

January 2018

Q&A with Head of Quality Improvement Luke Baumber on Page 10.

positive

about integrated healthcare



Meet the team

See page 04

In this issue...

- 04 Introducing the Gedling Local Mental Health Team
 - 05 Sharing forensic psychiatry expertise with colleagues from Egypt
 - 06 Celebrating Occupational Therapy Week
 - 07 Leg ulcer work showcased at National Wound Care Conference
 - 08 Dietitian returns to practice thanks to team support
 - 08 Tackling stigma through hospital Dementia Friends
 - 09 Mental health team nominated for Butler Trust award
 - 10 Q&A: Luke Baumber
 - 11 Celebrating the Queen's Nurse Awards for 2017
 - 11 Measure up your safeguarding practice
 - 12 National recognition for speaking up
 - 13 A dietitian's experience of following a pureed diet
 - 14 Enjoying a range of exciting activities at Thorneywood
 - 15 Trust supports sleep manifesto
 - 15 Local Partnership teams support overseas development aid
 - 16 Warp it milestone reached!
- ... and much more!

Message from the Board



Ruth Hawkins,
Chief Executive

Happy New Year and welcome to the first Positive of 2018. I hope you have all had a restful and enjoyable Christmas and New Year.

At the end of last year we completed the Discovery phase of our Developing our People and Culture Together programme. As part of that phase, we held our first Open Conversation at Rampton Hospital, where a number of staff were able to tell the Executive team what makes Nottinghamshire Healthcare a good place to work and what could be done to improve things. This was the first in a series of Open Conversations, which will be held across the Trust, so we look forward to listening to staff and hearing what we can do to improve working lives.

As part of the national drive to reduce spend on agency staff we have done really well, but there is still more to do. We also need to look at long term vacancies, particularly where we are using locums and look at converting those posts into permanent jobs. Planning for the next financial year has started and although we have done well with our Cost Improvement Plans we still have a £5m gap this year, which will impact on next year's targets. We are working hard to make sure that proposed schemes impact as little as possible on front line services, but there is not going to be significant new investment in the NHS, so times will remain challenging.

Despite the financial challenges, the Trust remains committed to improving the quality of what we do and our Quality Improvement Hub is beginning to come together, with plans for a rollout of a consistent method for making sure that services across the Trust continue to develop and improve.

As you read this, we may have the final report from our CQC inspection and well led review. We had not received the report as this issue went to print, but initial feedback on the inspection and review was good. The Trust Board also received the findings of its external well led review, which found that we are well led, but advised of nine developmental recommendations, so we will be addressing those.

The results from the National Community Mental Health Survey rated us as average among the 56 Trusts that took part, scoring 7.2 out of 10 for overall patient experience. The top scoring Trust achieved 7.5. However there were six questions where we scored below average and these will form the basis for some actions for improvement.

Finally, it was with great delight that we welcomed new Non-Executive, Di Bailey, to the Trust Board. Di is Associate Dean for Research in the School of Social Sciences at Nottingham Trent University and will bring a great deal of experience to the Board. Also Dr Sujata Das and Dr Rob Tomlinson have been appointed as joint Clinical Directors for Mental Health Services for Older People. Welcome and I look forward to working with you.

Ruth



New activities support patients with dementia at Lings Bar

John Procter Ward at Lings Bar Hospital is piloting an exciting new project to provide ward-based cognitive rehabilitation alongside the physical rehabilitation which is their usual focus.

All the Lings Bar wards are receiving an increasing number of patients who have dementia or delirium alongside the physical healthcare reason for their admission. This has a direct impact on staff in relation to falls prevention activity and patient concordance with a physical rehabilitation programme.

There are no activity co-ordinators based on the Lings Bar physical rehabilitation wards and the staff teams have long recognised this as a gap – and patients have also frequently complained they are bored in hospital. Led by Deputy Managers Angela Gamble and Angela Beales, the ward teams have worked to address the issue by developing and implementing a programme of cognitively and socially therapeutic activities to help structure and fill the patients' day, engaging everyone regardless of their cognitive ability.

The activities are voluntary and all patients are encouraged to meet in the day room for morning coffee and a therapeutic activity which changes on a daily basis. This has included passing round a memory ball with topics to discuss like favourite food, and memories of places or weddings for example. This helps with reminiscence, communication and a sharing of life experiences.

Music therapy including singing also involves and entertains patients, and a newspaper called the Daily Sparkle has historically-based news to encourage reminiscence and discussion on key events and news of the past. Quizzes and word searches have brought more cognitively able patients together with less able patients to join in the social activity.

Angela Gamble said:

“When you walk through the ward you see a real difference in both what the patients are doing and the general atmosphere. Instead of call bells you hear laughter and conversation. Staff appear more relaxed and less stressed, as the rest of the team can focus on the more unwell patients, on planning admissions, discharges and other less clinical aspects of their work while this activity time is facilitated by two dedicated members of staff. The staff on the ward are very passionate where their patients' wellbeing is concerned and have gone above and beyond their roles.”



The healthcare assistants are actively involved in delivering the sessions and as Angela Parker, Senior HCA said:

“I will go home today knowing that my patients have enjoyed themselves. It makes me want to come to work tomorrow even more.”

Patients are also asking what activities are happening that day which also demonstrates the project's success.

The project has been so successful that staff across the other inpatient wards are working to adopt this model so all patients across Lings Bar Hospital can have a more integrated, holistic rehabilitation experience.

Angela Beales has also suggested that dementia champions are developed to support this work across the wards. Staff nurses with a passion for dementia care have been nominated to work as a team together with the healthcare assistants to continue the development and sourcing of therapeutic resources. The dementia champions are hoping to work with the Dementia Outreach Team to develop their knowledge and skills.

Positive goes paper free

Over the past few years we have cut back on the number of copies of Positive that are printed to limit waste, to be more environmentally friendly and save money. From February we will no longer be producing any printed copies. Most people now access the newsletter online; it is available on the Trust website and the link is shared on the intranet and on social media, and we cannot justify continuing to produce hard copies any longer – the savings that will be made from this over the course of the year will amount to around £10,000 and we hope that you can appreciate in the current climate of financial pressures on the NHS, how necessary this is.

Members of the team



Introducing the Gedling Local Mental Health Team

The Trust has changed the way it delivers community adult mental health services, bringing teams together into 11 Local Mental Health Teams (LMHTs). The teams offer the same specialist care but are now based together in: Bassetlaw, Ashfield, Mansfield, Broxtowe and Hucknall, Gedling, Newark and Sherwood, Rushcliffe, City North, City East, City Central and City South. The changes were made gradually over six months to ensure a smooth transition. With all teams now in place, here we take a closer look at the Gedling LMHT...

Based at Manor Road in Gedling, the team has 19 staff. This includes community psychiatrist nurses, psychologists, consultant psychiatrists, team leader, admin, occupational therapists and community support workers; these staff were previously in teams such as Early Intervention in Psychosis, Assertive Outreach and Community Rehabilitation.

Bringing staff together from different teams has meant adapting to new environments, new ways of working and changing practices so everyone is working consistently and using the same systems. The Gedling LMHT has managed this with great success. They have quickly formed as one unit working together and supporting one another; each team member shares their knowledge and expertise to ensure patients receive the best care.

Each LMHT works with people aged 18 to 65 with a range of mental health difficulties needing more specialist psychiatric help. Following a referral, an assessment takes place and a care plan is developed; this can include psychological therapies, occupational therapy, medication, recovery work and support groups.

At Gedling, each day starts with a Red Amber Meeting where the Duty member of staff updates everyone

on the current case load, including any issues or risks and management of these. Assessments, routine appointments, groups and visits follow this.

People attending their assessment can be understandably anxious and apprehensive. The community psychiatric nurse will quickly put them at ease and listen to them, finding out their history, past and present episodes and current mood. This helps create a picture of the person and the support they need. Assessments are then discussed at a weekly follow up meeting with staff, drawing on the wealth of knowledge to identify the best way forward for each person.

For patients already open to the team, they may see their consultant psychiatrist to review their medication, assess progress and discuss any issues, along with family if they choose. Some patients attend the 'Stop and Think' or 'Distress Tolerance' groups, which help people to manage periods of distress and improve coping strategies, or access a nurse led clinic for short term treatment. Other patients will be visited at home, or another location, by their care coordinator. They will check how they are, help them with daily tasks, identify additional support and administer medication where agreed.

On a daily basis, the team helps people experiencing some of the most difficult times in their lives. They face challenges, make difficult decisions and constantly risk assess to ensure patients receive the help they need, are kept safe and supported towards recovery. Throughout this, staff remain professional at all times yet their genuine care for their patients is always apparent. It's clear the positive impact they have on people's lives and the real lifeline they, and all the Local Mental Health Teams, are.

Michelle Malone, General Manager for Adult Mental Health Services, said: "We are very pleased to have all the Local Mental Health Teams now in place. The changes mean that patients have access to the same care wherever they live, with one local point of contact, enabling us to better meet their individual needs. There has been so much work involved in making this possible. Thank you to all our staff for your hard work and dedication to patient care during this time and to our patients and carers for your continued patience with us throughout the changes."

The natural way to reduce stress at work!

The Wathwood Hospital Farm Shop and Courtyard hosted an afternoon of reflexology taster sessions as part of World Reflexology Week in the autumn.

The focus for the awareness week was 'Corporate Reflexology' or 'reducing stress in the workplace – the natural way!'

Local reflexologist Valerie Roddis gave up her time for free to promote reflexology and eight members of staff took advantage of the taster sessions.



Rebecca O'Neil from the Wathwood Administration Team being pampered

Reminder on the Freedom of Information Act

The Freedom of Information Act (FOIA) 2000 gives people the right to request information held by public organisations. This allows us to be more open and transparent about our organisation, who we are, what we do, who we work with and where we spend money.

The Act gives the public a right to request information about the Trust (it does not cover personal information), and the Trust is legally obliged to respond within 20 working days. An individual submitting a FOIA request does not have to mention the FOIA, nor do they need to say why they require the information.

If you'd like to make a request, please see the guidance – and the information we already publish – on our website using the Freedom of Information 'quick link' at the bottom of the home page (www.nottinghamshirehealthcare.nhs.uk).

Reminder for staff

Staff receiving a written FOI request for information about the Trust (either directly, or in a shared mailbox), should follow the guidance on the intranet – located in 'Guidance Documents' within the Policies section or via <http://connect/policies-guidance-documents>. Not all written requests for information are FOIA requests. However as a general guide, if staff receive a written request for information and are unable to respond straight away, i.e. because it is too complex, relates to other services, or requires information they do not have, it will more than likely be a Freedom of Information Act request. Please send all FOI requests to: foi@nottshc.nhs.uk as soon as you receive them.

Sharing forensic psychiatry expertise with colleagues from Egypt

Dr Noha Magdy Elrafie from Ain Shams University in Egypt visited various forensic settings within Nottinghamshire Healthcare between July and August 2017 as part of an ongoing collaboration with the University of Nottingham and the Trust.

The visit was funded by the Daniel Turnberg travel fellowship and lies within the scope of an existing collaboration between the three organisations called the LIFE project, on 'Long Term Incarcerated Patients in Forensic Settings: Role of Research in Socioeconomic Enhancement (LIFE)'. The aim of the project is to build research and practical capacity within Egypt in order to improve decision making in forensic-psychiatric care and ultimately improve the quality of life for patients, particularly those in long-term care.

The visit to Nottingham was hosted by Prof. Birgit Völlm, Chair in Forensic Psychiatry and Honorary Consultant Forensic Psychiatrist, who is the UK lead of the collaboration.

Dr Elrafie visited Rampton Hospital and The Wells Road Centre, and was able to exchange ideas with colleagues there about service provision and observe some of the

practices. She said: "I was really impressed by my visit to Rampton Hospital. I was able to observe interactions with patients and visit wards as well as the Occupational Therapy department. The activities offered to patients are amazing! It was interesting to see the differences between the high and low levels of security in the UK as we only have one security level in Egypt."

One of Dr Elrafie's aims was to obtain academic input for a PhD proposal in forensic psychiatry. She looked at instruments to measure change, risk, ward atmosphere and quality of life and developed an initial proposal to be conducted in secure care settings in Egypt, applying a staff training programme and assessing the impact on ward atmosphere and quality of life.

Overall Dr Elrafie concluded: "I met with many professors and experts in the field of forensic psychiatry who helped me a lot in understanding the forensic psychiatric services in the UK in order to compare those services and apply some of the successful models in Egyptian settings."



Dr Elrafie

Diploma success for IT Trainers Lorraine and Chris

Lorraine Kirk and Chris Turner, IT Trainers with the Trust, recently completed their Level 5 Diploma in Education and Training at NCN (now known as Nottingham College).

The two-year course enables both to teach anyone from 14 years upwards. They say it has greatly improved their teaching methods and they hope to pass this on to the staff who come for training within the Trust.

One area of the course was designed to improve their understanding of



Lorraine and Chris at their graduation

how to help people with different learning difficulties to achieve to their best ability.

They officially graduated in a ceremony at The Royal Albert Hall in Nottingham.

Celebrating Occupational Therapy Week

The Trust supported Occupational Therapy Week in October with a number of events across the organisation.

A new film was launched showcasing the innovative partnership between our occupational therapists and the Nottinghamshire Fire and Rescue Service. The film explains how skills from the two services have been used together to keep people safe without restricting them from living well. You can view the film at www.nottinghamshirehealthcare.nhs.uk/occupational-therapy.

There was also a Twitter takeover, when the Trust's Twitter account spent a day featuring the work of occupational therapists in the Ashfield Community Learning Disability Team, and how the team works to reduce risks for clients while maintaining the best quality of life possible. The usual dedicated Twitter account is @NottshcOT.

Occupational therapists from Nottingham North and East also held

their own drop-in awareness event at Goeland House in Arnold. They created an educational display about the role of occupational therapists with information on palliative care, the prevention of falls in the elderly and the 'living not existing' care homes campaign. Around 40 people from different staff roles came along to find out more about occupational therapists and celebrate their work. To collaborate in future events like this please contact stuart.eames@nottshc.nhs.uk.

Bassetlaw OTs also got out and about to raise the profile of their profession and inform the public how to access local services. Nicola Littlewood (pictured), Emma Housego, Sophie Bennett, Jade Williams and Leigh Cordery from the Integrated Neighbourhood Teams all joined forces with OT colleagues from Adult Social Care to support the national campaign. You can contact Bassetlaw Community Occupational Therapists on **01777 274422**.



Bassetlaw OTs including Nicola Littlewood got out and about in Occupational Therapy Week

About occupational therapy

Occupational therapists are the only registered professionals qualified to work across mental and physical health and in both NHS and social care settings. This means they are uniquely placed to see a whole person holistically. Research from the Royal College of Occupational Therapists has shown that occupational therapists reduce unnecessary admissions, length of stay in acute settings and the need for ongoing home care support. They save money for the NHS, but most importantly they increase patients' independence and quality of life, helping people to live, not just exist.

OSCARS shortlist announced

171 nominations were received for our 2017/18 Outstanding Service Contribution and Recognition Scheme (OSCARS) and the judging took place last month. This is the most nominations we have ever received so the judges had an especially difficult task this year. The shortlist for the nine 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 15 March 2018 at the East Midlands Conference Centre.



Arnold Lodge goes that extra mile to keep Britain tidy

The Arnold Lodge Towpath Volunteers have been helping clean up their 'adopted' stretch of canal and river from Junction Lock through to Cossington, Rothley.

They've been rising and falling with the waves from the bow of a boat, dragging out unwanted and discarded items.

Richard Eltringham, OT Assistant Practitioner for Horticulture explained: "Littering is an ongoing problem and volunteers make a huge contribution towards keeping the canals and rivers clean."

Feedback has included:

- "Undertaking this work helps to restore our sense of relationship with the natural world that is profoundly magical and wondrous."
- "The volunteers were observed to be caring towards the environment, committed to the cause of keeping



the waterways clear of human detritus." (Laurence Leonard, Patient Education Tutor)

- "I thoroughly enjoyed myself on the canal."

Stephen Taylor, Volunteer Leader Canal and River Trust East Midlands added: "After speaking to the volunteers while having a hot 'cuppa' after the event, they said that they had a great day and felt that they had made a big impact after removing all the litter from the River Soar. All the volunteers said that they were looking forward to the next event. There was great response from members of the public who expressed what a great job the volunteers from Arnold Lodge were doing."



Sue Clayton and husband Phil are presented with the award

Award win for mental health befriending group

Many congratulations go to the Arnold Methodist Church Mental Health Befriending & Support Group, which was chosen as one of the winners in a national Methodist Insurance competition for projects that made an impact in the community.

The group went to London in November to receive their winning cheque for £1,000 for Church refurbishment as well as a signed certificate.

Sue Clayton said: "We were absolutely delighted and surprised to win this award. 135 projects were entered and we were one of only six winning projects to get through. Our group was the only entry concerned with mental health. We would like to pay tribute to all our volunteers and our partners, the Trust and Local Authorities, who have enabled this project to become a reality."

The group runs every Friday at Arnold Methodist Church, 54 Front Street, Arnold, Nottingham, NG5 7EL from 11am – 2pm, offering refreshments, support, craft, games, information and signposting. For more information please contact Sue Clayton on **07514 775514**.

Leg ulcer work showcased at National Wound Care Conference

The Trust's Tissue Viability Team showcased its innovative work in leg ulcer management in an exhibition at Wound UK's annual conference in Harrogate.



Annabel Wilson

A poster presentation produced by Annabel Wilson, Tissue Viability Nurse, outlined the successful changes made in leg ulcer management and training achieved within the Trust in the last year.

The team in the south of Nottinghamshire has successfully re-energised lower leg ulcer training and management, producing a suite of resources and updating all literature within the Trust to reflect the latest best practice statement produced by Wounds UK. Video resources have also been created, demonstrating the correct application of compression bandages and how to perform an Ankle Brachial Pressure Index (ABPI) Doppler assessment.

The assessment and care plan templates used by clinical staff have also been updated to make them more user friendly, with images added of foot pulses and an algorithm for staff to follow once a Doppler assessment is performed. The Leg Ulcer Handbook for staff has also been re-energised, incorporating the best practice statement with the addition of a step-by-step ABPI Doppler assessment guide.

As part of this innovative work, Annabel Wilson produced an interactive online leg ulcer theory training course which complements a full practical study day. The training package is interactive and includes videos, images, sounds and resources that can be downloaded. To ensure the information has been understood there are mini assessments throughout and a final assessment that requires a 100% pass rate. The online training package will save the Trust just over £19,000 annually; previously the cost of the face-to-face theory training day. This has freed up the tissue viability nurses to work more closely with the leg ulcer coordinators and the district nursing teams.

Leg ulcer healing rates are now being reported on by the Tissue Viability Team on a monthly basis, and the latest data shows a 100% healing rate since the training has been embedded into practice alongside the suite of resources. Educating and supporting staff should continue to improve healing rates, patient outcomes and reduce the nursing workload.

Trust initiative 'highly commended' in national awards

You may remember from November's Positive that two Trust initiatives were shortlisted in the prestigious national Health Service Journal (HSJ) Awards this year – and the Tissue Viability team were delighted to receive a Highly Commended award on the night.

The team's project, which aims to equip care home staff with skills to reduce avoidable pressure ulcers was a finalist in the staff engagement category, and the sustainable food

project known as 'Taste not Waste', was also in the running for the improving environmental and social sustainability award.

Very well done to both teams on their achievement in reaching the finals.

Right: Lynn Richards and David Hunter representing the sustainable food project team



Above: Simone Ritchie and Geraldine Reeve collected the award for the Tissue Viability team

Dietitian returns to practice thanks to team support

Dietitian Ngozi Oluikpe recently returned to practice within the Trust's Nutrition and Dietetic department, with the support of Hayley Spencer, Dietitian and Student Lead, Anna Clark, Dietitian and Head of Service, and the team. Here's her story.

"In 2012, I had a set of twins and decided to take time off from my career to look after my family full time. After three years I made the decision to return to practice. The first step was to get back onto the Health and Care Professions Council (HCPC) register, so I wrote to a couple of dietetics managers asking for 30 days 'update of skills' time in their department.

"All the responses were negative, so in the meantime I decided to continue to update my knowledge. In

March 2017, I found out that Health Education England was running a pilot project in the East Midlands to support allied health professionals and clinical scientists to get back into practice. I immediately wrote to the project lead, Paul Chapman, and this led to a wonderful opportunity to update my skills within the dietetic and nutrition department in Mansfield Community Hospital under the leadership of Anna Clark and Hayley Spencer.

"The dietetic staff were all very generous to me. I was warmly welcomed and given the choice of areas to update my skills in. Based on my needs assessment, I chose paediatrics and food allergies, irritable bowel syndrome (IBS) and how to use the low FODMAP diet. I also had

the chance to give healthy eating talks to different groups of patients and to sit in on clinics with diabetes specialist nurses, enabling me to find out about new diabetes medications and treatments. I also sat in on the DESMOND (Diabetes Education and Self-Monitoring for Ongoing and Newly Diagnosed) training for diabetes and observed and ran some general clinics.

"After spending 30 days with the team I was ecstatic to return to the HCPC register. I am truly grateful for the opportunity that the team gave me."

After finishing her placement, Ngozi successfully applied for a post within the team.



Tackling stigma through hospital Dementia Friends

Nottinghamshire Healthcare's Rapid Response Liaison Psychiatry (RRLP) for Older People service, which is based at the Queen's Medical Centre in Nottingham, has been raising awareness of dementia, delirium and depression in the older adult population amongst ward staff from across the hospital.

As part of its educational role within the acute medical trust, the team ran an interactive workshop and training session in November which was attended by 20 ward-based qualified social workers. The aim was to improve their knowledge and skills around dementia – the main types, the functional impact on the patient, simple ways people can improve communication and the value of person-centred care.

During the session the enthusiastic professional colleagues watched an online video on how to be a Dementia Friend. The brief film highlighted the lived experience of those diagnosed with dementia and how it feels for them to manage their condition well. It also explored how they continued to live independently at home as well as getting out and about in their local community.

Joanna Peet, Mental Health Liaison Occupational Therapist said: "We

hope that their new understanding translates into practical application, believing that every action counts. People signing up as Dementia Friends don't have to commit to doing something time-consuming, their input could be as simple as wearing their Dementia Friend badge and telling five friends about the initiative."

Congratulations RRLP for contributing to the biggest ever social action movement to change perceptions of dementia.

Could you become a Dementia Friend?

Anyone can become a Dementia Friend by watching the online video at www.dementiafriends.org.uk then signing up for a 'Little Book of Friendship' – a resource pack which contains more information and tips on how we can all support those living with dementia to feel a part of our communities.



Christmas Cheer

Staff and service users at Highbury Hospital and Millbrook Mental Health Unit spread Christmas cheer with two giant advent calendars. Each advent door was represented by a box, which was decorated by service users during ward activity sessions. The boxes contained an activity themed gift for every ward. Thanks to Bulwell Forest Councillors who kindly donated to this project at Highbury Hospital, and Mansfield and Sutton League of Friends who supported the calendar at Millbrook.



The festive calendars at Highbury (above) and Millbrook (right)



Mental health team nominated for Butler Trust award

Congratulations go to the mental health team at Morton Hall Immigration Removal Centre (IRC), who were nominated for a Butler Trust Award by the Centre Manager and Deputy Centre Manager.

The Butler Trust celebrates and develops best practice across UK prisons, probation and youth justice. This was the first year that immigration removal centres have been included in the nomination process.

The small team of two nurses, Steve Wyatt and Claire Noble, led by Clinical Matron Jaqueline Stephens were nominated for making a positive and significant difference to the mental health service provision available to residents compared to what had been available before the Trust became the healthcare provider:

"The team are well integrated with colleagues within the wider establishment; they work collaboratively to manage self-harm and suicidal ideation; they attend all first Assessment, Care in Detention, and Teamwork (ACDT) reviews and they also attend the CSU reviews. Centre staff have described the team as supportive and staff members felt

confident to approach them to discuss individual cases.

"Mental health awareness training is organised by the team on a monthly basis and has been received very positively by the centre. The skill mix within the team enables them to provide patients with a variety of support and interventions, and plans are in place to develop this further.

"The clinical matron provides excellent leadership and support and this is particularly noteworthy due to her being in post for a short period of 14 months. The population type presents a number of challenges, for example the language barriers and high turnover of residents, however the team works flexibly to meet the residents' needs.

"Although the team is very small, the service offered has been described as impressive by both HMIP, CQC and more recently the Royal College of Psychiatrists' quality network for prison mental health services peer review team."

More than 300 nominations were submitted with only 30 making the shortlist. Unfortunately on this occasion the team weren't shortlisted, however the nomination is in itself an achievement and welcomed recognition of the team.

online from our Trust staff; a fantastic achievement. The magic number 5000 story was about an experience of our children and younger people's community health services:

'Home Talk Service' – "A Home Talk worker visited the home to support me and my child with language delay. C. has really enjoyed his sessions with Chris. She has been fantastic with helping C. and making it fun and enjoyable. We will be sad to see them end. Very Good Job"

Over the years, our partnership with Care Opinion has gone from strength to strength. Developing technologies are helping us to connect with people who may not feel able to tell us what they think otherwise – this offers complete anonymity. We love the way Care Opinion listens to us as a Trust



Peter presents the donation to Paul Jones from Silver Birch ward

It's my birthday and I'll donate money if I want to!

When Peter Armstrong celebrated his 50th birthday, he decided that he already had everything he needed so asked all his friends and family not to send him cards or gifts.

Instead, he had a party with a band and asked his guests to make a donation for patients suffering with dementia. This was a great cause for Peter as his father sadly passed away with dementia.

Paul Jones, a friend of Peter's who works on Silver Birch ward at Highbury Hospital said: "Peter knew that I worked on a dementia ward so he asked to sponsor us, and the collection raised a massive £440 on the night."

Peter has asked the ward to use the money for the patients' comforts, Christmas presents and luxuries. A massive thank you goes to Peter and all his friends for donating.

and many improvements on their website have helped us to evidence how feedback can change lives.

As James Munro Chief Executive Officer at Care Opinion comments, 'we make it safe and simple for people to give honest feedback to health and care services, without fear of being labelled a troublemaker'.

Here's to more listening!

<https://www.careopinion.org.uk/>
For more information on Care Opinion contact Jane Danforth Involvement & Experience Officer jane.danforth@nottshc.nhs.uk



Q&A

This month we speak to the Trust's Head of Quality Improvement

Luke Baumber



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

My role is Trust Head of Quality Improvement. This is a new role that I've been in since September. It's a very exciting opportunity to design and develop a Trustwide approach to Quality Improvement (QI). There are some fantastic improvement initiatives going on around the Trust and part of my role is to consolidate, share and celebrate the amazing achievements of our staff in improving patient care, experience and outcomes.

2. How long have you been with Nottinghamshire Healthcare?

This is my fourth year in the Trust. Prior to this role, I worked in the Offender Health Directorate in the Forensic Division.

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

My priorities for the Trust are around culture and patient experience/ outcomes. Quality Improvement done well, can play a crucial role in enabling and empowering staff at every level, to drive local improvements for their patients. Improving care is what we're all about, but staff and patients co-designing those sustainable improvements together, is something very special and for me, is representative of a very healthy organisation.

4. What is your employment background?

Well.....Health is a second career for me. My first job out of

University was in Ashwell Prison delivering cognitive behavioural interventions to life sentenced prisoners. Quite a steep learning curve for a Newark youth! I trained as Probation Officer, working largely in domestic abuse in Leicester and then at HMP Whatton doing Sex Offender Treatment Programmes. I was a middle manager and then senior manager in Nottinghamshire Probation Trust. I was very lucky to spend time with improvement consultants and learned a lot about implementing improvement methodology across a public sector Trust. Half of the Probation Service became privatised and I saw a great opportunity to work in Offender Health for Nottinghamshire Healthcare.

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

"The greatest glory is not in never having fallen, but in rising every time you fall". This is more of a proverb than advice, but it continues to inspire me.

6. What was the last album you bought?

I'm pretty sure it was a Tower of Power album. ToP have produced decades of the tightest soul and funk music!

7. What is your greatest achievement?

In 2007 I was awarded 5th Dan black belt in Wado Ryu karate. This is a huge part of my life, training and teaching children and adults how to look after

themselves. It's a very humbling privilege. Still much to learn. I'm teaching a Women's self-defence class from January called the Women Empowered Programme. Get in touch for details!!

8. What makes you angry?

Trump!

9. What are you most passionate about?

Disability. My daughter is severely disabled and as a family, we have become champions, ambassadors, charity fundraisers and general campaigners in raising awareness, busting myths and trying to influence change. We particularly support School for Parents, a local charity in Nottingham supporting disabled pre-school children who were a life-line for our family during very difficult times.

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

I would like to see 'YES' as being the indicative starting point for conversations, ideas, collaborations, problem solving etc. It saddens me when 'NO' is the starting point. Obviously, the 'HOW' is the crucial detail but you never get to HOW if you start with NO. I guess this is really a point about positivity and openness to change.

11. What is your favourite hobby?

Music. I play drums in two bands. 'Basement' is a pub rockers type band with a laid back bunch of guys. The other band called 'Big Stuff'. This is a smart soul function band complete with horn section, playing weddings and corporate dos etc. Great fun! Available for bookings.....Ha!

12. What keeps you awake at night?

My children! I have three beautiful children aged 9,6 and 2. They are exhausting but it is entirely worth it.

13. What is your favourite film?

I love so many films so this is so hard to answer. I'm going to go for 'The Last Samurai'. There is a peace and tranquillity in this story of war, as well as the sheer beauty of historic Japanese culture.

14. What is your idea of bliss?

A happy family, full of love and laughter.

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

Motivated. Fallible. Forgiving.

16. What is your favourite holiday destination?

Aruba in the Caribbean. We don't get abroad much so this was a very special family holiday a few years ago.

17. Who would you take to a desert island?

I was going to go for Bear Grylls but with my wife's assistance my answer is as follows: My gorgeous wife Becky!

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

I'll be aspirational – healthier, fitter, wiser!

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

Not really. This is very niche, but I have a picture on my piano of me and Grandmaster Tatsuo Suzuki who brought karate to England from Japan in the early 1960s. A great honour to have met and trained with such a legend.

20. How would you like to be remembered?

Just to have made a positive difference.

Measure up your safeguarding practice

Over the summer, the Safeguarding Team launched its new Trustwide Safeguarding Compliance Framework, drawn up in close collaboration with the Trust's Head of Clinical Standards and Compliance.

The aim of the framework is to enable teams to measure their compliance with safeguarding requirements, including CQC standards, and to formulate a plan to address any areas of quality improvement identified.

A number of services have already completed and returned the framework. Kelly Gurney, Social Work Team Manager and Safeguarding Lead at Arnold Lodge, has led on the completion of the framework across all their services via visits to ward areas. Kelly said that services viewed

Celebrating the Queen's Nurse Awards for 2017



From left, Theresa Brennan, Anne Spooner, Professor Jean White, Penny Keith and Lexie Whittington

(photo courtesy of Kate Stanworth)

The Queen's Nursing Institute (QNI) Awards Ceremony in October was attended by more than 300 nurses and guests, including four Trust staff who received the Queen's Nurse title.

Theresa Brennan, Practice Development Nurse at Lings Bar; Penny Keith, Deputy Associate Director of Nursing (General Health); Lexie Whittington, Locality Clinical Lead in the Hucknall and Eastwood locality; and Anne Spooner, who recently retired from the Trust after a long history working as a community nurse and in end of life care, all received the prestigious title from Professor Jean White CBE, QNI Fellow and Chief Nursing Officer in Wales.

The Awards Ceremony recognises and celebrates the achievements in community nursing and the dedication, passion and skills of nurses working in the community today. A Queen's Nurse is someone who is committed to providing best care to their patients. They are trusted and valued by their patients and respected and admired by their peers. They are enthusiastic and passionate about the care they provide.

Dr Crystal Oldman, Chief Executive of the QNI said: "Congratulations are due to Anne, Lexie, Penny and Theresa for their success. Community nurses are expert professionals who make a vital contribution to patient health and wellbeing every day. As a national charity the QNI can share innovation and best practice, supporting nurses to deliver excellent healthcare to patients in local communities."

The QNI believes that caring for people at home and in the community is fundamentally different from caring for patients in hospital. Community practice requires a different approach and different skills. The title of Queen's Nurse is open to community nurses with more than five years' experience. Managers and patients provide feedback about applicants, which is assessed along with their application.

the framework as an opportunity to understand the quality of their safeguarding activity. Services have fed back that the template is easy to use and accessible to all staff. They have found the process to be straightforward and achievable; it has provided some reassurance around the quality of safeguarding practice in many areas and has highlighted areas for future focus.

In the Local Partnerships Division, Tim Freestone, Service Manager for Children and Young People's Services, Nottinghamshire Children and Families Partnership, has used the framework across Children's Centres in Newark to complement the Nottingham Children & Families Partnership quality assurance framework. He has said that he finds the tool easy to use and very helpful, and it has been distributed out for use across the service.





National recognition for speaking up

Dr Henrietta Hughes, the National Guardian for the NHS has visited Rampton Hospital to meet staff and learn more about the Trust's innovative work on speaking up about patient safety.

Dr Hughes was impressed to hear about the new network for black and minority ethnic staff and the work that is being done to ensure that the Freedom to Speak Up (FTSU) Guardian and Freedom to Speak Up Champion role is open and accessible to everyone.

Dr Hughes said, "The Trust's Freedom to Speak Up Guardian, Helen Auld, is a superb role-model for Freedom to Speak Up and has implemented an inclusive network of champions. I was pleased to learn that a high number of staff have expressed an interest in joining this network in order to overcome barriers to speaking up within the organisation.

"I was also keen to hear more about the friendly environment that Helen has helped to create to ensure all staff groups feel confident that speaking up about patient safety is welcomed and the right actions will be taken as a result. It was excellent to see how Helen has worked with Directorates across the Trust to build partnerships to support staff."

Becky Roberts, FTSU Champion at Wathwood Hospital was part of the team who met with Dr Hughes. She said: "To be part of the FTSU team and be involved in the National Guardian visit was a great opportunity for me. The visit clearly gave Dr Hughes a greater understanding of secure services, myself being a representative

for medium security, and gave the champions involved insight into future developments of the FTSU initiative in the Trust and the wider NHS, which I was able to feedback back to my colleagues at Wathwood."

The National Guardians Office hosted its annual Freedom to Speak Up Guardians Conference in October. During the event Helen and Lawrence Jones, Head of Psychology at Rampton Hospital, hosted a workshop entitled 'Emotional Resilience and Secondary Trauma'. The workshop was well received and the National Office is now working with Helen on developing effective supervision for the Guardians as a result.

At the event the Trust was given the runner up award for 'Leading the Change to Speaking Up becoming Business as Usual' by Nick Ross, broadcaster and journalist. Helen said, "I am so pleased that the hard work put into this agenda by the Trust has been recognised nationally and hope that we can continue with this movement to ensure raising concerns becomes 'the norm'."

Working for fitness at local riding school

The Sports and Leisure and Occupational Therapy teams at Arnold Lodge have come together to create a working fitness programme at the Meadow Riding School, based at the edge of the beautiful Beacon Hill Country Park in Leicestershire.

Nigel Humphries, Acting Therapy Services Manager explained: "The school agreed for us to bring a group of volunteers to work for three hours on days when the riding school is closed to the public. The group includes four women patients, an occupational therapist and a sports instructor."

The first job of the day is usually 'poop scooping' in the fields, with pairs of volunteers working with a wheelbarrow, rake and scooper – and walking with the full, heavy barrow

up and down the hilly fields is quite taxing. Other jobs include sweeping and hosing the yard, grooming the horses, filling hay nets and preparing the feeds, raking and dusting the walls in the indoor riding school, cleaning tackle, leading horses from one field to another and mucking out stables.

Feedback from the patients on their experience includes:

- "The horses have been a great experience for us. We enjoy coming, thank you for allowing us to come, it's been a pleasure."
- "I thoroughly enjoy working with the horses and grooming them. I get exercise walking up and down the hills poop scooping. My favourite horse is called April, I enjoy grooming her and walking her. It's nice to be able to get out in the fresh air, working out in the open countryside and the view is amazing."



- "I really enjoy going to the stables, it helps me in my recovery and it also helps me with my confidence."

Nigel added: "The feedback from the patients is fantastic; to see them working so hard, improving their fitness and overall confidence is great, as well as preparing them for moving on and out into the community."

A dietitian's experience of following a pureed diet

Bassetlaw's Community Long Term Neurological Conditions Rehabilitation Team supports individuals who have been diagnosed with neurological disease such as stroke, Parkinson's disease, Multiple Sclerosis, Huntington's disease and Motor Neurone Disease.

Some of the team's patients may experience difficulties with swallowing (dysphagia), which can increase the risk of food or fluid going into the lungs, subsequently increasing the risk of chest infections, choking, weight loss and malnutrition.

The individual with dysphagia may require an altered texture diet to help them to swallow foods safely. An altered texture diet can range from a diet where foods eaten need to be moist and soft enough to be able to be mashed with a fork (e.g. texture of a ripe banana), to a diet where food needs to be pureed to a smooth uniform consistency (e.g. texture of smooth creamed potato).

To gain a deeper understanding of what it may be like for people following this kind of diet, Penny Wielgus, Specialist Dietitian embarked upon a challenge of eating pureed meals for two weeks. Here, Penny provides a snapshot of her experience and shares some key things she learnt from the challenge:

- The ordinary household blender doesn't blend everything – I struggled to get the texture right for mince, some chicken and pasta, even when they were blended with plenty of sauce. When pasta was blended it had a glutinous, gloopy mouth feel to it. As an alternative, I experimented with ground polenta, which worked well with most dishes, and invested in a good blender.
- Focus on colour and taste – When I had at least two contrasting colours on my plate and contrasting flavours that worked in combination I wanted to eat the meal. A black plate made the colours stand out, and a lipped plate was useful for scooping food onto my fork. I used highly flavoured sauces when blending fish or meat, and using sweet potato instead of

ordinary potato gave meals a change in colour and a different flavour.

- Plan and prepare ahead – I found that trying to think of what to cook for dinner as well as the following day's lunch became a chore. By the second week, I had planned out some meals and started to use frozen vegetables and make small batches of mashed potato/sweet potato ahead of time. This helped to make the preparation much easier.
- The behaviour and attitudes of those around you can influence your meal time experience – I felt a large sense of deprivation when eating with others and I felt very self-conscious. I was put off eating if an off-hand negative comment was made or a negative glance at the food was passed inadvertently. Just speaking to people about my experiences was helpful, especially as some started to volunteer meal ideas and recipes as the days progressed.
- Fruit was more than just part of my 5 a day – I craved fruit more than normal and found blended and sieved strawberries and raspberries or mango and passion fruit with yogurt very refreshing, or blended tinned peaches or pureed bramley apples with cinnamon and honey the most appealing for a dessert.

Learning from this challenge has furthered my empathy and compassion for individuals with dysphagia. This, combined with the practical knowledge I have gained following this experience will undoubtedly enhance the support I am able to give individuals; working ever closely to what is a truly a person-centred approach.

Penny Wielgus, Specialist Dietitian embarked upon a challenge of eating pureed meals for two weeks



Well done Keith, our 'Unsung Hero'

Congratulations go to Keith Seddon in Finance, who won the award for Unsung Hero at the Healthcare Financial Management Association annual branch committee in November.

Jonathan Lee, Head of Finance, Corporate Services, who nominated Keith said: "The panel felt that the 38 years' contribution Keith has made to the NHS deserved recognition following the comments made by his colleagues both within and outside of Finance, that demonstrated how he has truly made a positive impact in his work. Well done Keith!"

In the nomination form, Terry Dean, Director of Estates and Facilities said: "It has been a pleasure to have worked with Keith as our Directorate Management Accountant for about 15 years. He is a gentleman, his professional approach to work is second to none, and he is willing to go that extra mile above his daily work to support the Directorate, conscientious, committed, hardworking and consistent."

Keith will be retiring in June 2018 and we wish him a long and happy retirement.

Keith receives his award from Simon



Enjoying a range of exciting activities at Thorneywood

Staff and young people at the Thorneywood Inpatient CAMHS Unit have been enjoying a number of exciting activities recently including:

- A very successful 'Bake Off' competition with a 'spooky' Halloween theme. Young people worked together to compete in small teams, with each designing and creating a cake
- Exciting new music sessions, with Opus Musicians visiting the unit every few weeks to encourage the young people's participation in music making. The talented musicians bring a range of different instruments each time and are keen for young people to give them a try. They are also happy to share their own talents and perform for the young people, even playing requests! The session has

been hugely beneficial, helping young people to increase their confidence in exploring music as a creative medium, to experiment with new instruments and find a new hobby. The performances from the musicians have a really positive effect on the atmosphere on the unit; people have noted things feel more relaxed and music has generated discussion and interaction between young people and staff

- Notts County Football Club continues to provide physical activity and inclusion sessions on the unit, promoting team working and social interaction through rapport-building quizzes and games. The second part of each session is more physical and involves team sport activities such as dodgeball, football or badminton. These sessions are always well attended and the young people speak positively about them

- Some restoration projects have been started up, teaching young people how to restore and mend different pieces of equipment or furniture for the unit. Young people are learning an array of life skills through such projects and appear pleased to see the finished results when a project is complete. Through these sessions they have now been able to restore some instruments on the unit and create their own mini music room.



The serious task of cake judging – the winning cake was the 'tomb raiders' (above right)



Celebrating success at the Sense of Community Awards

Rampton Hospital hosted the inaugural Sense of Community Awards on 31 October, marking the end of six months' hard work of Phase 1 across eight wards in the Hospital which had taken part in a 'sense of community' project of their choice.

The projects aim to encourage collaborative working and enhance the sense of community by using shared interests to work on something meaningful to the ward community.

Three judging groups made up of volunteers, commissioners and senior managers spent the day getting involved in activities and listening to presentations from the staff and patients, who explained their projects in more detail, followed by a tour of the participating wards.

Lynne Corcoran, Project Lead, said:

Rebels', a band from Burne ward who performed on the day, to Quantock ward's football project 'Quantock United' and the 'Rubettes' garden growing lettuce and carrots created by Ruby ward in the Women's Service, with a blog tracking their progress.



After some deliberation, Ruby ward won the top prize, receiving a handmade wooden Sense of Community trophy. They have plans to redevelop another outdoor area and the judges were particularly impressed with the ward's inclusive approach.

The next phase of the project, 'What Christmas means to us', included all wards at Rampton. This was an opportunity for wards to work on



Top: Sense of Community Phase 1 winners – The Rubettes Garden

Above: Winners of the 'What Christmas means to us' phase of the project – Hambleton Ward



a project which connects staff and patients and a trophy was awarded following a judging day in December. From January 2018, all wards will again begin work on a project of their choice.

Specialist Speech and Language therapist wins schools' Confidence Award

Ruth Mengoni, a Specialist SLT who works for the Sold Speech and Language Therapy Service at Peafield Lane Primary School, has won the children's vote for the Schools Confidence Award.



As part of the SLT role at the school, Ruth runs a signing club which children can attend in their lunch hour. The club has performed in Christmas concerts and regularly goes to the school nursery and local special schools to say and sign stories and nursery rhymes

Peafield Lane is part of The Flying High Trust, which consists of 15 schools. Each year it holds a celebration ceremony with awards based on aspiration, confidence, creativity,

enjoyment, perseverance, pride and responsibility.

Each primary school asks every class to nominate people for the seven categories which are then presented to the school council who discuss and vote on which adult and child should represent that category. These names are then passed on to the Children's Parliament of all the year six school council members for the 15 schools, which then selects an overall child and adult winner within each category for

additional acknowledgment. These two people are presented with a trophy at the award ceremony.

Ruth was nominated for the 'confidence' category as the children at Peafield Lane felt that through running a 'signing' club at lunch time, she had helped them become more confident in communicating in a complete way.

Ruth was thrilled to be nominated for an award and joined adults, children, parents and friends from Peafield Lane on a coach to the awards night in Nottingham. She was delighted to actually win a trophy that evening.

Ruth said: "It was a fantastic experience to be included in such a special evening. There were musical and dance performances through the evening and I felt privileged to be there."

Trust supports sleep manifesto

A family support worker from the Trust was delighted to speak at The Houses of Parliament in London recently as part of the Sleep Manifesto for Children and Young People launched by the Children's Sleep Charity.

Amy Down spoke on behalf of the Nottinghamshire Children and Families Partnership (NCFP), that the Trust is a partner of, and highlighted the impact of sleep deprivation and the importance of families being supported with sleep difficulties.

Amy said, "Within NCFP we have improved the way that we support families with sleep issues, and we have a wealth of knowledge to support families now. Our evaluations continue to show that sleep support is still having an impact – keep up the fantastic work!"

The Children's Sleep Charity outlined three key points as part of their manifesto:

- For better national understanding of the importance of sleep

- For quality sleep support to be available for families
- For sleep to be recognised as a vital component of mental health

A full version of the manifesto can be accessed via www.thechildrenssleepcharity.org.uk/manifesto.



Amy Down

Local Partnership teams support overseas development aid

Teams across Local Partnerships have been thanked by the National Police Aid Convoys for donating their old uniforms to the charity.

National Police Aid Convoys, which started up in 1993, delivers emergency and development aid all over the world, to wherever the need is identified through economic, natural and man-made disasters.

In a letter of thanks, the charity said: "Thank you for the donations of uniforms to go abroad with our containers of development aid. They will be treasured and last a long time in the countries we supply to.

"These particular uniforms will be going out to Zambia and Syria. The former is trying so hard to educate and move forward, and the latter is trying to rebuild and replace after the war. Everything that a uniform brings in terms of self-esteem and belonging, cleanliness and confidence will be delivered to people who would not otherwise have access to them."

Joan Mercer, Head of Clinical Effectiveness said: "Local Partnerships (general health) has been updating clinical uniforms, helping people in our local communities recognise Nottinghamshire Healthcare staff, ensuring uniforms are consistent across the services and improving the professional image our staff portray within the local neighbourhoods.

"The community teams across Bassetlaw, Rushcliffe, Nottingham North and East and Nottingham West have all supported the idea and so far they've donated more than 500 old uniforms. Even though some of them were outdated we didn't want to just send the old uniforms for scrap, so we're delighted that they can now be used to make such a difference through the National Police Aid Convoys."

A National Police Aid Convoy van





milestone reached!

Warp It is the Trust's reuse system which matches staff with surplus resources to those staff in need. As of November 2017, Warp It has saved the Trust £50k by avoiding buying new equipment and disposing of old unnecessarily.

This also has the added benefit of avoiding more than seven tonnes of waste and 20 tonnes of carbon emissions! Thank you to everyone who has engaged in this; it is a great achievement. Now we'd love to build on this success by getting more people involved in helping to save the Trust money. Our results so far come from having less than 400 staff members signed up; just imagine the benefit the Trust would get if everyone got involved!

Traditionally the system focuses on furniture such as desks and chairs, but the Integrated Admin Network is currently running a stationery amnesty in Local Partnerships. If you or your team has any office equipment (or any furniture!) that you could share with other teams, or if you are in need of these resources, go to www.warp-it.co.uk/nottshc to register for an account. Warp It is easy to use but the Environment Department is happy to support new users getting to grips with the system.

For more information about the stationery amnesty please contact Grace.Rowe@nottshc.nhs.uk or for general Warp It queries contact environment@nottshc.nhs.uk



Warp It saves the Trust £50,000. Integrated Admin Network launches stationery amnesty!

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 2 February 2018. 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.

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