



November 2016

Q&A

with Phil Bilzon
on Page 12.

positive

about integrated healthcare



Lending a hand at Lings Bar

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Message from the Board

Back in July's Positive, we explained how we had moved into our second year of the Sign up to Safety campaign work in the Trust and that whilst work continues on specific action plans and maintaining low levels of harm, we are now focusing on our ambition to increase incident reporting to improve safety via our 'See It Say It' campaign.



Work is ongoing to ensure that when staff report an incident we can support them to learn why incidents happen and how to make improvements, by providing them with useful and meaningful data. We also want to make sure it is easy for staff to report an incident and that there is more than one way to do so.

Reporting incidents is not about blame or fault-finding. Our Freedom to Speak Up guardian is available to provide confidential advice and support to staff in relation to any patient safety concerns.

Research shows that trusts with significantly higher levels of incident reporting are more likely to demonstrate other features of a stronger safety culture. An increase in incident reporting should not be taken as an indication of worsening patient safety, but rather as

an increasing level of awareness of safety issues and a more open and transparent culture across the organisation.

The Trust went Smokefree last month which means we no longer permit the use of tobacco products while on our premises whether you are a patient, staff or a visitor to our site. As a healthcare provider we have a duty of care to protect the health of, and promote healthy behaviour among, people who use, or work in, our services. Stopping smoking at any time has considerable health benefits and it is never too late to benefit both mentally and physically. People smoke for the nicotine but die from the smoke and it remains the UK's biggest cause of ill health, early death and is the leading cause for shortened life expectancy among people who have severe and enduring mental health problems.

Smokefree does not mean nicotine free and support is being provided to help reduce any discomfort from withdrawal symptoms. We are already hearing reports of patients and staff who have committed to cut back or stop smoking. One patient at Highbury Hospital has decided that he is not going to recommence smoking when he leaves; identifying his family and the extra money he will have to spend on himself and them as his main motivational factors for quitting.

Thank you to everyone who has been dedicated and supportive of implementing Smokefree in the Trust and good luck to everyone in their efforts to reduce or quit smoking.

Julie
Julie Hankin,
Executive Medical Director



Julie and Dawn with trainees at ImROC recovery college training week in Hong Kong; enabling colleges to be established across the Country.

Supporting recovery and wellbeing for all

ImROC, a not-for-profit organisation which works nationally and internationally in partnership with communities to develop systems, services and cultures that support recovery and wellbeing for all, is now being hosted by Nottinghamshire Healthcare.

It is led by Dr Julie Repper as Director, supported by Dawn Fleming, Business Manager and Ruth Sinden, Administrator. Julie continues to lead the Recovery strategy across the Trust part time alongside this role.

Julie said: "Being hosted within the Trust allows us to cement ImROC's close working relationship with frontline providers of care, ensuring that work remains relevant and useful to

practitioners, managers, system leaders, local communities and ultimately, the people who access services.

"ImROC's vision is for systems, services and cultures to support Recovery and wellbeing for all locally, nationally and internationally. Our core team is supported by a larger team of consultants, with much of the work we deliver being out in the field both within the UK and across the world.

"Our role is to enable those people who use services, work in services and live in communities to explore new ways to make use of strengths and talents, share knowledge and learning, and facilitate recovery-oriented improvement in the outcomes and experience of health and social care. We also bring together research and evidence with the realities of the frontline."

ImROC's work has three key strands:

1. Sharing and enhancing knowledge and skills through training and development
2. Collaborating with clients to understand how we can help deliver sustainable improvement in inclusive and evidence-based ways through bespoke consultancy
3. Advancing the field of recovery through research and evaluation.

A nimble approach means ImROC is able to tailor support to individual needs, building on a core foundation that includes:

- Contributing to and gathering together the latest global thinking in the field, offering an informed view on its application in frontline practice, and sharing it widely
- Facilitating the testing out, evaluation and spread of new ideas in practice
- Applying recognised tools and techniques for improvement which underpin our methodology
- Coaching teams to articulate and achieve their goals for recovery-oriented care.

More details can be found at www.imroc.org or by emailing imroc@nottshc.nhs.uk

Back in my Day

'Back in my Day' is a community project that engages local young people aged 16-25 in creative and meaningful activities relating to the subjects of work, employment and industry. It compares people's motivation to work, barriers to employment and opportunities in industry then and now, inspired by our heritage.



By documenting the work lives of older people in care, the young people discover the differences and similarities which makes choosing their own career goals clearer and more achievable.

The aim of the project is to encourage young people to listen to the valuable memories of older people; to build their confidence and increase their employability skills; for older people to feel valued; and for everyone involved to enjoy themselves!

For more information go to www.dtdltd.co.uk/back-in-my-day.html, email annabel.elliott@hotmail.co.uk or call 07944 063255.

REMINDER FOR ALL STAFF

Please have your flu jab

As featured in last month's Positive, the Trust is urging all staff to have their flu jab. Flu can result in death and it is vitally important that everyone is vaccinated to protect themselves, but also to prevent spreading the virus to others, particularly those who are vulnerable. The jab is available for free to all staff and vaccination clinics are being held across the Trust. For more information about flu and dates and venues of clinics, please visit **Connect** or contact the Occupational Health Department.

Have your say in the Staff Survey

All staff should have received the National NHS Staff Survey either by email or in hard copy. Please ensure you complete the survey; this is your chance to have your say about the Trust as a place to work. All responses are completely confidential. For more information see October's Positive or visit **Connect**.



Young people work with Lings Bar to improve the hospital gardens

Back in the summer, Lings Bar Hospital Inpatients, which provides rehabilitation to older people with complex physical healthcare needs, was honoured to have been chosen by a local National Citizenship Service group volunteering their services to enhance the patients' gardens.

The National Citizenship Service is a four-week scheme for 15-17 year olds that includes outdoor activity, a university residential week and organising and running a community project.

'Team Ohana' – made up of 13 young adults, a group leader and a group mentor – met with Theresa Brennan, Practice Development Nurse at Lings Bar Hospital to talk about their plans and see how they would work in the hospital environment.

She said: "I was so impressed that they had thought about how patients could get involved at different levels and how they could enhance the patient environment. We suggested creating a mosaic as they could involve patients in its design and creation and the young adults really embraced this idea."

To help prepare for their visit Theresa put on a Dementia Friends session and the group all became Dementia Friends, wearing their badges throughout their fundraising and work at the hospital.

The team, who raised all the money for the project themselves, worked on the gardens for three days, repainting benches, creating a raised bed area, troughs and painting terracotta pots that can be easily watered by staff. The plants include patio roses, flowers, herbs and lavender to help create a sensory garden. Three mosaics reflecting the hospital and Nottingham have also been created with the patients.

Theresa added: "The effect on the patients involved in the project was really lovely. They really enjoyed the inter-generational contact and the creativity it inspired."



The patients, their visitors and the hospital staff were also impressed at the hard work and commitment the whole group had to making a difference to the hospital and patients' environment.

"The atmosphere in the hospital has been really energised. Patients, visitors and staff are very grateful for what they have done. A big thank you to them all."

Trust wins Healthy Child Contract

Nottinghamshire Healthcare has been awarded the contract for the delivery of the 'Integrated Healthy Child and Public Health Nursing Programme for 0 to 19 year olds' by Nottinghamshire County Council, who commissions a provider to deliver public health services for children, families and young people across Nottinghamshire.

This new contract encompasses the current health visiting, school nursing, Family Nurse Partnership, National Child Measurement Programme and infant feeding support services the Trust already provides. The new contract and delivery of a new service model will begin from April 2017 and will run for three years with the option to extend annually for a further four years.

Children and families will start to see improvements in the way services are configured as a new model of delivery develops. This will include the bringing together of the services into integrated, locally based 'Healthy Families Teams', where a range of professionals and support staff with the skills and competencies to deliver coordinated support to the entire 0-19 age range, will work closely together, linking in locally with other services such as GPs, schools, children's centres and social care.

The Trust is proud of the services it delivers and wants to develop services for the future in a creative and innovative

way; ensuring that children, families and young people's care remains the most important thing we think about. The tender process has created an ideal opportunity to further develop and improve our new integrated health services by streamlining the number of different services into a more coordinated offer for children, young people and families.

Paul Smeeton, Executive Director, Local Partnerships said: "Over the next few months, we will be working with all staff to ensure a smooth transition of services. For our children, young people and families, it is business as usual and they will continue to receive high quality community health services. I am delighted that the hard work of our teams has been recognised and proud that we will be able to continue to improve the health of young people across the County."



My chapters for 'Respiratory Nursing at a glance'

By Heidi Swift, Integrated Specialist Respiratory Nurse

I have been a member of the Association of Respiratory Nurse Specialists (ARNS) for around five years now. It's a forum which promotes excellence in practice and influences national respiratory health policy and other NHS initiatives that involve respiratory care, policy and practice.

The organisation asked if I would be interested in writing a chapter for a forthcoming book, 'Respiratory Nursing at a glance'. I have always been interested in sharing knowledge and learning and believe that the purpose of nurse education is to share, learn and pass on our skills and experience to junior nurses and nursing students. By empowering them and leading by example we ensure the future of

respiratory care is influenced by past, present and future nursing leaders who champion excellent care.

In all, I contributed two chapters to the book – Blood gas analysis and sampling, and Respiratory failure. I remember reading journals and books at university thinking to myself, "this isn't quite right for me" and "it's too advanced for a junior nurse/nursing student". At last a book has been written by respiratory nurses for nurses!

I was invited to the Royal College of Nursing for the book launch which was very exciting and I had the chance to meet my co-authors to share our experiences of producing work for the book.

The book is aimed at student and newly qualified nurses who have an interest in respiratory care, but I feel it could also be used by practice nurses and community matrons as a quick source of reference



to enable them, with further reading, to improve their knowledge and confidence when treating our patients with respiratory diseases to help standardise care across all settings.

Without the support of my Integrated Care Team in Mansfield this may not have come about. So a big thank you to my team and a big shout out to all the community nursing teams across Mansfield and Ashfield who work so hard to care for and support our patients. I hope this article has inspired others to go out there and share their knowledge and experiences with the next generation of nurses.

Recognising Carole's great achievement

Congratulations go to Carole Richardson, Community Support Worker at Radcliffe on Trent Health Centre, who has just completed her foundation degree in health and social care through the Open University.

This now leads to her being a qualified assistant practitioner, so she will be ready to apply for these exciting new roles when they become part of the integrated teams.

Carole is a valued member of the District Nurse team at Radcliffe and has been working towards her degree for the past five years. She completed the five modules, ranging from a foundation of the underlying aspects of health and social care, through to the policies and procedures and modules on both dementia and end of life. Carole chose both of the specialist modules as the practical aspect was relevant to her day-to-day work within the community team. All modules were assessed using a combination of assignments and/or exams.



Carole says she found it challenging at times to undertake this degree while continuing to work with the team and has had to be well disciplined to ensure she could complete her studies.

She said: "I have had good support throughout this time and it's something I would recommend to others. I'm now going to consolidate my practice for the next six months and hope to have an active influence on the District Nursing practice in both Radcliffe and the wider Rushcliffe area."

Diana and Nicola



Improving Long Term Condition management in Offender Health

Newly appointed Practice Development Matrons, Diana Buck and Nicola Graham, have devised a long term condition (LTC) training programme for registered nurses working within Offender Health, and recently delivered the training for the first time.

The programme aims to support staff providing LTC clinics to improve the overall health and care experience of the prison population with an LTC, enabling individuals to self-manage their condition, which ultimately leads to a reduction in unnecessary hospital admissions and mortality.

The content of the programme, which runs for three days and one follow up day, includes Atrial Fibrillation, Heart Failure, Coronary Heart Disease, Respiratory diseases, Diabetes, Hypertension and Chronic Kidney Disease, with guest speakers GP Mark Pickering focusing on consultation skills and Senior Practice Nurse Julie Cox on the subject of Sepsis.

The follow up day provides an opportunity to cover additional topics requested by the group attending the training, and gives attendees the opportunity to review their progress using the competency package that accompanies the training programme and supports their ongoing professional development.

The role of the Practice Development Matron is to help identify the training needs of physical healthcare staff working in the Trust's prison healthcare teams and to deliver in-house teaching sessions accordingly. Diana said: "We identified a gap in LTC training across Offender Health and so devised the package that we could deliver to meet that need and save costs to the Trust which external training incurs. We are planning to run this course three times a year and the next session is already fully booked!"

Diana and Nicola's remit also includes looking at other areas for development; for example they are currently refining the physical health core care plans and streamlining the way in which these are navigated on the computer systems.

For more information or to book to attend a future training session, contact Diana or Nicola on diana.buck@nottshc.nhs.uk or nicola.graham@nottshc.nhs.uk or the Learning and Development Department.

Could you be a Trust Governor?

Next month the Trust starts the election process to fill 11 vacant governor posts on the Council of Governors. These vacancies have arisen due to the term of office for existing governors with a two-year term coming to an end. The vacancies available are across both public and staff constituencies:

Constituency	Area
Public	Nottingham City
	Nottinghamshire County
	The rest of England and Wales
Staff	Nursing
	Allied Healthcare Professionals
	Clinical Support
	Medical

Do you know what our governors do and have you considered if the role could be for you?

The role of a governor

As a Foundation Trust, Nottinghamshire Healthcare is accountable to its members and it is important that the views and interests of all members are represented by governors. As a governor, you hold statutory duties to represent the interests of members of the Trust (this includes staff members) and the wider public. You will hold Non-Executive Directors, individually and collectively, to account for the performance of the Board of Directors. In addition to these key duties, the role also requires you to:

- Appoint and, if appropriate, remove the Chair
- Appoint and, if appropriate, remove Non-Executive Directors
- Decide the remuneration and allowances and other terms and conditions of office of the Chair and Non-Executive Directors
- Approve (or not) any new appointment of a Chief Executive
- Appoint and, if appropriate, remove the Trust's external auditor
- Receive the Trust's annual accounts
- Approve significant transactions
- Approve any application by the Trust to enter into a merger, acquisition, separation or dissolution
- Decide whether the Trust's non-NHS work would significantly interfere with its principal purpose, which is to

provide goods and services for the health service in England

- Approve amendments to the Trust's Constitution

The Council of Governors holds five formal meetings per year, including the Annual Members' and Annual General Meeting (AMM/AGM). In addition to these meetings, governors and Non-Executive Directors meet monthly to discuss various areas of the organisation in more depth to seek assurance on behalf of members. The themes for the monthly meetings are determined by the Council of Governors and provide an important open space to challenge and hold Non-Executive Directors to account.

In this role you will develop effective working relationships with the Non-Executive Directors and your fellow governors. You will have the opportunity to observe site visits across the organisation and observe the Board of Directors and related committee meetings. Governors are strongly encouraged to observe these meetings as a way of being assured and witnessing the challenge and scrutiny performed by the Non-Executive Directors.

Requirements and support

The term of a governor is usually three years. This role is carried out in a voluntary capacity but requires a commitment of time to ensure that the role is fulfilled effectively - on average, half to one day, per month. However, there is a minimal expectation that all governors attend the quarterly formal meetings and the AMM/AGM (five meetings in total).



Any staff member considering this role will be supported by the organisation to ensure adequate time can be committed to the role.

Throughout your term, you will be fully supported and equipped to enable you to do the role with confidence and in line with the statutory duties outlined above. A comprehensive induction programme is provided to introduce you to the role and other governors. Ongoing training is available where individual needs are identified and the opportunity to network with other governors external to the Trust. There will be occasions when governors have the opportunity to attend external governor events across the country.

Look out for more

This is a really important role which ultimately supports the provision for safe, high quality care for all service users and patients.

All members of the public and staff who fall within the specified constituencies will shortly receive an invitation to submit a nomination to the vacant positions.

If you would like to know more about this exciting role, please visit the Trust website www.nottinghamshirehealthcare.nhs.uk/council-of-governors or to speak to someone in more detail, please contact Becky Cassidy, Governor Support and Development Officer, email: becky.cassidy@nottshc.nhs.uk telephone: **0115 905 5311** or internal ext: **10509**

Follow us on Twitter [@NottsGovernors](https://twitter.com/NottsGovernors)

Managing back pain better for improved wellbeing

Back Care Awareness Week took place last month to raise awareness of the problem and ways in which to prevent and treat it. Back pain is a leading cause of disability worldwide and in the UK it is one of the main reasons people miss work. Over the years many myths surrounding the problem have developed. However, our knowledge and understanding of back pain has progressed and the Chartered Society of Physiotherapy (CSP) has been working recently with the BBC to help dispel these myths (see opposite).

Damian Thacker, Clinical Lead Physiotherapist said: "Both Trust staff and patients have access to the latest information and evidence on back pain when they see our physiotherapists at Ashfield Health and Wellbeing Centre and Mansfield Community Hospital and it's the number one complaint of all conditions!"

"Our physiotherapists are committed to the holistic process of listening, understanding and working with each person on an individual basis to achieve their goals. We want to ensure they feel they've had an excellent experience and share this with colleagues, friends and family.

"We need to get rid of the myths around back pain and offer high quality guidance. One of the very common beliefs is that the spine is vulnerable, with messages such as we need to 'protect our back', 'be careful' and that 'rest is best'. In fact, our back is one of the strongest, most robust parts of our body and, like every part of the body, it remains conditioned to what we ask of it.

"A key trait we encounter every day when we assess people who experience back pain is a reduced confidence in moving and using their backs normally. This leads to a steady reduction in the variety and availability of movement within their back and as a consequence,



they decondition and become more sensitive. This means normal everyday activities, which are actually important in maintaining spinal health, can become painful.

"Seeing all the action from the recent Rio Olympics reminds us of the beautiful qualities the spine has and how amazing it appears to be when dealing with repeated and unpredictable movements. This is only achievable if we change our views on back pain and create and cultivate an attitude of strength, flexibility and confidence with our backs.

"We recommend everyone reads and shares the myths and up-to-date facts, opposite, even if they haven't experienced back pain. We are all in this together; it's time to really make a change to the understanding and management of back pain in society. We have no doubt this will reduce associated disability and improve our ability to remain healthy for work and lead an active life."

See right for more information on the moving and handling training provided for Trust staff.

Myths and Facts about back pain

The first four myths and facts listed here have been widely published recently by the CSP and the BBC – find out more at www.bit.ly/Backpainmyths. The further six bring together best evidence and clinical anecdotes from the physiotherapy team and the world's leading experts on persistent back pain rehabilitation.

Myth 1. Moving will make my back pain worse.	Fact 1. It is essential to keep moving. Gradually increase how much you are doing, and stay on the go.
Myth 2. I should avoid exercise, especially weight training.	Fact 2. Back pain shouldn't stop you enjoying exercise or regular activities. Studies show that continuing with these can help you get better sooner – including using weights where appropriate.
Myth 3. A scan will show me exactly what is wrong.	Fact 3. Most often it won't. People without back pain can also have changes in their spine; scans can cause fear that influences behaviour, making the problem worse.
Myth 4. Pain equals damage.	Fact 4. This was the established view however recent research has changed our thinking. Modern physiotherapy takes a holistic approach that helps people understand why they are in pain.
Myth 5. Back pain is due to 'bad posture'.	Fact 5. Understanding on this has changed. There is no such thing as the 'perfect' posture; with the 'best posture being our next posture', ie. change your position regularly but include time to relax in comfortable positions.
Myth 6. When lifting, we should always bend our knees and hips, not our back.	Fact 6. A better plan is to regularly lift objects in a variety of different ways to help condition our back and enable us to confidently complete any task in an appropriate way.
Myth 7. Resting a painful back is good.	Fact 7. Whilst this can feel more comfortable temporarily, it is not a useful strategy for ongoing symptoms. Our backs are designed to be used, moved and routinely challenged.
Myth 8. My work is damaging my back.	Fact 8. Perhaps we should look at this differently; we may not be conditioned to cope with the demands of the job. By routinely maintaining a physically and mentally active healthy lifestyle we stand the best chance of being healthy for work and life.
Myth 9. Something is out of place or has slipped in my back.	Fact 9. This physically does not happen and contrary to popular belief, this can't be felt or 'fixed'. This outdated thinking of healthcare professionals generally causes more harm than good.
Myth 10. My back pain is due to my discs.	Fact 10. Whilst discs can generate pain in the same way that a cut does, they rarely give significant persistent pain. This over simplistic view can lead to perceived vulnerability.

Training safer handlers for safer lifting

When it comes to safe moving and handling, while statutory responsibilities remain the same, there are also a number of variables that staff need to take into account.

The training offered by the Trust has therefore been designed to not only give a good grounding in the basics, it also empowers staff to conduct risk assessments and judge each task on its own merits.

Back Care Manager Bill Varnam explained: "A well designed environment and appropriate equipment can reduce handling risks but the first step towards safe handling is a risk assessment. However, we must also remember the person who is actually carrying out the activity - the better trained the handler, the safer they are.

"The training we offer is part of a holistic approach to reducing manual handling-related risks. All handlers need to know about human movement and how to look after their musculoskeletal health as well as being competent in using equipment and able to carry out a risk assessment."

More information

- **Go to the intranet for:**
 - Risk assessment documentation for all handling activities (see policy 16.09 Manual Handling and Back Care). Also available on SystmOne for patient handling activities
 - Trustwide standards on Manual Handling Training Provision (see Learning and Development section). These guide managers on the most appropriate training for staff and include core content for manual handling training.
- **Training:**
 - Training is provided by Jane Hawksley and Alison Smith in Learning and Development
 - New starters are introduced to the importance of back care and safe handling at induction
- Moving and handling level 1 (inanimate load handling) is available as a classroom or eLearning session with a level 1 eLearning programme for office based staff
- Level 2 full day patient handling programme is available for new starters and a half day for existing staff Both include inpatient and community services
- Bespoke training can be provided by the Back Care Manager plus specific training for Key Movers to establish manual handling champions in patient care areas.

For more information, email: learning.development@nottshc.nhs.uk.



Supporting schools gives Siân a helping hand



Arnold Lodge volunteers join the 'Park Force'

Patients from Arnold Lodge have joined the new 'Park Force', a community-wide voluntary initiative managed by Leicester City Council to actively engage and encourage the local community to take ownership of their parks and green spaces.

Richard Eltringham, Occupational Therapy Assistant Practitioner – Horticulture and Animal Care explained: "The Therapy Services staff decided to approach the Council to see if patients could volunteer to be involved in this worthwhile project, especially as there was a green space at The Towers Park in need of some care and attention.

"The park, which is very close to Arnold Lodge in the centre of Leicester, was formerly the grounds of The Towers Hospital, originally a Victorian asylum.

"The programme team agreed with the proposal and patients who enjoyed gardening and wanted to give something back to their local community were identified to take part in this work skills project."

Arnold Lodge's Park Force Volunteers were keen to get started and initially began chopping back the tree seedlings in order to thin out the scrub islands between some of the larger specimen trees within the park.

They have now started making a positive difference by both enhancing the area for visitors and promoting local biodiversity, while enjoying the benefits of the wide open spaces, fresh air and physical exercise.

Richard added: "Through my role I have now established many volunteering opportunities and undertaken work in our local community which has had a positive effect on patients gaining skills, confidence and increased self-worth through giving something back to society."

What the patients said:

"Volunteering and giving back to the community feels like something we should do naturally."

"It was enjoyable."

"It was nice to get outside and do something positive."

What the escorting staff said:

"It's a great opportunity to be active outdoors whilst giving back to our local community." Shannon Clegg, Senior Occupational Therapy Support Worker

"When we all stepped back and looked at how much we'd done, there was a really positive atmosphere within the group." Sophia Wesson, Student Occupational Therapist

The Trust was pleased to support national Work Experience Week this October, an event which is promoted by the charity Fair Train to champion the benefits of work experience.

Nottinghamshire Healthcare offers work experience placements across the organisation for young people to gain experience of working in a healthcare environment and to help them to decide what professions and areas would best match their skills and abilities.

Siân Allsopp, aged 22, attended a work experience placement at The Wells Road Centre when she was at school. The placement was office based and supervised. Following the placement Siân was offered a Level 2 Apprenticeship at the Centre.

Siân said: "The staff were very caring and compassionate towards the patients. They showed that they really enjoyed their jobs and I found that very motivational. It was lovely to work there. I have been with the NHS ever since my placement and I have been in a number of job roles since."

Siân is currently studying for a Level 3 Apprenticeship in her role as Central Staffing Office Administrator in Offender Health.

To find out more about offering a work experience placement contact Heather Porter, Learning & Skills Advisor/Apprentice Lead at heather.porter@nottshc.nhs.uk or Louise Storry, Work Experience Co-ordinator at louise.storry@nhs.net

Embracing RECAP: a different way to deliver training in care homes

Katherine Jones, Falls Lead Newark and Sherwood, explains how falls training is being delivered into care homes via the RECAP Health online platform.

Falls prevention training in care homes has historically been presented face to face, usually with a small group of care staff in a home or through a study day where staff were invited along for the full day.

However both of these methods, although informative, only capture a limited number of staff and are often not well attended. Other challenges include leaving homes short staffed and a high turnover of staff means the training can be expensive and not time efficient.

In January 2016 Nicola Payne and Debbie Gibson became specialist nurses for care homes and together we worked with Jenny Newman from Recap Health to address the training issues.

We decided to focus on Recap because, as an online system, it's an easily accessible and easy to use platform for care home training resources.

We have now made our first film, called 'Preventing and managing falls in care homes (RESHUFFLED)'. We devised the acronym to help care staff remember and identify falls risks:

- R - review medications
- E - eyes
- S - sleep
- H - history of falls
- U - unsteady
- F - food
- F - fluid
- L - lavatory
- E - environment
- D - dementia, depression, delirium.



Providing the best possible care and support in care homes

Trust staff from Nottingham West (NW) have been working in partnership with Nottingham West Clinical Commissioning Group (CCG) and local care homes to develop a new care home local enhanced service for primary care.

Whilst a care model has been provided through NW adult services for some time, this is an exciting first step to ensuring there is an integrated model of provision with primary care.

The new enhanced service will focus on improving the working relationships between primary care, community services and care home staff with a commitment to working

towards a one care home, one GP practice model. Ward rounds in the care home will become an integrated model with the GP and community services working together.

Engagement events have been held locally, attended by care home staff, NW adult teams, primary care and the CCG. These have been lively events, sharing issues and creating learning opportunities on how we can improve the service offer to care homes in order to provide the best possible care and support.

Age UK Nottinghamshire will be helping residents with the transition through their Broxtowe residents' representative service.



The film tells the story of 'Beryl' (played by Hazel Taylor), who experiences a fall and fractures her hip.

The story is then revisited implementing Reshuffled, providing education on how to address the risks and reduce Beryl's falls risk.

At the premiere of the film, care home staff gave positive feedback and said they found the acronym very helpful.

By using Recap, which is accessible 24 hours a day, staff can complete the 15-minute training at a time suitable to them taking into account varying shift patterns. It's also a cost effective education resource as it replaces the need to provide repeat training to cover a high turnover of staff. We now have plans to make future training films to address residents' care.

For more information about the training contact Tanya Malone Tanya.Malone@nottshc.nhs.uk

Learn more about Flo!

An action learning event has been arranged during national Self Care Week for clinicians and patients who want to learn more about the use of Flo and other telehealth technology and how it can help patients and their carers to manage their health.

It will take place on Tuesday 15 November from 9am-12pm at the Larwood Suite, Ashfield Health & Wellbeing Centre, Portland Street, Kirkby-in-Ashfield, NG17 7AE.

Attendees can find out more about how telehealth can help their patients manage their own health, what Flo Simple Telehealth systems can and can't do, share their experiences and views with other clinicians and patients, and consider becoming a Flo champion.

For more information or to book a place, email natalia.remizovsky@mansfieldandashfieldccg.nhs.uk

Q&A

This month we speak to
Employment Specialist

Phil Bilzon



1. What is your job title and what does your role entail?

I'm an Employment Specialist based within Adult Mental Health services. I work with patients who are looking to return to work as part of their recovery. We work in a very client centred way so all the jobs we secure are tailored to match the client's needs – there is no one-size fits all here. We have an almost 100% sustainability score due to this.

2. How long have you been with Nottinghamshire Healthcare?

Since March 2004.

3. What do you see as your priorities for Nottinghamshire Healthcare?

Maintaining the success of our employment service and emphasising

that good health is promoted through meaningful occupation as much as anything else.

4. What is your employment background?

I was a builder specialising in natural stone feature works before going to university in 1990 to study Drama in Education and Dramatherapy. After graduation, I worked in an FE and HE college supporting students' academic learning before joining Remploy in 1998 as an Employment Coach.

5. What is the best piece of advice you have ever been given?

As a descendant of an Eskimo, it's probably 'Don't eat yellow snow'. No, I don't know what that means either.

6. What was the last album you bought?

Black Sea by XTC, they've a sound somewhere between The Beatles and Talking Heads.

7. What is your greatest achievement?

I once had a client with a serious disability and who'd done five years for armed robbery, and I got him into work!

8. What makes you angry?

The overuse of mobile phones, people who stand in doorways, pubs that allow kids in them, parents who allow their kids to run riot in public places – oh dear, don't get me started!

9. What are you most passionate about?

Good quality health, social and educational services – FREE AT THE POINT OF ACCESS!

10. What single thing would improve your working life at Nottinghamshire Healthcare?

Less paperwork.

11. What is your favourite hobby?

Cooking, reading and having fun with my wife, the current Mrs Bilzon.

12. What keeps you awake at night?

Please refer to my previous answer.

13. What is your favourite film?

Too many to mention really, but if pushed – Casablanca, Ice Cold in Alex, The Wedding Singer and lots of others.

14. What is your idea of bliss?

A warm Sunday morning with a coffee and the newspaper sat on a balcony overlooking Whitby.

15. What three words would you use to describe yourself?

You, bloody, fool.

16. What is your favourite holiday destination?

Whitby, Whitby and Whitby.

17. Who would you take to a desert island?

The current Mrs Bilzon.

18. Where do you see yourself in 10 years' time?

Whitby with the current Mrs Bilzon.

19. Do you have a 'claim to fame'?

I've appeared in Q & A in Positive!

20. How would you like to be remembered?

Someone who never ever intended to upset you, but if I did, I am very sorry.



Joan Mercer receiving the award on behalf of the team from Professor Alison While, a QNI Fellow and Emeritus Professor of Community Nursing at King's College London (courtesy of photographer Kate Stanworth)

with patients and carers groups to gain their perspective and ensure the process remained patient centred."

A joint business plan with Nottingham CityCare Partnership was submitted to the Nottingham City and Nottinghamshire Clinical Commissioning Groups, which allowed us to set up electronically shared patient records across clinical systems that all the relevant professionals could access when in a patient's home.

Teams have reduced duplication and variation of care and helped increase capability and capacity of care teams. Additionally:

- The percentage of patients able to receive their preferred priorities of care has risen from 25% in 2014 to 80% in 2016
- Hospital admissions in the last year of life have dropped by approximately 10 a month in each locality

- 90% of patients seen by District Nurses are now offered advance care plans which are regularly reviewed with them, compared to 30% in 2014
- District Nurses and care staff express satisfaction with both the process and outcomes of the programme
- All main carers are offered support, a health needs assessment and are signposted to social care for support.

Improving palliative and end of life care

A poster presentation by the Trust's Quality team has been highly commended by the Queen's Nurse Institute (QNI).

The poster highlighted work that is underway to support patients who need palliative and end of life care by enhancing the communication and joint working across multiple care sectors, improving the use of resources, and enabling patients to prioritise, plan and receive their preferred priorities of care.

Joan Mercer, Head of Service Transformation and Improvement and Queen's Nurse said: "As a Trust we recognise that it takes communities working together to ensure that patients'

care is communicated and coordinated across all care settings. It is also essential that people who are dying are effectively communicated with, supporting patient centred approach to care.

"We decided to set up a Communities of Interest Group with representatives of community and secondary health and social care services, local GPs, hospices and voluntary agencies to discuss how we could work more effectively and efficiently as a community. Quality improvement ideas were also discussed

It's Hi Ho Silver for the Rampton Raiders!



Congratulations to the Rampton Raiders

Whilst the world's attention was focused on Rio, an elite team of athletes from Rampton Hospital – the Rampton Raiders - competed in two separate sporting events for the third successive year and triumphantly gained silver medals in each, having narrowly missed total glory by just a 'dragon's tongue'.

Dean Fathers, Trust Chair said: "The Rampton Raiders, previous gold medallists, have now established their magnificent reputation for competing hard to win at Dragon Boat racing but even more importantly they have demonstrated the Trust's Positive values by competing for charity and raising valuable funds for good health causes.

"Well done to all the team for their fantastic effort and thank you to their family and friends who supported them on the day. I look forward to seeing the Raiders regain their title next year"

Alzheimer's Memory Walk

Amber Ward staff from Millbrook Mental Health Unit, and their families and friends were in great spirits when they joined over 4,500 people for an Alzheimer's Society Memory Walk at Clumber Park last month.

The team, joined by Ward Manager Jill Bushell and Matron Sandra Holding, walked a 3km route dressed in purple, the colour of a forget-me-not flower and symbol of the Alzheimer's Society initiative 'Dementia Friends'. Patients from the unit also supported the event by making net skirts. The team raised approximately £1,300 for this worthy cause.

Andy Peet, Therapeutic Skills Tutor, also took part in a Memory Walk in September. Along with his family, he walked the 5km route at Wollaton Hall in Nottingham to raise money for a world without dementia.

Well done to everyone who took part in these walks.

Memory Walks take place across the Country for people of all ages and abilities to join in, even four-legged friends, to walk together to celebrate loved ones affected by dementia, and raise money for the cause. Find out more at www.memorywalk.org.uk



The Amber Ward team



Andy Peet



POhWER has been delivering advocacy services over the last five years to some of the most vulnerable people in Nottingham City and Nottinghamshire. This new role means the same advocate will be able to offer individuals:

- Independent Advocacy under the Care Act 2014
- Independent Mental Capacity Advocacy (IMCA)
- Independent Mental Health Advocacy (IMHA)
- NHS Complaints Advocacy.

James Shutt, POhWER's Community Manager for Nottingham and Nottinghamshire said: "This change will ensure a more seamless delivery of advocacy services and consistent support for the people we work with. They won't have to repeat their story to different advocates and will be able to rely on advocates having a better understanding of who they are and what matters to them."

"We will be pioneering this important change to the delivery of statutory advocacy over the next three years and we want the people we support, professionals and

other stakeholders to tell us about how these changes are working and improving outcomes for the people we work with."

POhWER will also be delivering Paid Representative services (supporting people under the Deprivation of Liberty Safeguards in a care home or hospital) and two new non-statutory advocacy services:

- A hospital-based non-statutory IMHA advocacy service for informal (voluntary) patients accessing mental health services
- An advocacy service as part of the Transforming Care programme for people with a learning disability and or autism at risk of being admitted to or already in hospital for assessment and treatment of their mental health needs and/or challenging behaviour.

For information go to www.pohwer.net or call 0300 020 0093, 8.00am-6.00pm, Monday to Friday.

Update on POhWER advocacy services

POhWER, a provider of information, advocacy and advice services across England, is introducing an ambitious new role aimed at ensuring people who need more than one type of statutory advocacy will have contact with just one advocate.

Staff and patients enjoy lifelong learning together

The Occupational Therapy department and Hotel Services held an award ceremony in September for patients and staff at The Wells Road Centre who have successfully completed nationally accredited training courses.

The event was hosted by Dianne Pearson, Occupational Therapy Team Leader and Sarah Campbell, Assistant Hotel Services Manager. Dr Mark Taylor, Clinical Director and Dr Sereb Ozdural, Consultant Forensic Psychiatrist presented the certificates.

The two departments have formed a positive working relationship and pride themselves on delivering regular in-house vocational training programmes to patients and staff. The qualifications that are achieved boost patients' CVs and give them valuable skills to support them with future job seeking opportunities.

Both departments are proactive with promoting training and development of patients and staff and encouraging work roles. For staff, the training helps to ensure a fully trained workforce, enabling them to deliver services to the high standards the patient should expect.

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Congratulations to all the patients and staff receiving certificates.

Staff and patients participate in training sessions together, reinforcing the idea of lifelong learning in action and collaborative working.

The courses available to all patients and staff are:

- CIEH Level 2 Award in Health and Safety in the Workplace
- CIEH Level 2 Award in Food Safety in Catering
- CIEH Level 2 Award in Healthier Food and Special Diets
- CIEH Level 3 Award in Supervising Food Safety in Catering
- CIEH Level 3 Award in Health & Safety in the Workplace
- Manual Handling.

Courses are regularly arranged and scheduled through liaison between Jason Lupton, Education Coordinator, Sarah Campbell and other Trust trainers.

Well done and thank you to everyone who has contributed to the ongoing vocational training programme at The Wells Road Centre.



Understanding self care for life

Self Care Week (14-20 November) is an annual national awareness week that focuses on establishing support for self care across communities, families and generations.

Empowering people to self care has many benefits for their short term and long term health. Please look out for posters across a range of Trust sites, information on the Trust website and messages on social media. For more information contact Lesley Searby, Self Care Manager on Lesley.Searby@nottshc.nhs.uk.



Nottingham West showcases community nursing services at AGM

District Nurses representing the Trust's Nottingham West adult community services showcased their services at Nottingham West CCG's annual general meeting in September.

The event was attended by local patients registered with Nottingham West GPs and there was a full range of local providers in a health 'marketplace' along with formal presentations.

The District Nurses' stall told the story about the added value that a District Nurse Specialist Practitioner can bring to a patient's journey and they also showcased their patient feedback and involvement. Some of the patient feedback from Patient Opinion and service user experience feedback forms was also available for local residents to view.

Claire Towne, General Manager Nottingham West said: "I would like to thank the staff involved for their professional commitment to District Nursing services and their contribution to Nottingham West adult community services. They were true ambassadors for their profession."

Making sustainable changes in a short time frame

'Project X' was introduced by the Integrated Neighbourhood Teams (INTs) in Bassetlaw to reduce waiting times and improve the service. Here, Vignesh Murali, Integrated Team Leader from the South East team who led the project, talks about their success.



7 weeks
Waiting time drops from 13 weeks to average 5 days

Four Integrated Neighbourhood Teams (INTs) were created in early 2015 to cover the Bassetlaw locality. Their vision is to reduce unnecessary hospital admissions by providing integrated, multi-specialty care that supports patients to maintain their independence.

A vital cog in the INT machine is the therapy team; however with an existing waiting list that continued to grow, waiting times were often longer than the 13-week 'referral to treatment' target.

So we introduced Project X – named light-heartedly after the X Files – as a way to make some real changes. It ran from July to October 2016 and in just a few short weeks the waiting time dropped from 13 weeks to less than a week.

But Project X also became about much more than just waiting lists; the therapists took it as an opportunity to redesign the entire service, looking at productivity, innovative new ways of working, quality health outcomes and prevention of hospital admissions.



The therapists are a small team who provide a very big service within Bassetlaw with the equivalent of just seven full time staff including occupational therapists, physiotherapists and community rehabilitation assistants. Together they receive well over 135 referrals on average a month and pretty soon they will be able to offer appointments as they triage the referrals coming through.

I think that's some great work and I would like to thank the team of Julie Cannon, Rebecca McNamara, Alice Kilby, Nicola Littlewood, Debra Smith, Emma Housego, Louise Bell, Louise Dellapiani, Emma Wilsher, Gillian Harvey, Faye Wood and Alison Smith.

I would also like to thank the team leads and heads of service who supported the project.

The Maples 'Shake It Up'

After a summer of success for Team GB in Rio, the Maples Occupational Therapy (OT) Department at Highbury Hospital decided to get both staff and patients playing sports and getting active by taking part in the Shake Up September Workplace Challenge.

The inpatient OT timetable received a temporary 'shake up'; incorporating sport and physical activity into sessions throughout the month. The weekly OT café and quiz session was replaced by 'A Question of Sport' which involved

answering questions about the Olympics and Paralympics to reveal a sports-related picture. The OT creative art session was also given a 'shake up' with patients getting creative with Paralympics themed sketches and paintings.

The patient-led sport groups saw people try out five Olympic sports including badminton, football, basketball, table tennis and running at the Mellish Sports Centre. The Shake Up also encouraged clinical staff to get involved in the gym observer training provided by Bash, Highbury Hospital's sports instructor, to support patients to get active in the gym.

The Maples team did their fair share and got their walking boots on to begin the 'Walk to New York' pedometer challenge, which entails counting steps around the workplace to reach the 3,400 miles it takes to reach the Big Apple. Alongside this, patients and staff visited the River Leen for the nature walk which enabled patients to

engage with local wildlife and the hospital's surrounding community.

The Shake Up has been a huge success at The Maples Department, and has inspired and enabled both patients and staff to lead more active and healthy lifestyles.

To find out about future special events or further information about the Maples OT Department, call 0115 876 0140 or email jennifer.bailey@nottshc.nhs.uk



Patients took part in badminton sessions as part of the 'Shake Up'



Stay well this winter

The NHS Stay Well This Winter campaign aims to help everyone prepare for winter. Here are some tips to help you and your loved ones stay well:

- Don't put off getting the flu vaccination. If you're eligible get it now. It's free because you need it. Find out if you are eligible at www.nhs.uk/staywell
- If you start to feel unwell, at the first sign of a winter respiratory illness, even if it is just a cough or cold, get advice from your pharmacist before it gets more serious.
- Make sure you speak to your pharmacist about medicines you should have in stock to help get you and your family through the winter season.
- Pick up prescription medications before the Christmas holidays start. Many GPs and pharmacies will close over the holidays.
- It is important to keep warm in winter – both inside and outdoors as it can help to prevent colds, flu and more serious health problems, such as heart attacks, strokes, pneumonia and depression. Heat your home to at least 18°C (65°F) if you can, you might prefer your living room to be slightly warmer.
- Make sure you're receiving all the help to heat your home that you are entitled to. Find out more at www.nhs.uk/staywell
- Keep an eye out for elderly relatives and neighbours and support them in the cold weather.
- Visit www.nhs.uk/staywell for more information about keeping well this winter.

**STAY WELL
THIS WINTER**

Get involved with *positive*

If you have any ideas or suggestions for the newsletter, please contact **Suzanne Aitken** in the **Trust Communications Team** on **0115 955 5403** or via email at suzanne.aitken@nottshc.nhs.uk.

We are always pleased to receive articles for possible publication, but ask that they **do not exceed 300 words**.

Wherever possible when naming individuals, please include details of their job titles/roles and the organisation they are from. If any individuals other than yourself are mentioned in what you write or featured in accompanying photographs, please make sure you check with them that they are happy to be potentially featured. It is your responsibility to ensure this consent is given. Please send photos as separate image files and not in Word documents.

Please note that the Communications Team has full editorial control and may have to edit articles appropriately. Therefore, if you want to see the final version please ensure you send your article in with plenty of time before the deadline and state clearly what you require.

If you would like copies of any past editions of Positive, or if you are having any 'distribution issues' with the newsletter – whether you're receiving too many copies, too few, or none at all – then please contact us.

If you would like your story in the January issue of Positive, please contact us by 25 November 2016. However, due to space constraints we cannot guarantee the publication of all articles received by the deadline.

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Who we are...

You may have picked up this copy of the newsletter not knowing what Nottinghamshire Healthcare is. We provide integrated healthcare services including mental health, intellectual disability and community health services. We also manage medium secure units in Leicester and Rotherham, and the high secure Rampton Hospital near Retford and provide healthcare in prisons across the East Midlands and Yorkshire.

Forensic Services and Local Partnerships

In this newsletter you will see references to Forensic Services and Local Partnerships. These refer to the Trust's two operational Divisions. This means, the way in which the services we provide are structured and managed in the Trust.

Briefly, Local Partnerships is the Division that provides physical healthcare

and mental health, intellectual and development disability and substance misuse services.

These services are for people of all ages and are provided in the community, outpatient and inpatient settings.

The Forensic Services Division provides assessment and treatment to individuals with a mental disorder who have committed or are at serious risk of committing a criminal offence, and are likely to cause serious physical and/or psychological harm to themselves or others. These people are cared for in secure hospitals and in the community. The Division also includes our Offender Health teams which provide physical and mental healthcare in prisons.

To find out more, please visit the Who We Are and What We Do page of our website

www.nottinghamshirehealthcare.nhs.uk

