

Foundation Trust Membership News

Issue 19 Autumn Edition 2015



ELECTIONS, ELECTIONS, ELECTIONS, ELECTIONS 2015

Could you be one of our new Governors?
Can you help to shape the Trust's future?

A message from our Chairman

Dear Trust Member

During October/November, NTW will be contacting eligible members who wish to take that step further and nominate themselves in the Governor Elections. Successfully elected/re-elected candidates will join the Trust's Council of Governors on 1 December 2015 for an initial term of office of three years.

As Trust Chairman and Chair of the Council of Governors, I would welcome and encourage interested members who have some time to spare, to consider putting themselves forward for this important voluntary role. You really can make a difference.

Being a Trust Governor can be a most rewarding experience, as verified by some of our Governors on page 4.

Hugh Morgan Williams
Chairman



Jasper joins Coco as the Trust's second canine staff member

As a newly employed addition to our Trust, Jasper is settling into his role alongside his well established doggie colleague, Coco, who has been with the Trust for two years. We will keep you updated on Jasper's NHS journey in the next edition.

 @ntwnhs

www.ntw.nhs.uk/getinvolved

In this issue:

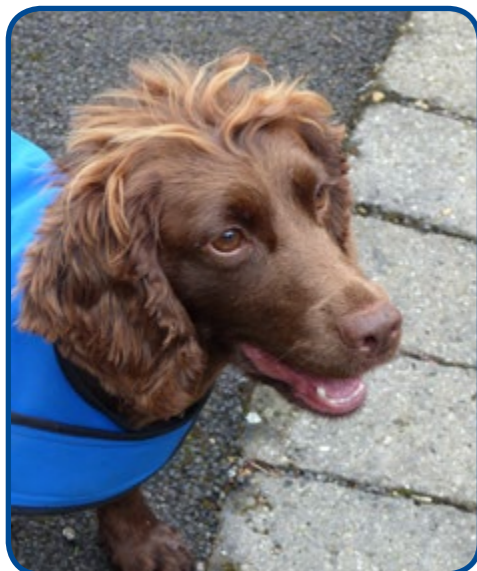
- Governor elections 2015 – Join us now
- About a Book
- FREE Membership Events
- Carers' Corner



Coco the dog becomes NHS Ambassador

Coco spends her days working across seven of our hospital sites as a 'pets as therapy' dog, as well as sniffing out illegal substances. Coco, along with her handler John Ashworth are now part of the NHS Ambassador programme which aims to recruit young people into the NHS by sharing their experiences of working in the NHS.

Annette Connor, Senior Trainer at NTW said: "We are working with Health Education North East (HENE) to broaden



and raise young people's awareness and understanding of NHS careers. When young people think of the NHS, they think of programmes such as BBC's Casualty, and think that all careers are about doctors, nurses and ambulance crew. However, the NHS is much broader and can offer young people careers in areas such as IT, HR, Finance and Communications."

As the workforce is ageing, the NHS needs to recruit more young people and update them on the range of NHS opportunities available to them.

The Trust is encouraging our workforce to become ambassadors and to visit young people in our community to talk about their roles and the opportunities available, both in administration and healthcare.

Trust News

Gary O'Hare, Executive Director of Nursing and Operations at NTW, said: "Coco's positive impact is felt by both patients and staff. She improves quality and safety of care on the basis of keeping people safe and it's certainly fair to say that we could describe her as our most enthusiastic employee!"

In John and Coco's case, John talks about his previous post at Northumbria Police and how now he and Coco are part of the Trust's Safety Team. Coco even demonstrates her skills and training when John hides objects for Coco to find.

time to change

Trust Staff are being asked to help tackle stigma faced by those with mental health problems. National mental health anti-stigma campaign group, Time to Change, is working with the Trust and another provider in a pilot to tackle stigma and discrimination. The pilot – which also involves a mental health and learning disability care provider in Gloucestershire – comes after mental health care service users across the country said that they continue to face stigma from healthcare professionals.

Chief Executive John Lawlor said: "We are embracing the opportunity to work with Time to Change to tackle the difficult issue of stigma. Our service users tell us that they experience discrimination, and it's difficult to hear them say that they encounter stigma in mental health services too. We want to work with local people to understand what it is about mental health services that needs to change, to open up some challenging conversations and evaluate what makes a difference. Our peer support workers are crucial to this and we hugely value their expertise."

Working with the two care providers, Time to Change will focus on bringing

together professionals and people with mental health issues to encourage a dialogue about the small things that could make a big difference to both people's experience of mental health services and the experiences of staff. Positive examples of where mental health staff have challenged stigma and discrimination will be used to empower others to do the same.

Time to Change's Lisa Rodrigues CBE said: "Stigma towards those who need mental health support manifests itself in many ways. In particular, the CQC recently highlighted lack of empathy towards those who self-harm or are otherwise in crisis, and low expectations

from clinicians about prospects for people who experience serious mental illness. "But I have high hopes. There is absolute acceptance amongst those involved in this project, and many other mental health professionals, that things need to change. And that instead of simply asking people who work in mental health to be more compassionate, the change needs to start at the most senior level. We agree that for staff to work respectfully with patients and treat them with optimism, expertise and compassion, they need to experience the same from their colleagues, including their most senior leaders, their commissioners and their regulators."

STAFF AWARDS 2015

Positive Practice in Mental Health Awards

The Trust is set to host the country's largest celebration of good practice in mental health care. The national Positive Practice in Mental Health Awards is due to take place in Gateshead in October and this year is being hosted by our Trust.

Chairman Hugh Morgan Williams OBE said: "The Positive Practice Awards bring together mental health care providers, commissioners and partner organisations in what is the largest single opportunity to celebrate good work and find out about innovative ways of working.

"As one of the country's largest mental health care providers we are honoured to be sponsoring this year's awards and are looking forward to welcoming colleagues from across the country to our region. The North East is a leading



centre for health care research and innovation and these awards represent an excellent opportunity to share our work with others and shine a spot light on our region."

Staff News

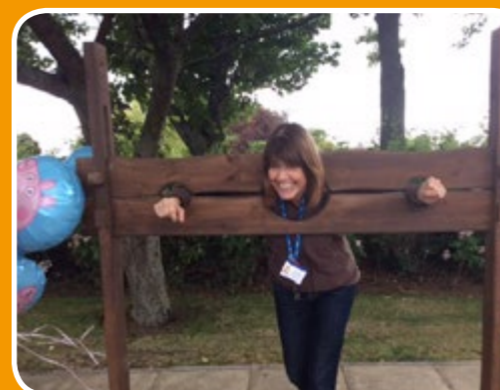
The awards are an opportunity to recognise the important work of individuals and teams doing positive work in mental health across the UK.

Walkergate Park Family Fun Day Sun SHINE's down on Trust charity

The Trust charity has been given a boost of over £1000 at a family fun day in Newcastle last week. The money was raised for the SHINE Fund at the Trust's Walkergate Park hospital during the annual summer fayre in July.

Family fun day organiser Debbie Potter said: "This year's summer fayre was fantastic and we would like to thank everyone who came along especially our former service users, current services users, staff and their families.

"The SHINE Fund is a fantastic cause as donations enable us to buy extra comforts for our service users and fund activities such as arts and crafts and buying equipment for activities such as gardening. The charitable fund has already made a massive difference to us



at Walkergate Park as it has allowed us to take service user out and about in the community which has helped them with their recovery."

Visitors enjoyed attractions including cake and book stalls, tombola as well as a bouncy castle, hook a duck and charity stands. There was also candy floss, face painting, popcorn and even stocks.

To make a donation or if you would like more information, tel: (0191) 223 2756 or email: charitablefunds@ntw.nhs.uk. For more information on fundraising, tel: Pauline Burglass on (0191) 213 7235.

Staff Governor's Blog

Staff Governor Bob Waddell (pictured) commented,



"NTW Staff Governors continue to represent the interests of Staff on the Council of Governors and recently some Staff Governors are now sitting on key Trust Committees in an observer role." Bob added, "The five present Staff Governors end their term of office in November and although some may be putting their names forward for re-election, staff are eligible to apply to all five vacancies. Please do not hesitate to contact any of the Staff Governors if you require any information about the role or come along to one of the Governor Roadshows in October."

www.ntw.nhs.uk

At last - NTW Governor Elections 2015 are here!

Could this space be filled with your picture in the next edition?

Governors' News



We have vacancies for:

Carer Governors:

Adult Services (2)
Children and Young People's Services
Learning Disability Services
Neuro Disability Services
Older People's Services

Service User Governors:

Learning Disability Services
Neuro Disability Services

Public:

Newcastle/Rest of England and Wales
Sunderland

Staff:

Clinical (2)
Non-Clinical (2)
Medical

If you belong to any of these constituencies, you will be contacted with information about how to apply to stand in the Governor Elections in early October and how to vote. Election closing date is Tuesday, 24th November. Declaration of Results is on Wednesday, 25th November.



Not sure??? Got lots of questions? Visit a Roadshow

Come along to one of our roadshows, where you can meet other potential governors, present governors and staff members, and ask those all important questions to help you decide.

The Roadshows will take place on:

Tuesday, 6 October
in Conference Room 2, Walkergate Park
from 3.00 – 4.00 pm

Friday, 16 October
in Meeting Room 1, Hopewood Park
from 12.30 – 1.30 pm

For more information, please contact the Membership Office on **(0191) 223 2468**, visit our website: www.ntw.nhs.uk/icare or e-mail members@ntw.nhs.uk

Service Users' Segment

WORLD MENTAL HEALTH DAY CELEBRATIONS

Join in the celebrations - lots of fun, activities, entertainment and helpful information for all.



North Tyneside

Friday, 9 October at Cullercoats Crescent Club, NE30 4QS – A Light lunch and early evening buffet provided:

1.00 am until 12.15 pm (for organisations, professionals and volunteers)

12.15 until 8.00 pm (for service users, carers, volunteers and professionals)

South Tyneside

Friday, 9 October – 9.30 am, at South Shields Central Library – **"Question Time" Panel**

To book a place please contact: Carole Watson on: (0191) 340 4173 or e-mail: carole.watson@yvc.org.uk (places are limited)

Gateshead

Saturday, 10 October - 10.00 am until 3.00 pm, at St Edmunds Chapel, High street, Gateshead, NE8 1EP. Tea and cakes and children's activities.

My journey as a Carer and NTW Governor

Over two decades ago, our younger son was diagnosed with schizophrenia when he was 17 years old. Family life became so difficult with unbearable tension and total disharmony until a further change in medication some years ago resulted in a considerable improvement in the quality of our son's life and consequently that of my wife and myself.

This afforded me the opportunity to become involved in trying to improve services as a whole and in December 2009, I was elected as a Carer Governor of NTW Trust. Following the very interesting experience of visiting each of the locations in the Trust, as well as many functional departments at St Nicholas' Hospital, my two deepest wishes were aimed at seeing a replacement

hospital for the out of date Cherry Knowle hospital in Sunderland and an improving trend in the level of support for new carers. I was most pleased to become considerably involved in both issues and seeing them come to fruition gave me a strong sense of achievement and satisfaction.

Now in my 82nd year, I have decided not to seek re-election in December, following six extremely enjoyable years as a Carer Governor of NTW Trust, at the end of which I will jump on my horse and ride off into the sunset.

Norman Hildrew
(pictured on site at Hopewood Park initial development)



Being a Young Governor – "Go for it"

I have been NTW's Children and Young People's Service User Governor since December 2013 and what a journey it has been.

During my time as a Governor I have had the chance to find out and experience the 'real' side of the Trust, everything going on behind the scenes and how services are run, just like the one I have been with for nearly five years. It has given me the knowledge and confidence to speak to decision-makers, not only in my role as a Governor but also in my job as a Youth Work Apprentice at Youth Focus: North East.

When I first put myself forward for election I was so scared about it, as at the time I was going through a lot of down times and I was worried I wouldn't be able to fulfil my role as a Trust Governor but with the support of the Trust and other Governors I realised a lot of us were in the same boat and we had all used our experiences in our roles to ensure we did the best job we could. Being a Governor of the Trust has been a once in a life time opportunity I never thought I would experience but I am so glad I have and if anyone ever asked me if they should become a governor, I would say "go for it,

you never know until you try it but I promise once you do you will never look back!"

This year has been a rocky one as I am leaving CYP Services this November when I turn 18 and I am finally coming off medication I have been on for four years. However, I know I have a huge support network within the Trust and Council of Governors and that if I ever need help, all I have to do is ask.

I have just over a year left till my term ends and in that time my number one priority is to get as many service users and young people involved in the Trust, so that everyone's voice can be heard by the decision-makers, and services will always keep young people in mind!

Jack Wilson
Children and Young People's Service User Governor



My first year as a governor

I have lived and worked in Gateshead all of my life and have experienced a number of NHS services whilst caring for family members.

The past eight months as NTW Public Governor for Gateshead have been hugely interesting. Learning about how the Trust works, about how it is performing for patients and having the opportunity to ask questions and therefore gain a better understanding, is greatly important to me. Of special interest are the mental health services available for very ill patients and those who access support from community mental health teams.



Over the next year as governor, I hope to see an improved parity of mental health services with other services in the Trust.

I look forward to the coming year with much enthusiasm.

Julia Allison
Public Governor, Gateshead

FREE - more Events for Members - coming soon



During October, November and December, there will be additional Dementia Friends Awareness sessions for members. To register your interest, please e-mail: dementiafriends@ntw.nhs.uk or tel: **(0191) 223 2468** or, for more information, visit Events at: www.ntw.nhs.uk/getinvolved.

Chase Music Festival sings out and signs up 81 new Trust members

A North East music festival proved an excellent place to recruit new members to the Trust, with 81 signed up in a single day.

The festival, held in August in Gateshead, was supported by the Trust, with staff (pictured) from the Patient Information Centre and Membership Team, as well as staff volunteers from Gateshead Community Services and the Chief Executive's office attending on the day. The Trust's Head of Communications, Will Green, said: "We are always keen to support events in the community and were delighted to be part of the Chase Park Festival. It's great that so many people took the opportunity to sign up as members."

The festival was organised by the Keiro Group, which provides specialist care, support and rehabilitation services. Chief Executive Boda Gallon said: "We were thrilled to be working in partnership with the Trust on this inclusive, innovative and exciting event that aimed to break down cultural barriers to disability and build a strong sense of fun and community at the same time."

The festival included high profile bands like Ash and Turin Brakes and also provided an opportunity to see performances by people with disabilities, including Hulkenburg.



Membership News

Annual Members' Meeting

Thank you to everyone who took the time to attend our annual members' meeting in Newcastle in July, on the theme of 'the whole person'.

The meeting – which was attended by approximately 160 people at the Gosforth Marriott Hotel - also saw the publication of the Trust's Annual Magazine "The whole person – continuity and change in 2015/16". Throughout the magazine and at this year's meeting, service users, carers and Trust staff told their own stories and gave personal experiences on how working together can help someone get the support they need to help them lead a full and active life.

Chairman Hugh Morgan Williams OBE said: "The annual members' meeting is an important date on the Trust's calendar and gives us the chance to pay tribute to our staff and thank everyone for their hard work in delivering important services



for service users and carers across our region. I would also like to thank the contributors to this year's magazine, whose stories are inspirational and talk about their real experiences in helping people to understand more about mental health and disabilities."



GO GREEN

and become an e-mail reader



- Did you receive your newsletter by post but have an e-mail address?
- Would you consider receiving future editions by e-mail?
- Have any of your details changed, eg moved house, new mobile number?

If you answered yes to any of the above, please inform the Membership Office by: Tel: (0191) 223 2903, E-mail: members@ntw.nhs.uk or Post: FREEPOST NTW MEMBERSHIP (no stamp required)

Carers' Corner

Carers give support with life matters and assist with the health and wellbeing of the person in their care.

The Ivy Centre for Recovery Knowledge commenced its fifth term in September 2015. The Ivy Centre which is peer led and peer run, was developed to provide a safe place where people can connect, learn and gain various skills. It offers a range of free courses which are available to anyone who would find them useful in their recovery from mental illness, substance misuse, trauma or distress, or people who want to maintain their wellbeing. Travel expenses up to a maximum of £5 per week are available, for those whose attendance depends on it.

Although most enrolment interviews were in August, enrolment is still open. If you are interested in enrolling onto any of our courses, please call (0191) 223 2541 or email ivycentre@ntw.nhs.uk

Northumberland

Carers Drop-In's - Carers Northumberland are holding carer Drop-In's across the County.

They are held in Ashington (NCVS Station Road Office), Belford (Bellview Centre) and Prudhoe (Spetchells Centre), every Tuesday from 11am-1pm. Carers can pop in for access to emotional and practical support such as welfare benefits advice, carers' rights or any information around their caring role, we also provide refreshments. Carers are welcome to bring along the person they care for too. Professionals are also welcome to attend. For more information or to make an appointment with the Information Officer please either call (01670) 320025 or email info@carersnorthumberland.org.uk



South Tyneside

The Carers Association in South Tyneside (CAST) have a vibrant Young Carers Project. NTW have a new brief to work more closely with young carers and we look forward to this happening.

Having a mental health problem can and does impact on children who are living with and caring for that person, whether it is a parent, grandparent or sibling.

Our Young Carers Project offers a listening ear, after school clubs, peer support and activities in summer holidays. For more information please contact our Young Carers Department on (0191) 454 5987 or email info@southtynesideyoungcarers.org.uk.



JOHNSTONE CHRIS (2010), Find Your Power: a toolkit for resilience and positive change, Permanent Publications, Hampshire.



Marian Moore
Governor for Older People's Services

Sunderland

Welcome to Sophie!

Sunderland Carers' Centre is pleased to announce Sophie Dawson has joined the staff team as a Mental Health Support Worker. Sophie comes with a wealth of experience of supporting carers, having previously worked and volunteered at Newcastle Carers Centre for two years. Sophie's experience has meant she has hit the ground running and is already providing the vital listening ear and practical support that carers need and value so much.



So you can put a face to the name, Sophie is pictured here enjoying the garden area at Sunderland Carers' Centre, a wonderful space and welcome retreat for carers to enjoy themselves.

If you are a carer in Sunderland and need some support in your caring role, Sophie can be contacted by email sophie@sunderlandcarers.co.uk or by calling (0191) 5493768.

Sunderland Carers' Centre

Please recycle your newsletter copy



Carers' Corner

Anyone can be a carer; they come from all cultures and walks of life and can be of any age.

Newcastle

Volunteering can provide huge benefits to our community - even helping with very small tasks can make a real difference to people's lives. Volunteers themselves often benefit from the experience too - it's a chance to "give something back", gain new skills and experience (which can help when looking for paid work), build self-confidence and meet new friends.

We currently have two new volunteering opportunities at Newcastle Carers:



Community Information Volunteer - We're looking for enthusiastic people to help promote and spread the word about Newcastle Carers across the City.

Group Support Volunteers - We're looking for people who are friendly and good at listening to help out with our support groups for unpaid carers.

If you are interested in either role, please contact Alison for more information at: alison@newcastlecarers.org.uk; or tel: (0191) 275 5060. Volunteering hours are flexible. We work with people from diverse communities and welcome all enquiries.
Newcastle Carers, 135-139 Shields Road, Byker, Newcastle upon Tyne, NE6 1ND

North Tyneside

Caring for carers in North Tyneside

HOW TO CONTACT US

The centre is open from 9.00am-5.00pm, Monday to Friday. On the second Tuesday and 4th Thursday of the month we are open until 8pm.

☎: (0191) 643 2298

💻: www.northtynesidecarers.org.uk

✉: enquiries@ntcarers.co.uk



Carers' Conference 2015 - Think Family

Thursday 5 November at the Discovery Museum, Newcastle
For more information or to book a place (numbers are limited) e-mail: CarersConferenceNTW@ntw.nhs.uk or write to Think Family Carers Conference, Patient and Carer Engagement Team, St. Georges Park, Morpeth, Northumberland NE61 2NU by Friday, 9 October.

Gateshead

Gateshead Carers' Centre



For more information please contact:
11 Regent Terrace, Gateshead, NE8 1LU
Tel: (0191)490 0121
Email: enquiries@gatesheadcarers.com

Gateshead Crossroads supporting Mental Health Carers



New in post as Community Team Manager at **Carers Trust Tyne and Wear Crossroads Carer Services** is Diane Sandford. The organisation is based in Rowlands Gill and covers the whole of the Gateshead borough. The organisation offers a variety of services for Carers and those they care for. Services include Young Carers, Replacement Care provided by fully trained Carer Support Workers, Domestic Cleaning Service, Respite Breaks and two Day Centres. In the Community Service the team offer tailor made help and support with Mental Health issues for Carers, Short Breaks (Take a Break), Benefits, G.P. Involvement and Community Outreach. The team can support Carers to have a break away from their caring role. Carers are enabled to have a life of their own with on-going support. Courses such as 'Mindfulness' training are coming soon. If you would like to find out more please contact Diane on (01207) 549780 or email me at dianesandford@carerstrusttw.org.uk



Did you know that we are on Twitter? We also have pages on YouTube and facebook - why not join the conversation?

www.ntw.nhs.uk

email: ftnewsletter@ntw.nhs.uk

Follow us:



www.facebook.com/NTWNHS



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Name:Address:

and send to The Membership Office, **FREEPOST NTW MEMBERSHIP** (no stamp required)