colleague said: "Alan is the epitome of our values, going above and beyond to be caring and compassionate."



Terry Lee
Facilities, Ferndene

Terry's can-do attitude and commitment are what make him special. He is a porter at Ferndene and nothing is too much to ask. Staff say he is proactive and will always try to resolve any issues as quickly as he can. He is also on the admin bank and has helped the reception team out of some tricky situations when they have needed cover. He has been described as an integral part of Ferndene and keeps things running smoothly behind the scenes. Adaptable and dependable, colleagues know they can rely on Terry.



Ailsa Miller
Patients Finance

Last year, Ailsa celebrated 40 years in the NHS, a testament to her dedication and enthusiasm. She is the Trust's Patients Finance & Cashiers Manager, a unique finance role due to providing direct support to patients. Her role is to keep cash safe and well managed, as well as providing banking and financial management services to patients. She offers a friendly environment where patients are able to buy what they want, pay bills, or collect benefits. Ailsa also supports the Trust's charity, managing charitable funds applications and helping with fundraising activities. Recently, she was successful in securing funding from NHS Charities Together which will benefit both patients and staff. Ailsa consistently puts patients at the heart of everything she does, understanding how a patient's finances can link to their care.



Behind the Scenes Team

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



Family Ambassadors at Ferndene

This team has been described as a revelation! They support families to navigate their child's stay in hospital, making sure they feel valued and heard. Parents and carers have a unique perspective on the needs of their loved ones and thanks to the family ambassadors, their views are an integral part of decision-making. Using their own lived experience, the team help staff understand the role families can play as part of the care team. No decision is made without family involvement and the young person and their families are at the heart of their care. Thanks to the team's hard work and dedication, families feel more empowered. Described as a lifeline, colleagues say the team provides valuable support to families as well as helping to free up clinicians' time. Feedback has been overwhelmingly positive, with one family member describing the team as a blessing.



Health and Wellbeing Team

The team contributes to a number of areas in the Trust's strategy such as workforce planning, retention and organisational development, but their work on health and wellbeing is most significant. The work they do impacts on every member of staff. Using feedback from the annual staff survey and quarterly surveys, the team have developed a number of offers for staff, from financial wellbeing sessions to health and wellbeing checks and menopause support. Other initiatives have included pension advice, bereavement counselling, gym memberships and cycle to work schemes. The team have achieved a Better Health at Work Continuing Excellence Award and the Trust has been awarded 'Ambassador Status' recognising the vast health and wellbeing support offered to staff. The team have set up partnerships with organisations such as Northumberland Community Bank and Vivup, who provide salary sacrifice and discounts for high street items. Everything the team does is with staff in mind.



Practice Education Team

The team is responsible for ensuring students are allocated placements across the Trust. They have supported thousands of students from across the fields of nursing, physiotherapy, occupational therapy and more, to access clinical placements. They work to identify suitable placements, provide support to both staff and students, and link with universities. They are strong advocates for students, providing a welcoming environment and supportive learning atmosphere. One student said the team were their biggest supporters, giving them the knowledge and confidence to enter their chosen profession. Another student said: "They are a shoulder to lean on when we need help and cheer us on when we've done something to be proud of. They have made the transition from university to placement so much smoother." The team continually reflects on how to improve student experience, demonstrating their commitment to developing the workforce of the future. The team's manager said: "It is an honour and a privilege to work with such enthusiastic and helpful people. My working life is richer for knowing them all."

Team of the Year (NTW Solutions)

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PAGABO®

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



Café Tanni

Café Tanni at Walkergate Park welcomes customers with a diverse range of needs. Café staff engage with patients with complex neurological and physical challenges. They make patients feel accepted, no matter what stage of their recovery journey they are on. They show patience and respect the individual's speed, capacity or needs. Patients and carers have said the café feels like a safe space beyond the ward where they can go and have a bit of freedom. Families are made welcome at Café Tanni and one group of former patients continue to meet there after their treatment has finished. A staff member said: "The team should be applauded for their ability to create a warm, safe and engaging environment for all who visit."



Capital Development Team

The team consistently delivers award-winning mental health buildings, notably Sycamore at Northgate Park, which is the largest single capital project the Trust has ever undertaken. The project was exceptional because of the team's unwavering dedication throughout the business case, design, construction and commissioning stages. The small team worked tirelessly with many different stakeholders, while remaining focussed on creating the best possible outcomes for patients and staff. Despite the challenges, the team remained positive throughout. The team has also been working on developments at Ferndene and has been praised for maintaining a safe environment for the young people on site. Despite multiple changes, the team has remained patient and everyone is determined to get things right for patients and staff.



Estates Team South

The team has had a busy year working on projects at a number of Trust sites. Their willingness to help with issues at short notice has been instrumental in the smooth running of these projects. The team has been described as approachable and focussed on finding solutions. They are innovative with ideas to ensure minimal impact on patients. They maintain properties to the highest of standards so that clinical staff can deliver the best quality care. The team has faced difficulties in recent months, including staff shortages and changes to personnel, but they always pull together to ensure standards don't drop. One staff member said: "Every member of the team deserves a pat on the back for the effort they put in every single day."



Property Team

The Property Team always go above and beyond. They have been nominated for delivering Wearmouth View, a new state-of-the-art building at Monkwearmouth Hospital. Their knowledge, skill and communication during the build has been described as second-to-none. Work began on the site in August 2022 and now, staff have a modern, welcoming environment to work in. This is down to the hard work and dedication of the Property Team. The build was stressful at times, but the team all worked together to finish the project to the highest of standards. Staff say they are extremely grateful for their new space. One colleague said: "The team deserves to be acknowledged for the work they have done and the fantastic building we now have."



Clinical Team of the Year

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



Northumberland Children
and Young People's Service

Passionate, collaborative and inclusive – those are the words used to describe this team. The team offers support for children and young people with a range of mental health, neurodiversity and learning disability needs. They put children at the heart of everything they do, ensuring no child goes unheard. The team has encountered many challenges and increased levels of demand. They handle this pressure with positivity and determination to provide the best possible service for young people and their families. They provide support within a four-week wait, offering young people help when they need it most. They have also piloted the youth involvement bank, which enables young people to have a say in the development and review of services. The team has mentored other services across the country from Norfolk to London to Dorset. Staff in the team say it's like one big family, where they feel valued and are given opportunities to develop. Each member of the team makes a big difference to young people's lives.



Newcastle Psychiatric Liaison Team

The team is a small service covering two large acute hospitals 24/7. They have gone through significant changes in the last year to improve the service. Targets for response times have improved, as well as better liaison with other teams. Changes to rotas, processes, and recruitment and retention have all played a part in improving the quality of the service. Such improvements have led to a more collaborative, person-centred approach. The team have reacted to these changes and adapted to new ways of working with positivity and enthusiasm. Patients are seen quicker, freeing up space in busy emergency departments and wards. Their work ensures barriers to healthcare are overcome, giving patients the chance of a better life. The team also delivers teaching to hospital staff on understanding mental illness. Colleagues say team morale has never been higher.



Op COURAGE

Op COURAGE provides specialist mental health care for veterans. CNTW is the lead provider for the North of England, working alongside other NHS Trusts and charity organisations. Established in April 2023, the service has been co-produced with veterans. Feedback for the team is overwhelmingly positive, with many describing the service as lifesaving. The team works tirelessly to provide the best possible care, with compassion and empathy at the heart of everything they do. Their dedication has been recognised nationally, having recently won a Positive Practice in Mental Health Award for their significant contribution to mental health services. Working with so many different organisations can be challenging, but colleagues work together with the common goal of ensuring veterans are heard. One team member said: "I'm immensely proud to work in a team of motivated people with a passion to deliver a vital service to an often forgotten about demographic."

Clinician of the Year

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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.



Ron Armstrong
Akenside Ward

Not just an occupational therapist, Ron has been described as the glue within her team. Working on an older person's ward, patients often feel they have lost the skills or motivation to take part in activities. Ron works tirelessly to encourage them to be independent and do the things they used to be able to do. Colleagues say she contributes immensely to patients' progress on Akenside. She is always thinking of her patients, making sure to accommodate their needs. From admission to discharge, Ron is there with patients every step of the way. She always goes the extra mile, whether that's running gardening and breakfast groups on the ward or buying newspapers for patients on the way to work. Colleagues say they are lucky to have her!



Claire Blacklock
Community Adult Eating Disorder Service and Richardson Eating Disorder Day Service

"I don't know how she does it!" one colleague said. Claire works across the eating disorders pathway, supporting those who need intensive support. The service has expanded to provide an at-home service and Claire was integral to the success of this, enabling patients to have more intensive treatment from home. She is a great role model to other clinicians and colleagues have praised her for her positive attitude. Claire is extremely supportive of others, always willing to share her knowledge and expertise. She is a strong advocate for patients, empowering them to achieve their goals. Claire is an asset to the team, dedicated to providing outstanding care for everyone she works with.



Gemma Cullen
Newcastle and Gateshead Children and Young People's Service

Gemma's passion for working in the neurodevelopmental assessment team is clear to see. She uses her own lived experience of neurodivergence to drive change in her work. Colleagues say they feel confident to confide in Gemma as she listens and celebrates everyone's differences. Gemma is 100% committed to the growth and development of the service. Not only is she a knowledgeable and experienced clinician, but Gemma is also a strong advocate for the children and young people she works with. She networks with many organisations, including schools and social care, to ensure everyone understand young people's needs. Gemma has an excellent rapport with those she works with; she's able to engage families where others have struggled and adapts her approach to their individual needs.



Eleanor Smith
Complex Neuro Development Disorders Service

Ellie is a consultant psychiatrist working into the Complex Neurodevelopmental Disorders Service (CNDS) for children and young people. She communicates with young people, families and other professionals with ease. Ellie has been praised for always championing the cause for young people and supporting colleagues to do the same. She puts a lot of thought into ways to develop the team, ensuring everyone is valued and able to develop their own skills and knowledge. Ellie's focus is not only on making sure young people's needs are understood, but also making sure their strengths are acknowledged and celebrated. One colleague said: "If I had a child who needed psychiatry input then I would hope I was fortunate enough to have someone with Ellie's knowledge, experience and personality."



Healthcare Worker of the Year



This is awarded to a healthcare assistant, support worker and 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.



Jane Da Silva
Castleside Inpatient Ward

Colleagues say Jane has transformed the activities offer on Castleside Ward. As activities facilitator, she works hard to get to know each patient and their interests. Carers are also encouraged to take part and Jane ensures both patient and carer voice is heard. Her can-do attitude and infectious smile are inspiring. Jane uses her creativity to come up with fun activities that are accessible for everyone. Caring and patient, she is able to engage with even the most agitated of patients. Working with people with dementia can be difficult and demanding, but colleagues say Jane does it with ease. She has a fantastic rapport with both patients and staff, always willing to help. One colleague said: "The ward is a better place when Jane is around."



Julie Miller
Fellside Ward

"Julie brings a ray of sunshine to every shift!" Described as a mother figure on the ward, Julie is known for her kindness, compassion and empathy. Julie is a big presence on the ward and patients are always asking after her on her days off. Her smile and enthusiasm have a huge impact on everyone she meets. One team member said: "If I had a family member in hospital, I'd want someone like Julie caring for them." She has been praised for her friendly yet professional approach, always going above and beyond to improve patients' days. Colleagues say she is great for team morale and makes a big difference to both staff and patients.



Lisa Pollard and Shannon Hammami
Northumberland Children and Young People's Service

Lisa and Shannon are support workers in Northumberland Children and Young People's Services. Their passion and dedication is valued by young people and their families, as well as the staff team. They have transformed the service's five Northumberland bases to make them more welcoming and child friendly. The time, effort and attention to detail they put into this has been greatly appreciated, they even painted characters on the windows. Feedback from families and colleagues has been overwhelmingly positive, with one team member saying, "We cannot thank Lisa and Shannon enough for the thought and care they have put into transforming the clinic areas." They both think outside the box to come up with creative ways to engage with children and young people, who are often scared and worried. Colleagues say they would love for Shannon and Lisa to be recognised for going the extra mile.



Innovation and Improvement

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.

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Capital Development Team

There were a number of factors to consider during the design of Sycamore to create the best environment possible for patients. The team had to demonstrate commitment to sustainability best practice and Modern Methods of Construction. The internal environment needed to comply to strict medium secure unit standards, as well as being a truly multifunctional space with activity being key. To meet this, bedrooms were designed to incorporate a dedicated space to allow patients to exercise if they couldn't leave their rooms. The team's work has been acknowledged internationally, winning a Mental Health Project Award at the International Academy of Design & Health Awards in Milan. They were also shortlisted for awards from Constructing Excellence North East and Design in Mental Health, a testament to the team's hard work and dedication.



International Recruitment and Relocation Support Team

The team has made a significant impact in making the Trust a more inclusive and diverse workplace. The support they give to professionals joining CNTW from overseas is phenomenal. From finding accommodation to setting up bank accounts, they are there every step of the way. They have even set up a spouse career programme, helping partners of international colleagues find work in the UK. The team has created a Digital Culture Lab which has fostered a greater sense of community and belonging across the organisation. They have introduced a cultural awareness training programme designed to help staff understand and appreciate our colleagues' diverse backgrounds. The work of the team not only helps overseas professionals and their colleagues, but also attracts and retains talent from around the world.



Paddy Middleton South and West Northumberland Community Treatment Teams

Since joining his team three years ago, Paddy has been a real trailblazer. He has created a service from the ground up and developed pathways for carer support that simply didn't exist before. Paddy works across two community treatment teams as Carer Involvement Lead. He works tirelessly to ensure carers are recognised and supported. He has developed a programme of support for carers, established links with partner agencies, and created a wider network of carers in secondary care. His creative approach has been recognised by NHS England and Paddy gives advice to other NHS Trusts in setting up their own services. "If I ever needed support with a caring role in my own life, I would wish for someone as kind, compassionate and approachable as Paddy who would make me feel at ease, validated and listened to." Thanks to Paddy, carers' voices can be heard.



Kate Ward Newcastle and Gateshead Children and Young People's Service

Kate has been pivotal in creating two trauma-informed teams for Newcastle and Gateshead local authorities. She has consulted with local authorities, NHS England, local commissioners and CNTW leaders to set up the teams, which aim to improve the care and treatment offered through foster care, residential care, youth offending services and children and young people's services. The team's work supports the system to change in a way that delivers trauma-informed care to vulnerable children and young people. The work of the teams has the potential to positively impact the trajectory for young people and to also reshape the systems and ways of working for organisations. The teams are a reflection of integrated care, changing the way young people access the services they need.



Tackling Inequalities

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AT Superstore

This award is for an individual or team whose work helps to tackle inequalities, promote wellbeing, and tackle stigma.



Disabled Staff Network

The network has created a culture of awareness and acceptance. Colleagues say it is a safe space where they feel comfortable asking questions and sharing their experiences. Network chairs Mary and Nicky work tirelessly to ensure disabled staff feel supported. The network is open to all and has over 100 members who are able to have open, honest discussions. The network has been instrumental in the launch of the Disabled Staff Health Passport, review of the Sickness Absence Policy, campaigns such as the Disabled Staff Leadership Programme, and staff training. They also host lunch and learn sessions to raise awareness of different issues. This is just some of the work they do on top of their day jobs, helping to create a more diverse Trust.



Christine Ntanda
Safeguarding and Public
Protection Team

As co-chair of CNTW's Cultural Diversity Network, Christine fights for fairness and equality. She goes above and beyond to speak up and support staff. Christine works tirelessly to promote inclusion across the Trust. She isn't afraid to stand up for what she believes in and demonstrates leadership to provide solutions to inequalities in the workplace. Christine supports on initiatives and campaigns to raise awareness across the Trust, always championing those whose voices may go unheard. Her aim is to improve outcomes for both staff and patients from diverse backgrounds. Christine goes out of her way to make a positive impact and the Trust is a more inclusive place thanks to her efforts.



Sarah Short
Edenwood Ward

Sarah has helped promote inclusivity on Edenwood by hosting monthly events to learn about different cultures. Patients have had the opportunity to try new cuisines and embrace new cultures. Sarah is passionate about tackling inequalities and has pioneered the use of alternative communication methods to help people who struggle with speech. She takes the initiative and encourages those around her to do the same. Always championing equality, Sarah is keen to ensure patients are involved. She is always thinking of others and has worked with patients to make gifts for family members and carers. Bringing a warmth and kindness to everything she does, Sarah has made a big difference to the wellbeing of both staff and patients.



Justyna Walecka-Bowery
CNTW Academy

Justyna has created a thriving community in the Au-some Café. This is a space for neurodiverse colleagues where they can get support and advice. Justyna has made something where people feel accepted and comfortable, safe in the knowledge that they can be themselves. Justyna's work has empowered people to be heard. The group is a place for people to voice their concerns and hopes and discuss their needs and any reasonable adjustments. Many people see Justyna as a champion for those who may be struggling, allowing them to shine in the workplace. She has been praised for her kindness and support. Everything she does is for good.

Lived Experience and Participation

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 **EMED**
Safe care

This is awarded to a person with lived experience or a carer who has influenced and participated in work in to improve the experiences of others.



Oluwaseun
Sam-Adeniyi
Beckfield Ward

Sam worked on the Nurse Bank for two years and supported bank colleagues as a Cultural Ambassador. He also supported workforce and clinical teams by sharing information about cultural differences and his own experiences. His enthusiasm and commitment has enabled teams to make positive changes to working relationships and to the fairness and access of procedures. This has positively impacted the working experience of people of colour. Since taking up a substantive role as a nursing assistant, Sam has continued to support colleagues, volunteering his own time to ensure bank workers have access to a support network of like-minded people with similar lived experience. Sam has worked hard to promote inclusion and to make sure colleagues have equal opportunities.



Chris Gibbs
Research and Innovation Team

Chris works in the research and development team involving patients and carers in research. He works with the lived experience involvement panel, which adds enormous benefit to research within the Trust. Chris also works closely with universities to upskill people with lived experience, enabling them to contribute to research. He has been key in the development and delivery of a nationally recognised course for people with lived experience to train in research. Thanks to Chris's efforts, CNTW is part of regional patient and public participation and engagement with leadership roles in many programmes. Despite not having a formal academic background, he has collaborated on a range of research grants and applications. Chris has made a significant impact in raising the Trust's research profile.



David Jackson
Warkworth Ward

Peer supporter Dave is a much-loved member of Warkworth ward. He uses his experience to support and give hope to patients. He is also the ward's carer champion, offering carers support during their loved one's admission. Dave ensures carers are valued and listened to. He has embedded new ways of working with carers, who say they feel included in care. Dave is a friendly voice at the end of the phone, helping with any worries or anxieties. He has helped with carer awareness training, drop-in sessions and supported the launch of a new family room on site. Dave's passion is infectious and he has changed the ward culture, making sure the whole team are carer aware.



Becky Jones
Lived Experience and Advisory Group

Becky chairs the Lived Experience Advisory Group (LEAG) in eating disorders services. Through this, she has developed policy and offered advice on inpatient environments. She has developed links with other NHS Trusts, ensuring knowledge is shared. Becky facilitated a Trust-wide event during Eating Disorders Awareness Week, where she talked about her own experiences. She is involved in delivering training to students and has worked on highlighting the difficulties of calories on menus for people with eating disorders. Becky is generous with her time, bringing people with diverse lived experience together. She is not afraid to speak up when needed. She is caring and compassionate, while also being resolute in her determination to improve services for people experiencing eating difficulties.



Working Together

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oxehealth®

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 to achieve great things or has worked with a group of service users or carers to improve their experiences of a service.



David Croft
South Northumberland
Community Treatment Team

David is an inspirational practitioner who has developed a dual diagnosis pathway within the South Northumberland Community Treatment Team. This pathway is an incredible resource for the team and has provided much-needed support to patients with complex needs. He's worked tirelessly to build strong relationships with services both in and out of the Trust. The pathway has brought together several agencies to provide holistic care to a vulnerable and difficult to engage group. David is always able to see the person behind the diagnosis. He identifies their strengths and shows them that recovery is always possible. Acting as an advocate for those he supports, David has a remarkable ability to connect with people. His genuine empathy and persistent approach have enabled him to develop trusting relationships with patients.



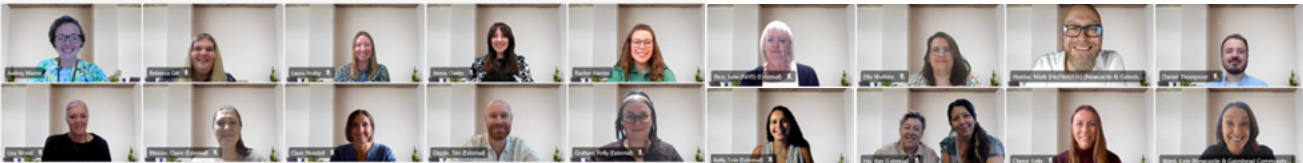
Clare Ellison
Provider Collaborative

Patients were feeling frustrated and unheard, while staff felt they didn't have the skills or confidence to treat ARFID (Avoidant Restrictive Food Intake Disorder). There was no national guidance on the condition and limited clinical expertise. Clare collaborated with regional and national experts to address this and has become dietetic advisor to the national charity BEAT. Her work has led to significant progress in understanding ARFID. There is a lived experience focus group, guidelines to support delivery and improve patient experience, free access to an ARFID champions programme for CNTW staff, regional training, and learning events for schools. There is now a website for patients and families providing them with reliable information, as well as a website for professionals. Clare's collaboration has greatly improved patient experience.



Lived Experience Advisory Group for the Children and Young People's Provider Collaborative

This group ensures the voice of lived experience is part of service development. There is a broad representation of patients, carers, families and friends. Peer supporters and family ambassadors are members of the group, as well as representatives from voluntary organisations. The group's aim is to ensure services meet the needs of young people and their families. There are several improvement projects, spanning autism, eating disorders, learning disabilities and many more. Successes for the group have included working with Northumbria Police to promote lived experience in mental health training, developing a parent and carer peer support group, supporting inpatient services in providing a sensory friendly environment for neurodivergent young people, and improving admissions.



Trauma-Informed Services: Trusting Hands and Future Focus

A team that has brought about real change. Future Focus and Trusting Hands are teams of mental health professionals employed through CNTW and embedded within local authority children's social care to support the coordination, integration and delivery of trauma-informed care. They also provide training and reflective practice to staff. The teams have contributed to national evidence around trauma-informed care and have been successful in submitting a bid for research funding from the National Institute for Health and Care Research. The teams strive for better care for children and young people in Newcastle and Gateshead. They have truly embraced the ethos of integrated care and are a wonderful example of how services can come together to improve patient outcomes.



Transforming Care

This award will be given to an individual or team who can demonstrate how they have transformed care or services to provide improved outcomes and experiences.



Care Home Early Response Team

The team provides specialist response to care home staff to support with quality of care. Made up of highly skilled clinicians, the team also provides bespoke training to care homes. They work closely with other services to reduce the need for referrals into crisis teams and psychiatric inpatient admissions. Since establishing in 2022, the team has demonstrated a significant reduction in referrals for psychiatric admission, with 61% of referrals being resolved at the initial contact with the team. Only 7% of referrals via the service have required inpatient admission, compared to 18% of the same population referred to the crisis team six months before CHER started. This shows an 11% reduction in admission requests.



Marketing and SHINE Team

The team has transformed the SHINE charity. The charity rebranded and secured funding for additional posts last year and you can't miss the impact the team has made. In 2022-23, the charity raised £28,562.52. With the team's hard work, they have increased that amount to £120,244.62. They have also been successful in bidding for a grant from NHS Charities Together. The grant will go towards several projects across the Trust, benefitting both patients and staff. In the last year alone, the charity has supported 128 projects. In a short space of time, the return on investment has been phenomenal. Not only have they transformed the charity, but they're helping to positively support patients by enabling the purchase of things that can transform their quality of life.



Northumberland Head Injuries Service

The service works with adults in Northumberland with Traumatic Brain Injury (TBI). Patient care has always been at the heart of the service but recently, they have been more involved in shaping the service and the work it does. This has been achieved through the creation of videos sharing patient stories and advice, information leaflets and family resources. The team has also recently appointed its first peer supporter who has lived experience of TBI. Patients were involved in the recruitment process, sitting on the interview panel and providing advice. This post is a first for CNTW's Neurological and Specialist Services. The team has truly embraced participation and people with lived experience are involved in every aspect of the service.



Patient Information Centre

The team has worked behind the scenes to build a state-of-the-art website for its award-winning self-help guides. These guides have been downloaded millions of times around the world. During the pandemic, the webpage got so many hits that the team received alerts about potential hacking as demand was so high! The new system has been designed to enhance user experience and accessibility. The site is WCAG2.2 compliant which ensures it's accessible to all users, including those with disabilities. Individuals can also save personalised versions of the guides, tailoring the content to their needs. The build has been a labour of love and done on top of the team's day job, but their hard work has transformed our offer to those who need mental health support.



Leadership

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



Doris Fischer
Central Therapies

Doris leads two teams at Walkergate Park, working tirelessly for both. She has been praised for advocating for her teams, promoting occupational therapy which has led to an increase in investment and opportunities. Her compassionate leadership approach has created a kind and supportive atmosphere. Doris genuinely cares about the wellbeing of her staff. She is encouraging of staff development and leads through collaboration. Colleagues say they feel able to make suggestions for the service and know they will be listened to. She has transformed the teams she leads, bringing everyone together and letting them know how important and valued they are. Doris has also led on numerous projects to improve the experiences of both patients and staff.



Bruce Owen

Bruce received a staggering 41 nominations in this category! It's clear he has inspired many people, in both his clinical work and his role as Director of Medical Education. Bruce has transformed the culture of the Medical Education team. He has developed new posts, created new initiatives and secured further investment for the team. CNTW consistently scores in the top 10% of Trusts in the country for medical education delivery and this is largely down to Bruce's leadership. Staff have said they are in awe of Bruce's commitment to improving mental health teaching. He willingly offers his time to anyone who needs it and is truly passionate about the development of others. Bruce has also been praised for his consultancy work, treating everyone he meets with positivity and respect.



Barbara Roche
Elm House

Barbara has worked at Elm House since it opened and has been described as the backbone of the ward. Every member of the team sees Barbara as a role model. She is always positive and supports staff in a kind and nurturing way. She is passionate about helping others develop their skills and knowledge, doing this with patience and enthusiasm. One colleague said: "I feel so lucky to work alongside her." Both patients and staff go to Barbara for guidance and reassurance. She is consistently cheerful, despite challenges on the ward. A true leader, Barbara has inspired countless people she has worked with.



Aaron Vaughan
Carleton Clinic

Since being appointed as inpatient matron, Aaron has strived to improve patient care. He leads with compassion and has been the driving force behind a number of initiatives including a nurse development programme and mentoring international nurses. He has been instrumental in the development plan for Yewdale Ward, leading on the rollout of clinical supervision for the nursing team. This has resulted in improvements to culture, patient feedback and staff retention. Aaron also organised a team charity walk along Hadrian's Wall to raise funds for a community mental health football group. This involved a lot of effort, dedication and organisation. Staff who took part all said how amazing the experience was, raising much-needed funds and awareness.



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.



Paula Chapman
Ward 4, Walkergate Park

Many colleagues say Paula is the best manager they've ever had. Paula has shaped Ward 4 into a rewarding, friendly place to work. The ward has gone through difficult times recently and Paula has been a constant support. Three members of staff have sadly passed away due to illness. Paula arranged a memorial bench on the ward and books of remembrance for relatives, travelling to personally deliver these to families. Her can-do attitude and kind nature are huge motivators for her staff. Paula is extremely encouraging, supporting staff to develop their skills and attend training. One team member said: "It's a pleasure to have Paula as a manager and we're very lucky to have her."



Nicola Hamilton
Northumberland and North Tyneside
Psychiatric Liaison Team

Supportive and welcoming are two words that appear again and again when describing Nicky. Despite working in the busy and stressful environment of psychiatric liaison, Nicky always remains positive and makes time for all staff and patients. She manages two liaison teams, juggling both effectively and with enthusiasm. She ensures patients are always at the forefront and strives to improve services so everyone gets the best possible experience. Described as an asset to the organisation, Nicky considers the service as a whole, not just her own team. She offers encouragement to those around her and isn't afraid to muck in when needed. Nicky has led the team through challenging times with compassion and professionalism. It's clear how much she cares.



Darren Lovett
Newcastle Psychiatric Liaison Team

"Darren is everything you'd want in a manager," one colleague said. He manages the Psychiatric Liaison Team based at the Royal Victoria Infirmary. Since taking on the role last year, Darren has worked tirelessly to make changes. This includes significantly improving response times, increasing training opportunities and changing the team's structure. These changes have saved hours of clinical time, ultimately leading to better care for patients. Darren makes sure that all voices in the team are heard and celebrates each individual's strengths. He is kind and fair, always striving to ensure staff are happy and fulfilled in their roles. Colleagues say the team is in a much better place now Darren is their manager.



Sarah Newton
Newcastle and
Gateshead Children
and Young People's
Service

Sarah has created a supportive environment where staff feel valued and able to grow and develop. She keeps patients and families at the forefront, while also genuinely caring for the wellbeing of staff working in Newcastle and Gateshead Children and Young People's Services. Generous with her time, Sarah is encouraging and nurturing of both staff and patients. She does her utmost to make people feel at ease. Sarah has worked hard to promote a culture of belonging, trust, understanding and inclusion within the team. Sarah is always thinking of others. She empathises with staff at all levels and is committed to supporting them to be the best they can be.



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.



Thomas Burton
Woodwork/Garpro

Part of the recovery and engagement team at Northgate Park, Tom leads on the woodwork and GARPRO projects. Tom's woodwork sessions include restoring furniture or equipment, designing new pieces and taking orders to build bespoke items. This work gives patients the opportunity to develop their skills and to create something they can be proud of. Tom actively encourages patients to take on new challenges. He has an amazing rapport with those he works with, who always say how much they enjoy the sessions. Tom also supports ward staff, helping escort patients which allows staff to take their breaks. He has been instrumental in making the transition from the old woodwork site to the new purpose-built site a smooth one.



Denise Eland
North Cumbria Perinatal Community Mental Health Team

Denise is a peer supporter in the North Cumbria Perinatal Team. She supports women who are experiencing difficulties in an empathetic and non-judgemental way. Denise shares her own experiences of mental illness, which has led to strong relationships with patients. Denise tailors appointments to each individual, for example, she supported a patient who liked gardening by donning her wellies and going to the allotment with her. She has also set up a walking group, helping mothers find a purpose and meet others with similar experiences. Denise is cherished by both patients and colleagues, showing kindness and compassion to everyone she meets. Colleagues say peer support was the missing piece in the jigsaw before Denise joined the team.



Mary Lavender
Speech and Language Therapy

Mary is a specialist speech and language therapist and co-chair of the Disabled Staff Network. Her goal is to break down barriers and allow disabled people to thrive. She works tirelessly to close the disability gap. As well as her work with children and assistive technology, Mary has also arranged training sessions to raise awareness of disability and positively support change. She won a Giving Voice Award at the Royal College's Speech and Language Therapy Awards in recognition of her work. She has been invited to speak at the House of Commons about assistive technology, co-chaired the NHS Employers Disability Summit and gained a scholarship to the Assistive Technology Industry Association in America. Mary isn't afraid to talk about disability to bring about real change.



Clare Sutton
Neuro Rehab Outpatients

Clare is the backbone of the reception desk at Walkergate Park's Neuro Rehab Outpatients. The department sees nearly 700 patients per month and receives a significant amount of referrals. Without Clare, the department would not run as smoothly. Clare would say she was just doing her job, but colleagues say she underestimates the impact she has on the delivery of quality care each day. Anyone coming into the department knows they will be greeted with a warm welcome. Clare takes time to understand the needs of each patient. She has been praised for her organisational skills; colleagues say without Clare, there'd be chaos!



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.



Ian Howard
Newcastle Psychiatric Liaison Team

Ian is the clinical lead for the Newcastle Psychiatric Liaison Team. He is due to retire in February 2025, after 50 years in the NHS. Colleagues say he has never lost his passion for the job in that time. His boundless enthusiasm has been an inspiration to many. He is a highly knowledgeable and compassionate clinician and acts as a calming presence in challenging situations. Colleagues say Ian could have been nominated in any category. He likes nothing more than working with patients, helping them find solutions and making them feel more hopeful about life. Colleagues say Ian is everything you'd want in a mental health nurse and they can't imagine psychiatric liaison without him.



Barry Thompson
Alnmouth Ward

Barry is known as the father figure on Alnmouth. He has been a comfort to many patients and staff over the years, working through challenges while continuing to deliver high levels of care. People say they feel safe on the ward when Barry's around. Dependable and calm under pressure, Barry has been described as a credit to the Trust. He always makes time for others, sharing his invaluable knowledge. It's clear to see how much patients value and respect Barry. He is deeply appreciated by staff and patients alike thanks to his person-centred approach and kind nature. Barry is supportive of everyone he meets and nurtures new team members when they start on the ward.



Jane Tumelty
Newcastle and Gateshead Children and Young People's Service

Jane has been recognised for her contribution to children and young people's services. She has worked for the NHS for over 30 years and her dedication has never wavered. Thanks to her years of experience, Jane has a wealth of knowledge that she's more than willing to share. She shows kindness and dedication to patients and families she's worked with will often ask after her years later. Her passion for the job has only grown over the years and she continues to be an advocate for young people. Jane manages her workload with a smile on her face, striving to give young people the best they deserve. Jane's positive outlook brightens everyone's day and colleagues know they can count on her to be supportive and compassionate.



Gary Wilson
Richardson Eating Disorder Service

Gary is the longest serving team member at the Richardson Eating Disorders Service. He leads the administrative team calmly, effectively and with a smile on his face. Colleagues say the service wouldn't function without him. Always willing to help, staff frequently go to Gary for advice. He has shown unwavering commitment to the service over the years and staff say they can't imagine work without his humour and detailed Excel spreadsheets. His in-depth knowledge of processes ensures the service runs as efficiently as possible. One colleague said Gary was the most helpful person they had ever worked with. Gary's dedication to not only the service, but to the wider Trust is second-to-none.



Positive Impact

This award is for someone who is not employed by CNTW or NTW Solutions but who has made a remarkable contribution to the Trust. Giving their time freely, for example, a volunteer or governor who has used their own skills and experiences to improve lives or services at the organisation. Their contribution will have created a positive impact for people with mental ill health or disabilities.



Aidan Fairholm
Voluntary Services

Aidan has made a huge impact as a volunteer at Elm House. He willingly gives his time to support groups and activities and is able to build rapport with some of the most difficult to engage patients. Aidan has become fully embedded in the ward and patients say they enjoy spending time with him. He does the little things that staff don't always have time for, such as buying pens and colouring books for a new patient. Aidan is always looking for ways to improve activities on the ward and has an infectious enthusiasm. He has a calm and empathetic approach and is non-judgemental. Aidan is very grateful to be a volunteer, always thanking people for the knowledge and skills he is learning.



George Moat
Voluntary Services

Humble and generous, George volunteers his time at Castleside and Akenside older people's wards. He runs a gardening group and with the help of patients, he has turned a derelict yard into a thriving oasis. Patients have been involved at every stage, building raised beds, planting bulbs and feeding birds. Going to the garden has become the highlight of the week for many patients. George's warmth and humour helps even the most anxious of patients feel at ease. For those not able to go outside, he brings the garden to them. He is mindful of patients' needs and abilities and encourages them to get involved where they can. This gives them a sense of purpose and achievement. George is always thinking of what will benefit the patients most.



Richard Mutch
Voluntary Services

Richard is a social activities volunteer at St George's Park. He ensures his time is meaningful to patients by tailoring activities to them. He also supports the ward teams in any way he can, freeing up their time so they can do more clinical work. Staff say Richard has become a key member of the team. He brings joy onto the ward with his caring and positive demeanour. He is proactive, lending his support freely to many ad hoc activities. From raising funds for the Trust's SHINE charity to Christmas fayres and helping at vaccine clinics, Richard is always happy to lend a hand. He never asks for thanks and always says that he gets so much more out of volunteering than he puts in.



Chief Executive's Award

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



Menu

Grilled halloumi, plum tomato and rocket salad with red onion jam (V)

Pan fried breast of chicken with the classic hunter's sauce of mushrooms, tarragon, tomatoes and shallots

Sweet pepper filled with mascarpone vegetables and spinach topped with mozzarella and served on a brown lentil, leek and mushroom risotto (V)

Honeycomb cheesecake with butterscotch sauce (V)

Order of the evening

6.30pm Arrival and welcome drink

7pm Dinner served

9pm Awards presentation

10pm Music from North East DJ

12.45am Close



In memory of

John Edward Newton (Eddy), Discharge Facilitator

Eddy worked in CNTW across a number of services for over 20 years; including forensic services, Community Treatment Teams, Street Triage and latterly as a Discharge Facilitator in the Cumbria locality with EBM at the time of his passing.

Eddy was a private man and very particular in his varying pursuits including Grand Prix marshallng, fishing and of course his unique method of tea making.

He was an ardent family man who doted on wife Lesley, daughter Jade and Granddaughter Thea – a true gent! He showed kindness and dignity to all he encountered and will be remembered with kindness, warmth and sincerity.

Hollie Lowes, Trainee Nursing Associate

Hollie was a well-loved and respected member of Redburn team, she leaves behind her beautiful baby boy, partner, family, friends and colleagues who all miss her greatly. Hollie worked incredibly hard, coming to the end of her Nurse Associate training which she was incredibly proud of. Hollie had a bubbly personality, she could light up any room, her bright smiles and infectious laugh were always present. Hollie never complained, she loved to care for the patients on the ward and strived to make a difference. As a ward we feel the loss of Hollie everyday, she is simply irreplaceable.

Deborah Williamson, Medical Secretary

Debbie worked in North Cumbria Community and Access CBU since 2022 for CAMHS at the Fairfield Centre. She was loved by her colleagues and showed great compassion for the young people and their families being helped by the service. Debbie was a vibrant, gregarious, bubbly member of our team who is massively missed.

She always spoke with immense pride of her greatest achievement, her daughter Chloe.

She loved holidays, enjoying several trips away a year, Lanzarote being her favourite destination. She was very sociable, enjoyed a good night out and was always life and soul of the party.

Lee Armstrong

Worked on Harthope ward on Sycamore, Northgate as a nursing assistant when he suddenly passed away in June.

Lee was a kind and considerate man who was well liked and respected by both patients and staff. He worked in secure services for over 20 years as both a nursing assistant and Occupational Therapy assistant, also working across different sites. The time he spent with the patients had such a positive impact on their journey and recovery pathway. His positive outlook to his work life (and his singing!) is something that no one who encountered him will be able to forget.

Ian Cornish, Community Practitioner

Ian was a Community Practitioner, working in North Cumbria West Community Treatment Team. He had also worked in various posts within inpatients and community services.

Well-respected and loved colleagues, Ian is greatly missed by the whole Team and is remembered for his caring and supportive nature to both his patients and colleagues.

Elaina Edwards, Activities Facilitator

Elaina touched the hearts of so many during her many years of service within CNTW. Elaina has worked in many pathways across Hopewood park inpatients and also within the community setting as a nursing assistant and then Activities Facilitator on Springrise ward which she loved before she sadly became unwell.

Elaina loved work she was fun, energetic, compassionate and she loved caring for others and supporting their journey of recovery. Elaina loved her family and friends and dedicated her time to also being a mam to her two children.

John Phillips, Nursing Assistant

John worked for a number of years, in a variety of roles in Services on the Northgate site and shone in his final role as a nurse assistant. John left a lasting impact upon everyone he met with his positive attitude, understanding and commitment. His sense of humour was second to none and he is well-known for his 'Dad' jokes.

As well as being a loving father and husband John was well-known in Morpeth, had great community spirit playing an active part devoting his time and skills to Morpeth Football Club, inspiring colleagues and the younger generation with his football knowledge.

Sadly missed by all who worked with him leaving a lasting legacy behind him.

Julie Scott, Healthcare Assistant

Julie Scott was an inspiration on Ward 4 at Walkergate Park. Always a pleasure to work alongside, Julie had a fantastic work ethic.

Julie always delivered the highest standard of care and loved all of the patients, and they always were her priority. Julie constantly showed empathy, kindness making their journey at Walkergate a positive experience.

Julie had the biggest heart and was full of fun, a fiery character and had the most infectious laugh. Julie was known as little legs on the ward, as she was always on the go.

The ward miss her so much and we will never be forgotten.

Christopher Kettlewell, Clinical Nurse

Chris was an incredibly experienced Nurse with a vast knowledge which he shared with everyone, he took great pride in his passion and love for caring and he was always striving to make a difference and improve our service.

Chris was incredibly patient focused and no matter how busy he was he always took time to sit and chat and put patients at ease.

It was an absolute pleasure to work with Chris, he was a valued member of the team and is sorely missed.

Stevie Matthews, Volunteer

Stevie volunteered at St George's Park from 2019 and sadly passed away last year at the age of 71. Stevie was truly a force of nature, Wendy said: "If you were fortunate to get to know Stevie or even met her briefly, in an instant, you would be touched by her kindness, positivity and the genuine interest she would have in you. She was a very genuine, caring and kind lady, who also had a great sense of humour."

Stevie gave her time to a number of CNTW services. Over the years, she had been a Chapel Volunteer and a Ward Support Volunteer in the Trust's inpatient services, as well as supporting one-off projects. She even volunteered at the Covid-19 vaccination centre at St George's Park during the pandemic.

"Stevie always spoke fondly of her time as a volunteer and was immensely proud to be part of something special. She would often talk about the fantastic staff she had the pleasure of helping and how grateful she was to be able to help our patients in any way she could."

Stevie was also an active runner, completing marathons and ultra marathons across the world, including Antarctica and the North Pole. Her proudest moment was when she had the honour of being a torchbearer through Sheepwash Road in Northumberland for the 2012 Olympics. Stevie was truly an exceptional human being who touched the lives of so many people and gave those who knew her such warm and wonderful memories.

CNTW Academy

Accredited Learning Centre achievements since May 2023

Congratulations to all graduates from a range of courses offered by the Accredited Learning Centre

Accredited Preceptorship Programme Part A - Transitions, Enabling and Empowerment (Level 5, 6 and 7):

Spring 23:

Abbey Jackson, Abigail Hope Dmytrowski, Adeola Olutide, Amy Campbell, Amy Rutter, April Robson, Bethany Brock, Catriona Neale, Chimdiadi Ejim, Chioma Angela Ikeduba, Claire Rothery, Clara Echebi, Deborah Agbetuyi, Dominic Harris, Elena McTaggart, Elizabeth Harrop, Emmy Gudgeon, Evelyn Osaru Ohumu, Faith James, Finian Ukachi, Georgina Woods, Georgina Coleby, Harriet Muckley, Hilaire Kalou, Holly Tweddle, Jessica Howie, Joanne Park, Jonathan Kearney, Karlie Clark, Kerri Mallinson, Kirsty Graham, Laura English, Lauren Bowman, Lee Horner, Libby Stobbart, Louise Richardson, Lydia Yusuff, Manisha Mohan, Millicent Emenike, Neeta Adhikari, Olivia Matheson, Olivia Robson, Oluwafunto Kuponiyyi, Paul Stewart, Precious Ijiyemi, Rebecca Higham, Shannon Whalen, Stanley Odunaro, Oluwatumininu Thomas, Tim Shepherd Smith, Tonna Onumaegbu, Tosin Mary Ahmed, Ukeoma Chidimma, Violet Eke.

Autumn 23:

Abbie Bowe, Abbie Burlinson, Abbie Tranter, Abosede Akintade, Adedayo Kingsley Adeniyi, Adenike Ijaduola, Affie Mueyewa, Aisha Purvis, Alana Eke, Amenze Akpokiniovo, Amanda Leadbitter, Amber Minto, Ami Tobell, Amy Buckley, Amy McMinn, Amy Wardley, Amy Wilkinson, Angela Nwakohu, Annabelle Macdonald, Anya Agnieszka Stasik, Arthur Dury, Caitlyn Jordan, Carina Preece, Charley Hall, Catherine Ellery, Charlotte Cooke, Cherilee Mountain, Cherise Brand, Chinwendu Offor, Chinazam Precious Tasie, Chloe Kennedy, Ciaran Niall Horgan, Claire Prime, Danielle White, Deborah Akinola, Debra Reader, Demi Gilmore, Eire Marshall, Ellie Turnbull, Ellen Pringle, Emily Davidson, Emily Shotton, Emma Craig, Emylia Sloan, Enos Achana, Esmerelda Parker-Manley, Eunice Amarachi Ogbuji, Faye Whitton, Folakemi Esther Ayo-Ige, Francesca Findlay, Freya Smeaton, Gabrielle Lamb, Gabrielle Tate, Georgia Barrett, Georgina Aplin, Grace Obafisoye, Hannah Cuthbert, Heidi Blaylock, Helen Kurthausen, India Favell, Jacqueline Armstrong, James Hall, James Obodoechi, Jamie Jones, Jasmine Hill, Jennifer Beattie, Jessica Locker, Jessica Longstaff, Joanna Crisp, Joanna Wilkin, Joanne Devine, Jonathan Anane, Joseph Onyeke, Julie Pollard, Kate Roseby, Katey Turnedge, Katie Clarkson-Berry, Kella Cochrane, Kelvin Osadolor, Kerry Partis, Kira Bacosa, Kirsty Hall, Klaudia Walawicz, Kosisochukwu Emmanuella Okwunna, Laura Armitage, Laura Collins, Lauren Dabbs, Laurie Taylor, Leanne Shell, Leemol Kurian, Leigh Knight, Lily Jackson, Louise Murray, Lovina Ujunwa Onoh, Lucia Scott, Lucy Topping, Lulu Barry, Manisha Murugan, Mariam Ogabi, Marie Hunter, Mary Ettah, Marydivine Olachi Chikeka, Matthew Fairclough, Megan Jade Gleeson, Mia Hindhaugh, Mia Pearson, Mia Robinson, Naboth Joshua Masin, Nadine McGee,

Natalie Hook, Natalie Sloan, Natalie Steele, Nathan Trott, Nichola Bowers, Nichola Laidler, Nseobong Ekpaiyo, Olivia Lowe, Onyedikachi Stanley Ikah, Opeyemi Kolawole, Ovie Tobore Lord-Macray, Oyinlola Aishat Asiru, Ozor-Dimeze Kenechukwu, Paige Dodd, Phoebe Cammiss, Prathyusha Kala, Priscilla Owusua, Rachael Haley, Rachel Graham, Rachel Wells, Ranti Odia, Rebecca Chippington, Rita Boampong, Rita Odiye, Rita Obiah, Robert Proctor, Ruth Harbinson, Sanya Khanna, Sam Woods-Brass, Samantha Jackson, Sally Jenkins, Sarah Jade Clare, Sarah Richardson, Shannon Humphrey, Sophie Brown, Sophie Quayle, Susan Penman, Suliyat Dada, Sylvester Sokuu, Tamzin Wilson, Tia Metcalfe, Toni Thompson, Uchechi Amadi, Ugochukwu Declan Ekeh, Vivian Yeboah, Williams Nyam.

Accredited Preceptorship Programme Part B - Functional Key Clinical Competence (Levels 6 and 7):

Autumn 22:

Ademola Arowona, Adeyemi Motunrayo Patience, Alexandra Titterington, Amanda Jane Moon, Amy Donkin, Amy Horne, Angela Morgan, Angela Welsh, Bethany Carruthers, Bethany McMullan, Brooke Clark, Busolami Budunde, Cheryl Mee, Cheryl-lee Hall, Chiedu Anthonia Otuekwuele, Chikaodi Mary Okororie, Chioma Uzodinma, Chizitere Akahalu, Chloe Jamieson, Clara Ebubechukwu Arinze, Cody Ritson, Dale Little, Damilola Adediran, David Grey, Demi Leigh Thompson, Ellie Page, Ellie Wilson, Emily Archibald, Emily Curry, Emma Jayne Malcolm, Emma Latham, Gemma Chambers, George Daniel Cone, Grace Bolton, Grace Dougherty, Hannah Williamson, Isabel Strong, Jack Spoons, Jade Christine Smith, Jade Mackay, Jerry Enofua-Etue, Jessica Halliday, Katie Armstrong, Kingsley Benson Eyagbon, Laura Sword, Leanne Boyes-Rowell, Lee Nicholson, Lisa Isbister, Louise Moseley, Lydia Kyle, Modinat Omolara Ishola, Morgan Gott, Nadine Emma Roach, Natallie Crennell, Natasha Barry, Nichola Bartley, Olivia Fairhurst, Philip Page, Rachael Mulvaney, Rebecca Trotter, Roxanne Sherwood, Samantha Edminson, Sarah Casey, Shannon Louise Jones, Sharna Hart, Sherrie Carrick, Sian Armstrong, Sophie Urwin, Stephanie Leigh Wardle, Thomas Warren, Tosin Becky Olagunju, Uwakmfon Roland Udoh, Wasiu Balogun.

Spring 23:

Abbey Jackson, Abigail Hope Dmytrowski, Adeola Olutide, Amy Rutter, April Robson, Bethany Barclay, Bethany Brock, Catriona Neale, Chimdiadi Ejim, Chioma Angela Ikeduba, Claire Rothery, Clara Echebi, Deborah Agbetuyi, Dominic Harris, Elizabeth Harrop, Emmy Gudgeon, Faith James, Finian Ukachi, Georgina Woods, Georgina Coleby, Harriet Muckley, Hilaire Kalou, Jessica Howie, Joanne Park, Jonathan Kearney, Karlie Clark, Kerri Mallinson, Kirsty Graham, Laura English, Lauren Bowman, Lee Horner, Libby Stobbart, Louise Richardson, Lydia Yusuff, Manisha Mohan, Millicent Emenike, Neeta Adhikari, Olivia Matheson, Oluwafunto Kuponiyyi, Paul Stewart, Precious Ijiyemi, Rebecca Higham, Shannon Whalen, Stanley Odunaro, Oluwatumininu Thomas, Tim Shepherd Smith, Tonna Onumaegbu, Tosin Mary Ahmed, Ukeoma Chidimma, Violet Eke.

Key Role Competence Medical Assistant Course

Alyson Jefferson, Beth Nelson, Cameron Whitfield, Carly McKie, Clare Robson, Joanne Taylor, Julie Stewart, Lauren Foster, Lucy Garner, Kathryn Parker, Rachel Lillico, Lea Taylor, Victoria Bennett.

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CAD21 offers comprehensive building design services across the healthcare, life sciences, commercial, living, education, custody and justice, leisure and retail sectors. Our unique approach to project delivery and commitment to open and honest communication has helped us build long-standing relationships with our customers.

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.

Reception sponsor



The UK's foremost physical security specialists for multi-threat solutions. Changes to the threat landscape have driven innovation, development and testing of new and market leading solutions. Our range of Modular room building and partitioning systems are at the forefront of our offering, but we retain a full capability for bespoke or 'one-off' projects.

Award sponsors



One of the top three motor vehicle retailers in the UK, Lookers represent multiple vehicle manufacturers, selling a huge range of car types. We also operate a number of used car trade centres and service centres from hundreds of locations throughout the UK.



Procurement specialists providing framework agreements that exceed expectations - resulting in projects that leave a long-lasting social impact on communities. We'll give you free access to framework agreements, a flexible choice of trusted suppliers, transparent costings, and expert procurement support from start to finish.

Award sponsors



The Access Group is one of the leading providers of business management software to small and mid-sized organisations in the UK, Ireland, and Asia Pacific. We deliver business wide and industry-focused software solutions that give our customers the freedom to do more of what's important to them.



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



Assistive Technology (AT) empowers individuals who experience substantial and long term challenges with their ability to do normal daily tasks. AT Superstore is the only place you need to go, to find products that promote independent learning and living



Our purpose is to deliver results that matter, putting people first, doing the right thing and at all times forward thinking. Whether you provide health or social care, develop or manage social housing, deliver emergency services, or regulate complex professions, we're able to help you to deliver services to your communities.



EMED Safe Care is the secure mental health care division of EMED Group, the largest provider of Non-Emergency Patient Transport services in the UK. Safe Care provides bespoke, secure mental health transport by utilising our national infrastructure to deliver a truly localised service.



Oxehealth is a global leader in vision-based patient monitoring and management. Born out of Oxford University Institute of Biomedical Engineering, we are dedicated to helping clinicians engineer ever better care.



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Founded in 1976, Lloyd Motor Group has supported drivers for nearly half a century. Equipped with a wealth of knowledge and expertise, our team of dedicated industry professionals are market leaders in supporting customers with their vehicle needs.

Thank you to all our generous sponsors for their support.

The year in CNTW

There is always so much to be proud of at CNTW, and this year was no exception.

September saw the relaunch of the Trust charity. The charity helps support people accessing mental health, learning disabilities and neuro-rehabilitation services by providing the extra things that can make a real difference. Two members of staff recorded a charity single. The musical duo known as The Mop Heads work as cleaners at St Nicholas Hospital and came up with 'Where Hope Begins' during the pandemic. The charity was also supported by occupational therapist Paul Wales who cycled over 1,300 miles from Newcastle to Nice, raising an incredible £8,000 for SHINE and Brain Tumour Research.

In October, we welcomed Darren Best as the Trust's new chair. On taking on the role, Darren said: "I am passionate about the work CNTW does and I'm proud to be a part of it. I feel genuinely honoured to be working with people who do amazing things every day."

CNTW teamed up with Northumbria Healthcare NHS Foundation Trust to launch an innovative one-stop clinic to support drug and alcohol users with their respiratory health. The service runs through Northumberland Recovery Partnership (NRP) clinics, meaning patients receiving treatment for addiction and substance misuse also receive a lung health check. Our region has the highest prevalence of chronic obstructive pulmonary disease (COPD) in the country, so this service has been vital.

November was the grand opening of the Sycamore Unit at Northgate Park hospital in Morpeth. Officially opened by the Duchess of Northumberland, the state-of-the-art secure facility looks after men with a mental illness, learning disability or personality disorder who have come into contact with the criminal justice system. Work on the building began in 2020 and has been designed to raise the standard of care in secure services.

We ended 2023 on a high. A study by consultant psychiatrist Dr Rajesh Nair was recognised at an international conference. The study which could change the way patients are diagnosed with ADHD was awarded 'Best Paper' at the 2023 International Conference on Artificial Intelligence, Robotics, Signal and Image Processing (AIRO SIP). The study looks at how a machine could help in diagnosing ADHD by analysing a person's speech, facial and body movements.

2024 began with the launch of new community recovery and wellbeing hubs, offering people early access to support. The hubs are a partnership between CNTW, Carlisle Matters and other local organisations. Based in Workington and Carlisle, the hubs offer a safe space for support.

February is time to celebrate our apprentices for National Apprenticeship Week. This year, two apprentices started an apprenticeship in Art Therapy/Psychotherapy, the first of its kind in the country. Simon Hackett, a consultant arts psychotherapist at CNTW, was involved in creating the apprenticeship, which is part of a trailblazer programme with the Institute for Apprenticeships and supported by NHS England.

In March we were part of the launch of a groundbreaking wellbeing support hub designed to improve the health of the local community in Newcastle. The Space is the first hub of its

kind to have professionals from multiple services all working under one roof. Its aim is to improve quality of life and access to services for the local population.

Also in March, two members of staff went to the House of Commons for No Smoking Day. Specialist Tobacco Dependence Service Lead Kerry Apedaile and Acting Associate Nurse Director Gayle Wilkinson represented NHS mental health services at the event, where they spoke to lords, ministers and other parliamentarians on what a smokefree future could look like.

April saw the completion of Wearmouth View at Monkwearmouth Hospital. The new building offers staff a modern working environment. The new three-storey building has dramatically improved the site, and provides a bright, welcoming space for staff and service users alike.

In May, staff from North Cumbria walked the length of Hadrian's Wall to raise money for a local community mental health football group. The football group, ran by Carlisle United Community Sports Trust, is supported by the Trust's charity. Six teams took it in turns to walk the 84 miles, raising an incredible £3,883.42.

Also in May, Op COURAGE celebrated a win at the national Positive Practice in Mental Health Awards. The service was awarded the Provider Collaborative Specialist Services Award for its work with veterans. CNTW is the lead provider for Op COURAGE, working in partnership with Pennine Care NHS FT, Leeds and York Partnership NHS FT, Humber Teaching NHS FT, Tees, Esk and Wear Valleys NHS FT, Walking With The Wounded and Combat Stress. The service provides specialist care and support for those due to leave the armed forces, reservists and those who have already left.

May marked Global Accessibility Awareness Day and we launched a new website for our self-help guides. With additional accessibility features, the new website features a modern, fresh look and feel, designed to enhance user experience and accessibility. The self-help guides are now accessible to as many people as possible.

In June, peer supporter Kristina Whitworth was shortlisted for 'NHS Keyworker of the Year' in Newsquest's Pride of Cumbria Awards 2024. Kristina works in our North Cumbria Children's Learning Disability and Behaviour Support Service. Her son has additional needs and she uses her experiences to find new ways to support other families and their children. This has included setting up a drop-in support group and training her dog Honey to be a qualified therapy animal.

Our Voluntary Services Team raised money for two worthy causes. They held a number of stalls across Trust sites with a tombola and games. Money raised will go towards a memorial bench at St George's Park for much-loved volunteer Stevie Matthews, with the remainder going to SHINE. An event will be held to unveil the bench later this year.

And finally, in August CNTW's Public Health Team was shortlisted for a Nursing Times Award in the Public Health category. The team has been recognised for its work implementing national screening pathways for long stay patients in the Trust. The award celebrates the important role the nursing profession plays in promoting and protecting public health.

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