



January 2017

Q&A with Dominick
Ferguson
on Page 12.

positive

about integrated healthcare



Celebrating patients' success See Page 04

Message from the Board

I joined the Trust at the beginning of October last year, from a totally non-NHS background. Although I can't disguise how bewildered I feel about terminology and acronyms, I also can't deny how pleased I am to be here and how kind people have been.

So what stands out for me since my arrival?

- That people really care about patients and talk about their work in language that would raise no concerns if their patients were present. I can't tell you how refreshing that is for me, given my background working in prisons. Respect is a given.
- That feeding goats in The Wells Road Centre is definitely a positive experience.
- The couple of hours I spent in Rosewood Involvement Centre. I haven't been able to stop thinking about that afternoon. In fact, it was the best afternoon at work I had spent for a very long time because, and this is difficult to explain, it resulted in a shift in my perspective; it made me get more of a grip on what was important and also on what wasn't.
- The Southwell Oscars awards for patients in the Learning Disability Service at Rampton Hospital. This was a fun event, but seriously demonstrated staff's care and respect for their patients. You can read more about the awards on page 4.
- My one to one meetings with Non-Executive Directors. The Trust is lucky to have such support and strong leadership.
- Some staff at Rampton Hospital were born there. Not actually in the Hospital of course, but on the estate. We should never underestimate the accumulated wisdom that lies in that hospital.
- I keep finding things which are 'Gold Standard'. Excellence is everywhere; I have had more opportunity to witness it across Forensic Services, but I know there

Peter Wright, Executive Director, Forensic Services



is fantastic work, dedication and innovation across the whole of the Trust.

These are not easy times for anyone working in the NHS as we are under ever more pressure to do more with less funding, resources and staff. But, in the short time I have been here I have seen fantastic examples of how our staff, volunteers and carers are still providing the best they can and really making a difference to our patients and service users.

I am really looking forward to the coming year here and will do my best to support colleagues as we tackle the challenges we are all facing together. On behalf of the Board, thank you for your continued hard work and commitment and we wish you all the very best for a happy, healthy new year.

Peter

New primary care mental health service launched in the city

The Trust has launched a brand new Primary Care Mental Health Service for people living in Nottingham City.

It will provide individualised, recovery-focused support for adults experiencing common mental health problems such as anxiety and depression, who don't require specialist secondary care mental health services.

The service will be nurse-led and include a non-medical prescriber and peer support workers. It aims to offer short-term supportive interventions that will help people to better understand and manage their mental health, whilst providing links between other services to continue to improve their wellbeing.

Based at the St Ann's Valley Centre, the team will also offer outreach into GP practices and community venues across the City, as well as to people living in marginalised communities or people who are homeless.

An event to launch the new service was attended by more than 60 people including Trust staff, partner agencies, service users and carers. Attendees were able to meet the staff who will be delivering the service and the event also provided an opportunity for partner organisations to share an insight into their work supporting people with mental health issues in primary care.

Nick Judge, Primary Care Mental Health Service Manager, said:

"This is a fantastic new service which will complement the already wide range of mental health services offered in primary care."

Vicki Adshead, Clinical Lead and Non-medical Prescriber, added:

"This new service will be able to reach those individuals who may have struggled to access specialist mental health support previously, so it's really exciting to work in such an innovative way."

Mark Garner, Project Manager at Opportunity Nottingham, a Big Lottery funded project which is helping the service to reach some of the City's most vulnerable individuals, said:

"We are delighted to be working with our partners at Nottinghamshire Healthcare, to ensure that people with multiple complex needs will be able to get the care, support and treatment that they need."

The service can be accessed by a referral from GP, other primary healthcare professional, or voluntary sector partner organisations.



Damian Smith and Ben Wilson

A delicious way to raise money!

Horizon Assessment and Treatment Unit joined in the national Children in Need event in November by holding a fundraising cake sale. The idea came from service user Ben Wilson who had watched the programme in previous years and wanted to do his bit.

Ben joined forces with team members Damian Smith and Tina Pearl, and together they baked cakes and sold them around the Unit. The grand total raised was £23.15. A big thank you goes to everyone who contributed.

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From left: Nick Judge; Mark Garner; Vicki Adshead, Glen Owen, Service Manager, Nottinghamshire Healthcare and Tracey Taylor, Operational Manager, Nottinghamshire Healthcare





The staff team behind the event

Roll out the red carpet



Ruth with her bouquet

An air of excitement hung over the Southwell Centre at Rampton Hospital on 19 October when the National High Secure Learning Disability Service held its first Oscars style awards ceremony to recognise and reward the hard work and achievements of patients in the Service.

The Southwell Centre is used by patients in the Service for daytime activities and therapy sessions such as exercise in the gym, music therapy and arts and crafts.

The awards featured ten nomination categories which had been agreed by staff and patients, with staff voting for the patient they felt best deserved each award. The nominations highlighted not only artistic achievements, but also personal qualities such as consistency and commitment in attending therapies, overcoming physical adversity and being a role model for other patients.

All patients and invited staff were asked to follow a smart dress code to ensure a glamorous night to remember. Patients and staff had created some wonderful Oscar themed decorations for the room, and to set the 'glitzy' scene, all guests were offered a glass of non-alcoholic Buck's Fizz on arrival.

All nominees received a certificate of excellence and the winners were invited to accept their certificates from Ruth Hawkins, Trust Chief Executive. The winners even had a red carpet to walk along on the way to accept their awards.

Helen Watkinson, Modern Matron kept the atmosphere buzzing by hosting the event and the whole night was made even more special with live music from an amazing four piece staff band from various parts of the Hospital, who formed specially to perform at the event.

At the end of the ceremony Ruth and Helen were presented with paper bouquets which had been made for them by patients.

The event was enjoyed by patients and staff alike, so roll on next year to roll out the red carpet again!

Free health checks in Mansfield

Hiedi Swift, Respiratory Nurse and Joanna Pincott, Heart Failure Nurse Specialist, joined forces with other Trust nursing staff recently to offer a free health check session to help people who work nine to five and cannot always get to see their GP, to manage their health better.

The event, held at the Civic Centre, Mansfield, provided blood pressure, blood glucose and pulse rate checks for Council staff and the public. The team, which also included a mental health specialist nurse, community matron, community staff nurse, diabetic nurse specialist and an independent living advisor, offered Body Mass Index (BMI) calculations, advice

on diet, exercise, information on the menopause and wound care advice. The session also included a talk on how to cope with work related stress and support on being a carer for family members.

Ex-smokers and current smokers had checks for early signs of COPD with one person diagnosed with mild COPD. Advice was given to stop smoking and they were provided with smoking cessation advice and signposted to other services for further support.

The event also identified several people with high blood pressure who were advised to visit their GP and four people with work-related stress including one referral to a GP for further support.

In total the team saw and assessed 94 people during the health check session. The team is hoping to run other free health checks at different areas in Mansfield for people who find it difficult to see their GPs.

From left: Dawn Abram, Community Nurse, Kerry Benger, Community Matron, Sue Taylor, Independent Living Advisor, Hiedi Swift, Kelsey Evans, Mental Health Specialist Nurses, Val Tremelling, Diabetic Specialist Nurse



Good progress in delivering our 2016/17 annual plan

At its meeting in October, the Board of Directors received an update on the work to deliver the priorities and projects we committed to in our 2016/17 plan. Achievements so far include:

- Establishing our new Local Partnerships Division – a significant step towards more person-centred, coordinated care, as set out in our five-year strategic vision
- Developing new services in Mid Notts such as Call for Care and Specialist Intermediate Care
- Delivery of the new model for integrated community adult care services in the south of the County
- Successfully re-tendering for Children's and Young People's 0-19 services, with a new service model and a significantly reduced budget
- Launching the new middle management programme, which began in October
- Refurbishing C and D Block at Rampton Hospital
- Using the additional beds developed in 2015 at Arnold Lodge
- Participating fully in the new care models and vanguard programmes in Mid Notts, Rushcliffe and the urgent care system in Greater Nottingham
- Developing an integrated model of care in Bassetlaw – viewed nationally as a good practice model

- A successful Notts Healthfest event in July – 97% of attendees thought the event was excellent or good and 55% said they planned to follow up on their own health and wellbeing
- Establishing a range of projects to improve value and efficiency, such as a review of back office functions.

These projects are also complemented by numerous other achievements in individual teams and directorates.

Angela Potter, Director of Business Development and Marketing, said:

“**The level of progress is impressive given the current internal and external challenges. It is particularly pleasing to see the wide range of initiatives being taken forward to continuously improve patient care and the services we provide.**”

Top tips for combatting fraud and identity theft

With the ever-present risk of identity theft, the Trust's Counter Fraud Specialist, Liz Coleman, has put together some top tips for avoiding 'getting stung'.

1. Protect your identity

- Keep credit cards out of sight and leave those you don't need at home.
- Don't be too generous with information such as your address, phone number or employer on social networks – these are all valuable background for ID thieves.

2. Strengthen your digital security

- Don't use the same password for your accounts and don't store passwords on your computer.
- Avoid easily guessed PINs like birth dates, sequences like 1234 and phone numbers.
- Have passwords that are at least eight characters and include capital and small letters, numbers and other characters.

3. Protect your computer

- Recent new risks include spyware and keylogger programmes which are designed for stealth, gathering as many passwords and sensitive data as possible.
- A strong and regularly updated firewall, anti-virus programme and anti-spyware programme will provide most of the protection you need.



4. Beware of phishing scams

- If you get an email claiming to be from your bank telling you to check or update your information, do not use the link in the email, even if it looks like it came from your bank.
- If you want to, you can check your records by logging directly on to the bank's website or by calling them – do not use any weblinks or phone numbers provided in the email.
- Other common scams include false lottery wins and requests to 'help' people who have lost money/tickets.
- Check the Action Fraud website for updates.

5. Take care when shopping online

- Check the site is legitimate – never click through from a random email. Go to the site through a known URL or by searching for it on a search engine first.
- Consider keeping a separate credit card for online purchases, so it's easy to cancel if needed.
- Don't store information on a retailer's website. It may be convenient, but their site could get hacked.

The Trust's intranet contains information for staff promoting awareness of the potential of fraud, bribery and corruption in the NHS and what to do if you suspect it. Please take 15 minutes to complete the e-learning module, if you haven't already. Staff with any concerns about fraud in the NHS should contact Counter Fraud Specialist Liz Coleman on **0115 883 5322**.

Celebrating 'the golden gift of love'

James Lake, Healthcare Assistant on one of the Trust's Mental Health Services for Older People wards, introduces a poem written by a service user (right).

"Sexuality in older people is present and has been in every department I have ever worked. I imagine this may come as a surprise to some who might not see or imagine their elders and loved ones in such a way.

"Many older people may have lost their lifetime partners and some may have been alone now for some time, but where should their sexual needs go? The need for a lover's embrace that need not be so far in the past?"

"There may be snow on top but there is fire underneath', some elders have said, yet they dare not seek out their loving through some feeling of shame or disgrace; the taboo of older people dating remains powerful.

"I hope the poem right shares some beauty in desire and, as lonely as our wards or autumn years can be, please do remember your elders are as vulnerable as you are and may need some support in finding somebody to share themselves with; with dignity and with respect."

Colin Ward, who wrote the poem, explained:

"When my wife began to ask strange questions about her appearance I realised the aging problem of fearing the loss of being attractive to the one they love. For that reason I wrote this poem to show her that the golden gift of love is forever."

Tis nature's way

Fair swain; thy lust's fires quenched, love steals within my breast.

Thus spent, sleep's gentle arm doth bid thee rest;

Whilst I, my love astir, cannot yet; with sleep concur.

For me; this while would'st be forever.

Time's motion thus I pray to tether.

For seeing; in my mind ahead,

grey hair; thin; course; is o'er my head.

All teeth are gone, or rotted slack.

Bright eye; firm breast; smooth thigh, I lack.

I dares't not view such dreadful sight.

'Tis doubt as such thy fires I'd light.

For thee I love; fair swain of mine,

'twill be 'ere so, whilst we entwine.

All of heavens proffered gifts,

Shall not between; cause rent or rift.

That love should end 'tis faced with dread.

If should'st be so; I may'st well be dead.

Sweet wife, this sleep I feign; soft words of love to hear.

Thus with caress and kiss shall so allay thy fear.

'Tis fact that Madame Nature's cruel, and this the thrust,

her needs are driven hard by love and lust. She seeks fair maids to quench men's fires; bright and fine.

'Tis thus that urge creates all life divine.

Maids satisfy men's lust in hope of love.

Seems all pursue that wing-ed dove.

But Madame Nature in thought perverse;

has ordered men quite in reverse.

Whilst quite to maids; it seems unjust;

men lie of love to ease their pain of lust.

Twice blessed are those; as we; who do

entwine;

when love and lust in each do both combine.

Fear not the time thou dread'st sweet wife, 'tis nature plotted all this life.

Fires ease; though eyes may twinkle; mind may pine;

On seeing those who shall entwine.

'Tis not for they I sigh; or mind may haze,

but dreaming back on all our wondrous days.

Look not so far afore sweet wife; I pray.

Enjoy our love; each glorious golden day.

'Tis life; 'tis love; 'tis nature's way.

Colin Ward

In the style of Andrew Marvel (1621-1678)

Could you be a volunteer Family Keyworker?

The charity Family Action is working in partnership with Nottinghamshire County and Nottingham City Integrated Community Children's and Young People's Healthcare Service to recruit a number of new Family Keyworker volunteers.

Family Action is committed to building stronger families by delivering a wide range of services including help for parents-to-be, the provision of children's centres in local communities, support in schools,

specialist therapeutic work to support children, relationship support and health and wellbeing.

Volunteers provide support for families with children aged 0 – 19 with complex health needs through telephone calls, home visits or group visits. They may also help the family to access local services.

New volunteers are asked to commit to the service for a year and to meet with their family over a planned period, for example once a week for eight weeks, with a minimum commitment of three hours within this week.

A volunteer who joined the charity in 2016 said:

“

This is the most professional and useful training I have attended either as a volunteer or in paid work. The training gave me confidence so I know when I start to apply for new jobs my skills and knowledge will be current.

”



Trust's Procurement Team leads the way in national standards

Congratulations go to the Trust's Procurement Team, which recently gained accreditation at Level 1 of the NHS Standards in Procurement from the Department of Health.

The accreditation process came out of Lord Carter's report on reducing variation in the NHS, where he recognised that "procurement has a key role to play in supporting the delivery of high quality patient care

whilst ensuring value for money is achieved."

The standards set out a detailed structure and framework for consistent approaches and

practices to assess and benchmark procurement performance. Nationally all procurement teams are required to complete Level 1 by October 2017.

The Trust's Procurement Team recognised this as an opportunity to share best practice and develop and identify areas for improvement in their service which could ultimately improve patient care. They therefore set out on a six-month project with the ambitious target of delivering Level 1 accreditation one year before the deadline.

John Williams, Head of Procurement said:

“
Undertaking Level 1 of the standards, although demanding on resources, was a very rewarding exercise. It has reduced variation, improved our operating procedures and helped identify best practice through collaboration with other Trusts.
”

Over 100 individual pieces of evidence had to be collected to show how procurement operated as a team and to measure performance – an exhaustive process which required the team to put in many additional hours. Their assessment by other Heads of Procurement and the regional Procurement Skills Development (PSD) lead took place in October, resulting in a unanimous recommendation that the team should gain the accreditation. This was approved by the regional board in November 2016.

Simon Crowther, Executive Director of Finance added:

“
The Procurement Team should be very proud of their achievement which evidences that the team is performing to a high level within NHS procurement. As an organisation we are the first Non Acute Trust in the East Midlands and the first Trust within Nottinghamshire to achieve this accreditation.
”



Launching Vision21 – a new programme for 'middle managers'

Congratulations go to 24 enthusiastic Trust staff who were selected in Autumn last year as the first cohort to embark on the Vision21: Middle Management Programme.

Vision21 is the Trust's bespoke training programme designed to enhance and support middle management capability (especially in Band 7, 8a and 8b managers) in order to meet future challenges across the wider health community.

The programme is underpinned by a competency framework with five domains to support our Strategic Vision 2016-2021:

- Emotional intelligence
- Ambassadors for change
- Effective performance manager
- Continuous quality improvement
- Resource management

Each cohort will begin by undertaking selected self-assessments exploring their personal learning styles, values, preferred role within a team, level of emotional intelligence and their effectiveness as a manager. This information will be based not only on their own perspective, but also on that of their line manager and some of their direct reports.

The delegates will participate in two consecutive 'discovery days' which launch the programme. They will then advance through five formal learning days to support the competency framework domains and five coaching learning sets to enhance the coaching ability of our middle managers. They will also complete a service-related project and a shadowing placement outside their own service area to experience the diverse elements of services across the health economy.

A graduation ceremony will be held after completion of the nine-month programme to congratulate the cohort on their hard work and dedication.

Future dates and how to apply for Vision21 Cohort 2 will be announced in the coming months. For more information, please email the Organisational Consultancy Team at ODconsultancyteam@nottshc.nhs.uk

An inspiring career in mental health

More than 200 people attended a special Local Partnerships recruitment event at the end of the year. The event was held at Highbury Hospital to recruit to vacancies in the Trust's mental health services and to showcase Nottinghamshire Healthcare as an excellent employer.

The event was widely advertised via NHS Jobs, banners at various Trust locations, Twitter and Facebook and an advert on Notts TV, with people registering their attendance beforehand. The event was held between 10am

and 7pm and had a 'market place' theme. Mental Health Services for Older People, Adult Mental Health (AMH) services, Admin teams, Nurse Bank, Bracken House, Peer Support and Learning and Development all had stands promoting their services.

Staff were available from each area to answer questions and to chat to potential future employees. The Physical Healthcare Team and the Trade Unions were also there to highlight their services.

Members of the Recruitment Team were on hand to support with applications for vacancies. 45 applications were made by people interested in Healthcare Assistant posts. These are now being looked through by the AMH teams and interviews will be held in due course.

The Bank admin team interviewed a number of candidates on the day and recruited into 23 bank admin posts with more applications made at the event. There was a real buzz on the day with lots of positive feedback from staff and visitors alike.



Sport 4 Thought

Sports charity Notts County FC Football in the Community (FITC) runs a variety of projects designed to help support local people's health and wellbeing.

The team is particularly looking for new participants to join Sport 4 Thought, which has been running since 2012. It was originally designed for men who had been diagnosed with early onset dementia, however, based on feedback, it's now evolved to include older men who would also like to take part and are mobile enough to do so.

Every Wednesday, from 3.00pm-4.30pm, the project brings together a group of men and their carers to enjoy low impact physical exercise including badminton, table tennis and bowls. They also benefit from much needed social interaction.

Other projects run by FITC include:

- On the Ball – a football-based, mental health promotion project for men which runs on Mondays from 1.00pm-3.00pm and Wednesdays from 11.00am to 1.00pm. Participants play football and use football-based workshops to discuss their mental health.
- Right Mind – a multi-sport and physical activity project for women with mental health problems and early onset dementia, which helps engage participants socially, increase their fitness and build their confidence and self-esteem. It runs every Wednesday from 10.00am-11:30am.

All the projects are delivered at the Portland Centre near Trent Bridge, which is easily accessible by public transport and has an onsite car park.

For more information or to make a referral please call **0115 905 5896**.

OSCARS shortlist announced

148 nominations were received for our 2016/17 Outstanding Service Contribution and Recognition Scheme (OSCARS) and the judging took place last month. Due to the high standard of entries this proved to be a very difficult task! The shortlist for the ten categories is available on Connect and also on our website www.nottinghamshirehealthcare.nhs.uk/oscars

Congratulations to everyone who was shortlisted and good luck for the next stage. The winners will be announced at the awards ceremony on 16 March 2017 at the East Midlands Conference Centre.



Judith Whistler from the Self Care Hub which supported the awareness week

Celebrating Self Care Week

National Self Care Week took place in November 2016, with the aim of establishing support for self care across communities, families and generations.

The Trust used social media as one way to support the week, with messages including:

- Recovery is a unique experience; it is about working towards your personal goals and having hope for the future @Nottshhealthcare #selfcareweek
- Get some self care information from @selfcarehub at Ashfield Health and Wellbeing Centre @Nottshhealthcare #selfcareweek
- Be mindful of yourself, your health and your happiness this winter @Nottshhealthcare #selfcareweek @selfcarehub

Posters were also displayed across many of our sites and Lesley Searby, Self Care Manager, supported an Information and Health Literacy event organised by the Self Care Hub, at Ashfield Health and Wellbeing Centre.

If you have any ideas for events, materials or social media for Self Care Week 2017, please contact Lesley on lesley.searby@nottshc.nhs.uk



Rutland Ward patients enjoy a seasonal sensory day

Patients on Rutland Ward took part in a sensory day in Autumn, which aimed to help them experience and appreciate the seasons through all of the senses and gain a greater awareness of themselves within the natural environment.

Anna Hunter, Occupational Therapist, explained: "We started with an art workshop with patients creating 'stained glass' leaf-shaped window decorations from paper. The patients engaged well and enjoyed exploring different techniques and learning skills. It was nice to see their positive reactions when the art works were held up to the glass and they saw them come to life as the light shone through."

"Next we headed outside for mindful walking, outdoor art and a nature challenge. During mindful walking the patients used mirrors to enable them to see how birds or field mice

might view the world. They were encouraged to focus on what they could see, hear, feel and smell in an effort to awaken their senses.

"One patient said that he had been out on the field many times but had not been fully aware of the berries, trees and environment. Another said he had enjoyed walking through the leaves, hearing them crunching underfoot as it conjured up happy memories. We also encouraged patients to feel pine cones, acorns, wild cherries, twigs and dry leaves and appreciate the range of textures as they created outdoor artworks."

Patients took part in an art workshop and mindful walking



"After lunch the patients went into the sports hall. There was a jovial atmosphere throughout the session but probably the most laughs came during the obstacle course when the patients had to manoeuvre through a giant spider's web."

"The day was successful and informative; it helped us to further understand our patients' sensory needs, to educate, encourage mindfulness and help them to integrate with others on the ward and work with staff in a fun environment. As one patient said, 'These types of day are a productive way of spending time.'"

Q&A

This month we speak to
Printing Relationships Manager

Dominick Ferguson



- 1. What is your job title and what does your role entail?**
Printing Relationships Manager. My role has four areas of responsibility: printing fleet management, financial management, stakeholder management and innovation.
- 2. How long have you been with Nottinghamshire Healthcare?**
Six years in February.
- 3. What do you see as your priorities for Nottinghamshire Healthcare?**
To provide customer-facing and support teams within the Trust with high quality and tailored printing and document management systems, so that they can provide ever increasing levels of care to service users.
- 4. What is your employment background?**
I began life as a computer operations bod in an IT centre. Then I started to get into programming, but was quickly moved into IT management. From there I went into project management which led to designing and managing change that organisations need to make to remain competitive in a fast-changing environment. I have worked for the BBC and various consultancy practices servicing, in the main, the needs of central government and the MoD.
- 5. What is the best piece of advice you have ever been given?**
"To thine own self be true" from William Shakespeare, through the mouth of Polonius in Hamlet.

6. What was the last album you bought?

What a gorgeously old fashioned question! Unsurprisingly I haven't bought an album for well over a decade as even old codgers like me stream music now and before that we downloaded, but to get to the spirit of the question it would be 'If You Wait' by London Grammar. I know it's a bit old hat now as it came out in 2013, but I have found myself harking back to the recent classics of late. I always listen to Bob Dylan (particularly 'Blood on the Tracks' album). I think Bob is the greatest songwriter there has ever been: 'Tangled Up in Blue' has the best opening line of all time and 'If you see her, Say Hello' allows the protagonist to reveal so much more about himself than the prima facie words. I am so pleased he got the Nobel Prize for Literature 2016.

7. What is your greatest achievement?

Being a father to my daughter.

8. What makes you angry?

Cruelty.

9. What are you most passionate about?

Art. All forms but particularly literature and photography.

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

A motorcycle club. That way I wouldn't have to bore my colleagues to death talking about V4 piston angles. It would be nice to have ride-outs with people from work occasionally too but I have yet to knowingly meet a fellow biker.

11. What is your favourite hobby?

I am a bit of a serial hobbyist but I have recently got back into motorcycling. I do it just for fun now as opposed to my previous years of motorcycling which was solely as a means of commuting in London. I am going on a tour on my bike to Florence via Zurich in June.

12. What keeps you awake at night?

I often remember something I forgot to do in the previous day and then worry irrationally about it during the night. The next day I just do it and it's no big deal. I'm no different to many people I think.

13. What is your favourite film?

It varies depending upon what mood I'm in but I think it must be 'The Big Sleep' with Humphrey Bogart and Lauren

Bacall. It wasn't until I read the book that I fully understood what was going on. They had to use so much code because of the strict film censorship in those days which makes it hard to fully get the storyline. However, I loved the film even before I knew what was going on.

14. What is your idea of bliss?

When my daughter was little she would fall asleep on top of me while we watched TV. Sometimes the cat would fall asleep on me too so we would be in a great big pile on the sofa. Crushed under these sleeping two I would think to myself that there is nowhere I would rather be and nothing could make me feel more content.

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

Wayward, flawed, mystified.

16. What is your favourite holiday destination?

The best holiday I ever had was in Egypt. I don't like it too hot usually but there is something about the Arabian Desert heat that is different to European heat. An amazing place.

17. Who would you take to a desert island?

I would like to take my favourite person in the world – my daughter – but I wouldn't take her because it would mean she was... well, on a desert island.

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

In much the same surroundings I expect.

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

Not really but once I did get poured a glass of champagne by George Michael. I was going out with someone who was part of the management of a nightclub in Piccadilly, London. I was backstage looking for her when I happened upon the boyband Wham drinking champagne. George was clearly in an excitable mood, too much coffee I expect, and thrust a glass in my hand and filled it from the bottle he was holding. I can't remember what we spoke about – not much I suspect.

20. How would you like to be remembered?

"I didn't see it at the time but he was right!"

Highbury bake for charity

The team at The Maples Occupational Therapy (OT) Department at Highbury Hospital joined in Macmillan's World's Biggest Coffee Morning in September 2016 to raise money to support people affected by cancer.

The Maples staff and patients got involved with baking and decorating a range of cakes on the adult acute wards. The team then took over the reception area at the Hospital

for a morning, tempting staff and patients with hot drinks and cakes. Those people who sampled the cakes fed back that they were delicious and there was a great community atmosphere around the event.

There was a fabulous turnout on the morning and the team raised a brilliant total of £195! £75 was donated to Macmillan and £120 went to the local Maggie's support centre at Nottingham City Hospital.

Staff members Jenny Bailey, Senior Occupational Therapist, Eileen Burnside, OT Support Worker and



John Chambers, Peer Support Worker, visited Maggie's to present the money and talk with staff.

The team at The Maples are keen to hold further events to raise money for cancer support.

Thanks to everyone who took part and kindly donated to the cause.

Left (from left): Jenny Bailey, Elizabeth Credgington from Maggie's Fundraising Team, John Chambers, Eileen Burnside

Below (from left): John Chambers, Michelle Barrow, OT, Stephanie Barksby, OT, Jenny Bailey, Eileen Burnside, Felix Coulton, OT Support Worker



Update on Braden pressure ulcer risk assessment

The Tissue Viability team is reminding all clinical staff that changes have been made to the tool used to assess people's risk of pressure ulcers.

The Braden risk assessment tool makes up part of the SSKIN IPOC (on SystmOne) and SSKIN Bundle (the SSKIN care bundle elements include Surface, Skin inspection, Keep moving, Incontinence/moisture and Nutrition).

Following the changes, patients scoring 18 and below should now be judged at risk of developing pressure damage.

If clinical staff score a patient at 18 or below, or identify that the patient has additional risk factors, they should start putting in place strategies to prevent pressure ulcers – such as the SSKIN IPOC or SSKIN Bundle, providing or arranging pressure relieving equipment and giving patients and carers the Trust's pressure ulcer information leaflet.

If you need any further information or advice, please contact your local tissue viability team.



Left (from left): Denford Gudyanga, Case Manager; Tendai Mayuni, Programmes Officer, M&E; Charity Shonai, Case Manager; Tammy Palmer and Mlambo Nefasi, Case Manager

Below: New branded bottles were handed out during World Mental Health Day celebrations



Above: Tendai Mayuni gives a presentation on psychosis and substance misuse at Goromonzi High School

An update on Tammy's work in Zimbabwe

In July's Positive we reported that Community Psychiatric Nurse Tammy Palmer was travelling to Zimbabwe to help spread the success of the Early Intervention in Psychosis (EIP) model of care. Here's her first update.

I am now three months into my year-long career break, during which I'm working with the Zimbabwe National Association for Mental Health (ZIMNAMH), a non-governmental organisation that advocates for the rights of people with mental health problems.

In September I worked with Ignacious Murambidzi, ZIMNAMH's National Coordinator and Clinical Psychologist and Tendai Mayuni, Programmes Officer on developing the concept and how EIP can be delivered in Zimbabwe. We also met with Dr Walter Mangezi, Consultant Psychiatrist at Parirenyatwa Hospital, who agreed to support our EIP clients and has become a key figure in forming the EIP team.

We are piloting the programme at the University of Zimbabwe in Harare, plus the nearby rural Goromonzi district and urban area of Mufakose, and we've met with traditional healers, pastors, community chiefs and clinic nurses, gathering information about the prevalence and understanding of psychosis, the help sought and help offered.

As expected we found that some people, particularly in rural areas but also within the university, understand psychosis to be a spiritual issue that should be treated by traditional methods which can include herbal medicine, spiritual medium, water and stones.

As a result we decided to partner with the Traditional Medicine Practitioners' Council to collaborate with traditional and faith healers. We've also partnered with local organisations that support people struggling with drug addiction and young people suffering from HIV.

You can read more from Tammy about the work and how it's being supported by colleagues in Nottingham on our blog, On Our Mind.

Delivering improved access for End of Life care

The Trust is working in partnership with the Carers Trust East Midlands, as part of the vanguard Multispeciality Community Provider (MCP) project, to support care provision for patients in Rushcliffe who require care as part of their end of life needs.

The service, which went live during November, will support up to 15 patients at any one time who need care delivered as part of the Continuing Healthcare Fast Track funding stream.

The service supports all patients' care needs during the daytime and into late evening, and will work fully aligned to the Trust's community nursing teams to ensure the patient has fully coordinated end of life care.

People will see a faster response to providing care and an improved discharge pathway out of acute care and community bed based services to home. There will be no change to the referral pathway. The patient benefit will be that they are fully supported to remain at home as long as this remains their preferred choice. The aim is to reduce readmissions to hospital, as care is fully coordinated at home by both the Carers Trust team and community teams. The teams will work in an integrated way to ensure the patients' needs are met within the community. The service has already supported five patients to remain at home using this new partnership in Rushcliffe.

An In-reach Matron, who will support and identify patients who are at End of Life whilst in hospital, will further support the service. They will fully coordinate patients' discharge home safely to the community nursing teams, Macmillan nurses and Carers Trust team.



The winners of the 0% acquired/avoidable pressure ulcers award

CHASE Awards celebrate care home achievements

The second Care Home Achievement Success Event – known as the CHASE Awards – was held in Bassetlaw in September 2016.

This was a prestigious event to celebrate the achievements of Bassetlaw care homes in relation to pressure ulcer prevention.

The event was launched by the Tissue Viability Team, Bassetlaw in 2015 to mirror the Trust's own OSCARS by recognising and rewarding good practice and innovations in care homes.

The first awards were a phenomenal success, so they are now an annual event to motivate and inspire care homes and care home staff.

The awards ceremony included ten categories:

1. Unsung hero
2. Lifetime achievement
3. Innovator of the year
4. Manager of the year
5. Link champion of the year
6. Percent of avoidable pressure ulcers
7. HOT award (being Honest, Open and Transparent)
8. Newcomer award
9. Posthumous award
10. React to Red award

The CHASE awards were well attended by the care homes in Bassetlaw and were supported by dignitaries from Nottinghamshire Healthcare, Bassetlaw CCG and Community Services, NHS England and the Care Quality Commission.

Tessa Anders, Tissue Viability Nurse said:

“As a team we are extremely proud of the care homes. This year 21 care homes had 0% acquired/avoidable pressure ulcers compared to only nine care homes last year. This is an extraordinary achievement and proves the success of our React to Red pressure ulcer reduction initiative.”

The Trust's Tooth Fairies encourage us all to be 'Mouthaware'

As part of Mouth Cancer Action Month in November, the Trust's Oral Health Promotion Team encouraged people to be 'Mouthaware' and recognise the early warning signs of mouth cancer.



The new 'Smile Squad' will help support oral health initiatives

Awareness of the disease remains alarmingly low but the team say a simple 45-second check is often all that's needed to identify anything unusual and seek professional advice.

Julia Wilkinson, Head of Oral Health said: "Early diagnosis transforms our chances of beating mouth cancer from 50 to 90 percent, so it's crucial that we know what to look out for and seek advice from a health professional.

"A mouth ulcer that does not heal within three weeks, red or white patches in the mouth and unusual lumps or swellings in the mouth or head and neck area can all be potential signs of mouth cancer so it's important to be aware of any changes occurring inside your mouth. If you notice anything out of the ordinary you should speak to your dentist or a doctor."

With more than 7,500 people diagnosed with mouth cancer in the UK last year, the disease is one of the UK's fastest increasing cancers, with cases rising by a third in the last decade alone.

The Oral Health Promotion Team, otherwise known as the Tooth Fairies of Nottingham, also hosted an event where they encouraged dental professionals to promote mouth cancer awareness more with their clients in the local community.

They've launched a new Oral Health Alliance called 'The Smile Squad', which aims to bring together local professionals to support oral health initiatives across Nottingham City and Nottinghamshire.

For more information on **The Smile Squad** and how you can get involved, contact the team on **0115 993 1485** or visit **www.nottinghamoralhealth.com**



Carers Howard and Rosella feature in the film



New film makes staff carer aware

We have created a new film to make sure that all Trust staff know the importance of working with carers.

The film – called 'Caring for Carers Together' – was created with carers, and sees them talk about some of the challenges they face when dealing with healthcare services. It looks at carers from a variety of backgrounds who all face different issues, including young carers and carers who are deaf.

Caring for Carers Together will be shown to all new staff as part of their induction. As well as the main film, five individual stories were made with the leftover footage. These will be used in staff training and for awareness raising across the Trust.

The films are part of the Trust's commitment to the Triangle of Care, which aims to improve partnership working with carers and says that healthcare staff must be 'carer aware'.

Julie Hall, Executive Director of Nursing, who attended the film's launch, said:

“The film really will help staff to engage with carers. It sets our new staff off on the right foot when it comes to our values, and our expectations of the way they will work with carers.”

You can view Caring for Carers Together, as well as the individual stories, on the families and carers section of our website: <http://www.nottinghamshirehealthcare.nhs.uk/families-and-carers>

HMP Doncaster healthcare booking line proves a success

A new telephone booking line launched in March 2015 for the healthcare department at HMP Doncaster has proved popular with patients, enabling them to make appointments directly using their in-cell telephones.

The booking line, operated by Karen Lancaster, Practice Administrator, is open Monday to Friday for three and a half hours a day.

The initial idea was to offer a similar service to that in the community, by giving patients control and responsibility over their appointments. By calling the booking line, patients can:

- Rearrange or cancel appointments if they are unable to attend

- Confirm appointment dates, times and locations
- Refer themselves into services such as mental health, substance misuse and physical health services
- Order repeat prescriptions, share information, request results and make general enquiries.

Karen championed the booking line and has worked using her own initiative to develop the system, gaining direct input during patient

forums. She has also developed posters and leaflets to promote the service and recorded a short advert for the in-cell television system.

Since the booking line went live there has been an increase in patient attendance and the amount of complaints about waiting times and treatment has decreased. Karen has also liaised closely with patients, adjusting the opening times to suit the prison regime and leading on other developments such as upgrading the telephone line to include a call queuing function.

Telephone triage training has also been sourced to help Karen to develop the role further and provide patients with appropriate advice and support.

Recent surveys found that patients accessing the booking line would use it again. Feedback has included:

“The staff on the booking line are very helpful, you feel comfortable talking to them and they are very polite. Overall a very good service.”

“I found the booking line very useful, exceptional service. The best thing the NHS has done.”

“I think it's a good service as you can get dealt with more promptly.”



Discovery Awareness with Jacques Heijkoop

In October the Intellectual and Developmental Disabilities Service welcomed Jacques Heijkoop of the Heijkoop Academy to provide training in Discovery Awareness – an innovative approach which helps staff develop the relational side of their support for individuals with intellectual disabilities and behaviour that challenges.

Discovery Awareness raises people's awareness of the patient and increases their connection with him or her, through analysing video footage of the patient together with detailed exploration of what they notice. In doing so, the group begins to gain greater awareness of the individual's perspective, communication, emotions and overall experience. This can lead to a sense of knowing patients in a new or different way.

Twenty-two staff from the Orion Unit, Horizon Unit, Intensive

Community Assessment and Treatment Teams (ICATT) and community teams attended the training. Existing Discovery Awareness coaches refreshed their skills and four new coaches were trained. Healthcare Assistants from the Orion Unit also attended as they will be invited to participate in sessions in the future.

Jacques' warm style supported participants to build their confidence in using Discovery Awareness, and the coaches filmed and watched themselves facilitating sessions,

which was a daunting but very effective way of learning! The group also thought about the importance of close observation to understand individuals' behaviours, which can help to build therapeutic relationships.

Time was dedicated to thinking about the practicalities of using Discovery Awareness regularly within the Trust. Dr Kevin Baker, Clinical Psychologist, has been working with Jacques to translate a handbook from Dutch to English. He is now trained to train other coaches to use the approach and provide supervision, supporting the continued use of this unique approach within the Intellectual Disabilities service. The training received very positive feedback, with an enthusiasm for Discovery Awareness sessions to be held to improve understanding of patients and enhance care.

Combined drug and alcohol service transforming treatment and care in Nottingham

A major new treatment service is revolutionising care for people with drug and alcohol issues in Nottingham – by making it quicker and simpler for them to get the help they need.

Most alcohol and drug services in the city were previously provided by two specialist providers; Last Orders and Recovery in Nottingham. Both provided a single point of access for anyone seeking advice, guidance or treatment.

In July 2016 these services were merged into a single treatment model called the Nottingham Recovery Network. Formally launched on 15 November in Alcohol Awareness Week, this new service makes it easier, quicker and less confusing for people to get the advice, support and treatment they need. It will also greatly expand the number and variety of treatment options available.

One of the biggest improvements will be seen in the support available to people whose lives are being negatively affected by both drug and alcohol use. They will now be able to access combined treatment from one site, through the same keyworker.

Commissioned by the Nottingham Crime and Drug Partnership, the Nottingham Recovery Network is operated as a partnership between Framework, Double Impact and Nottinghamshire Healthcare. It has been funded for an initial period of five years. As a single service it will be responsible for:

- Triage: Assessing people's needs, offering immediate treatment, and explaining the service

- Recovery and Case Management: Guiding people through their recovery journey using tailored support plans
- Structured Treatment: Consultant-led, in-house support services, including recovery groups and behavioural therapies.
- Health promotion: informing and advising the public and others about drugs and alcohol
- Outreach: Providing an assertive response to particular problems
- Training: Sharing expert knowledge with key stakeholder groups
- Personal development: Helping people to change for good by encouraging mentoring, volunteering, access to training and employment

The new service will support anyone who is a resident in Nottingham City who wishes to change their relationship with drugs and alcohol, including people with the most serious and debilitating addictions and those who just need a little advice and support. People will be able to seek support in places and at times that are more convenient to them – at a specialist drop in in the city centre, at GP surgeries, and online.

For more information visit <https://www.nottinghamrecoverynetwork.com/>



Lucy has the code for success!

Congratulations to Lucy Bellamy in the Clinical Coding Department who recently sat the National Clinical Coding Qualification (ACC) examination.

Lucy has worked for the Trust since August 2014 after starting as a Trainee Clinical Coder. She successfully passed both the practical and theory examinations on her first attempt, which is a great achievement for both Lucy and the department.

Lucy received her certificate at a ceremony held by the Institute of Health Records and Information Management at the University of Manchester.





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 March issue of Positive, please contact us by 27 January 2017. 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**

