

# Foundation Trust Membership News

Issue 18 Spring Edition 2015



## Local newscaster, Pam Royle, comperes the Trust's annual staff awards



On Friday, 22 March, we celebrated our Valuing Excellence Awards and this year we were delighted to welcome Tyne Tees Television's Pam Royle, who hosted the annual ceremony at the Hilton Hotel in Gateshead.

Not only did she make sure the night got off without a hitch, Pam even helped out during the raffle which went on to raise almost £1300 for the Trust's SHINE fund.

The Valuing Excellence Awards ceremony, sponsored by Laing O'Rourke and Nursing Personnel, celebrates the achievements of all our staff and their valuable contribution to the Trust, our service users and carers. (see page 3 for winners)

## Annual Members' Meeting - Wednesday, 22 July 2015

All Trust members are eligible to attend. If you aren't a Trust member, you are welcome to come along and sign up on the day. (see page 5 for further information)

## ELECTIONS, ELECTIONS, ELECTIONS, ELECTIONS 2015

Could you be one of our new Governors?

Can you help to shape the Trust's future?

(see page 4)

### In this issue:

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# Hopewood Park celebrates winning streak

The Trust is celebrating after Hopewood Park scooped four major architecture awards. The new hospital, which was officially opened last November, was awarded the main prize at the Royal Institute of British Architects (RIBA) North East Awards which took place on Friday, 1 May in Newcastle.

The Trust was also named RIBA North East Client of the Year at the same ceremony. The following week the £50 million development was recognised at the Constructing Excellence in the North East Awards and walked away with the top honours in two categories, Innovation and Building Information Modelling (BIM). Well done to everyone involved.



## Trust News

# Innovative NHS app set to help thousands of children

A rather stinky cartoon character has been created to help children suffering from constipation. Trust Staff have created an app 'Poo goes home to Pooland', featuring an animated poo character, based on a leaflet used by health visitors, nursery nurses and parents, to explain constipation and other toilet related conditions to children. The apps developers, Martin Dempster and Dean Tiffin, made the app after noticing that the 'Pooland' leaflet was one of the Trust's most downloaded documents. They drew the characters from scratch and then animated them, all in their spare time between projects. Martin's son also voiced the character of Ollie.

The Pooland story is about a troublesome 'Poo' character and covers topics such as sharing unhappy feelings about how to recognise when you need a poo. Martin and Dean decided to bring the work, originally developed by the author Tamsin Black as a colouring book for children with encopresis, into the modern world by bringing Poo to life. Their aim was to update the story and make the character interactive and fun and Poo is now a walking, talking character which means children can interact with the story. This will help to relieve the anxiety children feel around toileting and is recommended to suit children up to around seven years of age.

You can download the free app from the Trust's website at [www.ntw.nhs.uk/poo](http://www.ntw.nhs.uk/poo)



## NORTH TYNESIDE AND NORTHUMBERLAND NEWS

Community Transformation work continues to progress. The recent focus has been thinking about the future skill mix which will be required to deliver the new clinical pathways. Clinical staff have participated in the training skills programme, which has a range of psychological interventions and WRAP (Wellness Recovery Action Plan) planning linked to the delivery of evidence-based interventions.

Attention has also been on scoping out future accommodation requirements using information which helps to show us where services are best placed to be accessible for people who use them. Work is underway to design a new access model across the localities, which

will be discussed with external Partners. A new Memory Assessment Service in Northumberland has been put in place following discussion with Commissioners and this will support the national drive to improve dementia diagnosis rates.

## GATESHEAD AND NEWCASTLE NEWS

You can view the main feedback reports, a summary document, and a slide pack from the 'Deciding Together' process by visiting: [www.newcastlegatesheadccgalliance.nhs.uk](http://www.newcastlegatesheadccgalliance.nhs.uk)

## SUNDERLAND AND SOUTH TYNESIDE NEWS

There have been two exciting developments in Sunderland. The Sunderland South psychosis and non-psychosis team have moved into their new accommodation at Teleport House, Doxford Park. The Learning Disabilities team have also moved into their new accommodation at Monkwearmouth Hospital and it is anticipated that there will be an opening event during Learning Disabilities week in June. In South Tyneside agreement has been reached to locate psychosis and non-psychosis service at Palmers in Jarrow, and Older Person's Services continue to work with Partners around the development of integrated services and a new Dementia hub.

# VALUING EXCELLENCE STAFF AWARDS 2015

## Staff News

### Chief Executive's Valuing Excellence Award

Winners: Joanna Brackley  
and Andrew Pope



### Chairman's Award

Winner: Tony Railton



### Apprentice of the Year

Winner: Daniel Munroe  
Runner up – Jacques Reid

### Leadership Award

Winner: Tony Railton  
Runner up – Janet Kennedy

### Excellence in Safety

Winner: Amy Rafter  
Runner up – Simulation Training in  
Emergency Psychiatry (STEP training)

### Clinical Team of the Year

Winner: Initial Response  
Team  
Runner up 1 – Alnwick Villa 14,  
Community Discharge Pathway Project  
Runner up 2 – Sunderland Psychiatric  
Liaison Team

### Clinician of the Year

Winner: Carole Rutter  
Runner up – Joyce Pennington

### Non-Clinical Support Worker

Winner: Joe Milne  
Runner up – Ailsa Haigh

### Involvement Award

Winner: The Get Going Group  
Runner up – Joanne Fortune

### Partnership Award

Winner: Central Recruitment  
Team  
Runner up – Veterans Wellbeing  
Assessment and Liaison Team (VWALS)

### Healthcare Worker

Winner: Bev Cook  
Runner up – Lisa Hallewell

### Volunteer of the Year

Winner: Joanne Fortune  
Runner up – Bethany Stuart

### Support Team of the Year

Winner: Seasonal Flu Team  
Runner up – Central Recruitment Team

### Research & Innovation for Quality Award

Winner: Professor Douglas  
Turkington  
Runner up 1 – The Caring Hands  
Research Project Team  
Runner up 2 – Christopher Corkish  
Runner up 3 – Northgate non-medical  
Clinician Field Test Team

## Charitable Funds – SHINE Fund

To make a donation or if you would like to know more about  
how donations, of all amounts, can help us to purchase little  
extra comforts for some service users, please

tel: (0191) 223 2756 or email: [charitablefunds@ntw.nhs.uk](mailto:charitablefunds@ntw.nhs.uk).

For more information on fundraising, tel: Pauline Burglass on  
(0191) 213 7235.

SEE PAGE 4 FOR  
STAFF GOVERNORS'  
NEWS

You thought it was all over but...  
NTW Governor Elections 2015  
are on their way!!!

Could **you** be one of  
our new Governors?



## What is NTW's Manifesto?

**Our vision** is to improve the wellbeing of everyone we serve through delivering services that match the best in the world. **Our mission** is for us to strive to provide the best care, delivered by the best people, to achieve the best outcomes. **Our values** are to be Caring and Compassionate, Respectful and to Value the skills and contribution of others.

A strong Council of Governors is essential to help us to understand and respond to the views of our service users, carers, staff, partner organisations and members of the public; to shape how the Trust develops to meet future local need; to tackle the stigma associated with mental illness and disabilities and to recruit more members to help make our membership representative of the people we serve.

Visit [www.ntw.nhs.uk/getinvolved](http://www.ntw.nhs.uk/getinvolved) for more information.

## ABOUT A BOOK



Recently, I had the pleasure of reading Dr Larry Dossey's latest book, *One Mind: How our individual mind is part of a greater consciousness and why it matters*. Pub. Hay House UK Ltd. London. (2013). A great read – highly recommended. As back-up, here's what Lynne McTaggart (author of *The Field*) has to say about Larry Dossey's book:

*"This beautifully rendered masterwork from one of our most cherished sages of the spirit makes an elegant and indisputable case for human consciousness as a singular entity. The sheer weight of mind-boggling evidence and compelling stories - from near-death experience and reincarnation, to creativity, ESP, and crowd intelligence - demolishes the current 'mind*

*equals brain' theory of modern science and expands our perception of how the world works. "One Mind is Larry Dossey's boldest and most majestic work to date, with a powerful lingering message: nature has designed us to stay connected forever."* Lynne McTaggart

In 2013, Larry Dossey received the prestigious Visionary Award that honours a pioneer whose visionary ideas have shaped integrative healthcare and the medical profession. Before signing off, I would ask you to spare a thought for those who are sad and lonely, especially the elderly and the distressed. Always remember: *"We delight in the beauty of the butterfly, but rarely admit the changes it has gone through to achieve that beauty."* ~ Author Unknown



Marian Moore  
Governor for Older People's Services

## Staff Governors' Blog

Staff Governors: Alan Currie – Medical; Phil Brown and Nigel Atkinson – Clinical; Bob Waddell and Grahame Ellis – Non-Clinical, have recently written their first Staff Governors' quarterly newsletter for all staff members.

The newsletter reminds staff who their governors are; what they do; information about the 2014 Staff Survey, contact information and means of engaging, as well as information about the upcoming Staff Governor Elections.

Grahame (pictured) commented, "We hope the quarterly newsletter will be one way of improving our communication with staff and increasing their understanding of the role and activities of the staff governors within the Trust."



Staff can find out more by visiting **About Us** on the Staff Intranet.

## Become a Dementia Friend

Following consultation with people living with dementia, the Government and the Alzheimer's Society created an awareness session called Dementia Friends. Anybody can become a Dementia Friend. It's just about understanding a bit more about dementia and the small things you can do to help people with the condition. People with dementia get by with a little help from their friends.



## Membership News

Following recent sessions run by the Trust, the following are some of the comments received:

*The session was really powerful. As a professional you have to have sessions like the dementia friends to 'ground you' and it really made the impact of dementia very real, which has stayed with me giving me increased understanding and empathy.*

*I attended a session because my boss asked me to. It was the best and most informative training I've done. Dementia touches you personally and at work.*

*Having been a carer of a much loved family member with dementia for a number of years, I thought there was nothing more I could learn about helping someone to live with dementia but surprisingly this was definitely not the case. The session was truly inspirational.*

The Trust plans to offer more free sessions to members in the Autumn. If you would like to attend a future session or would like more information, please email your name, address and contact number to [dementiafriends@ntw.nhs.uk](mailto:dementiafriends@ntw.nhs.uk) or telephone (0191) 223 2903.

## GO GREEN this summer

- become an e-mail reader

- Do 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 any of the following ways:  
Tel: (0191) 223 2903,  
E-mail: [members@ntw.nhs.uk](mailto:members@ntw.nhs.uk)  
or Post: FREEPOST NTW MEMBERSHIP  
(no stamp required)

## Annual Members' Meeting – Wednesday 22 July 2015 – A date for your diary

If you are a Trust member, you will receive with this newsletter a personal invitation to the Annual Members' Meeting. So come along and meet the Governors who represent you as members and who you may have elected, find out about the Trust's past and present activities and plans for the future. Visit the information stands and chat with Trust staff and colleagues. This year's theme is 'The Whole Person' and we'll be looking at the campaign against stigma, partnership working and parity of esteem. Visit our website for more details:

[www.ntw.nhs.uk/getinvolved](http://www.ntw.nhs.uk/getinvolved)

## Members' Questions and Answers

- Q** Are there going to be any more free dementia awareness sessions? My friend recently attended one and found it really worthwhile.  
*Miss R, North Tyneside*
- A** Yes, the Trust is planning some more for later in the year and all members are eligible to attend. Please follow the link at the top of this page.

If you would like to contribute, ask a question or make a suggestion about this newsletter, please contact the membership office (details on left)

# Service Users' Segment

## Chill out!

Trust Chief Executive, John Lawlor, visited Warkworth Ward at St George's Park Hospital, Morpeth to open their new Chill Out Room. During his visit on Tuesday, 28 April, John met service users and staff and learned more about how the new facility will help people manage their feelings and help them with their recovery.



Service users can use this space at any time for relaxation and this special room includes items like fibre optic lights, different types of seating, music with noise reduction headphones, a selection of tactile cushions and squeeze balls, as well as scented items.

*Pictured above are NTW Chief Executive John Lawlor, Warkworth Ward Manager Victoria Scott, Specialist Occupational Therapist Rebecca Trevarrow and Technical Instructor Ruth Lackenby-Jones.*



## O B S E R V A T I O N S

I have lived with and battled Bipolar<sup>11</sup> disorder for over 40 years now. Looking back over the course of my journey, whilst accessing mental health services, I realise just how far mental health care has come but also how far we still have to travel if we are truly to achieve parity with physical health, not only in terms of care but also with funding for both front line services and research.

Attending NTW's Research and Development Conference earlier this year was a truly inspiring and informative day. The Trust has clinicians undertaking ground-breaking research which will in time hopefully benefit all of us. The presentations were delivered by clinicians who are clearly passionate about and committed to, their work. These various research projects need service user involvement and I hope that those of us who are able will happily volunteer if asked, as our input is essential if these projects are to be of benefit to all in the future.

As a long standing service user, I know

all about the stigma and discrimination that surrounds mental health in all areas of our lives. From our family and friends, to the public, employers and professionals, who should know better. I am therefore delighted that at long last the issues of stigma and discrimination are being proactively addressed at all levels of society by increasing numbers of people.

Retiring from my employed life in 2011, I now find myself having a second career as an expert on lived experience. Being elected as an Adult Service User Governor by my peers was a great thrill. Six months into my new role I have already learnt a great deal

about the many services NTW offers. I am enjoying meeting new people both service users and professionals and learning first hand about the many issues that concern so many of us and which need raising and addressing.

I look forward to keeping you all updated as my journey as a Governor progresses and I hope to meet some of you at the Annual Member's Meeting in July.

**Fiona Grant,  
Service User  
Governor for  
Adult Services**



# Carers' Corner

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

## Northumberland

### Carers Northumberland Outreach Services

Carers Northumberland is offering 3 regular drop-in surgeries on a weekly basis, and a number of 'Carers Clinics' in GP surgeries monthly. Carers can access emotional support, find out about carers' rights and about the support we offer, such as groups, Carer Support Fund and Carer Emergency Card.



The drop-in sessions are as follows:

- Ashington (Wansbeck CVS, 107 & 109 Station Road) every Tuesday, 11am–1.30pm
- Prudhoe (Spetchells Centre (58 Front Street) every Tuesday 10am–3pm
- Belford (Bell View Resource Centre, 33 West Street, Belford) every Tuesday 11am–1pm.

The Carers Clinics operate from the following GP surgeries:

- Union Brae Medical Group, Berwick
- Coquet Medical Group, Amble
- Greystoke Medical Group, Morpeth
- Lintonville Medical Group, Ashington
- Waterloo Medical Group, Blyth
- Burn Brae Medical Group, Hexham.

Please see [www.carersnorthumberland.org.uk](http://www.carersnorthumberland.org.uk) for specific dates and times, as there may be variations each month. For further information please contact the Info Line on (01670) 320025.

## 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 often benefit from the experience too - it's a chance to "give something back", gain new skills and experience (which may help when looking for paid work), build self-confidence and meet new friends.

We currently have two new volunteering opportunities at Newcastle Carers:

**Promotion Volunteers** - We're looking for enthusiastic people to help spread the word about Newcastle Carers.

**Group Facilitation Volunteers** - We're looking for people with good communication skills to assist with the running of peer support groups for carers.

If you are interested in either role, please contact Alison for more information: [alison@newcastlecarers.org.uk](mailto:alison@newcastlecarers.org.uk); (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.

## South Tyneside

### Carer Meetings 2015:

<b>Hebburn Forum</b> The Glen Medical Group, Glen Street, Hebburn Wednesdays, 10am-12noon 1st July 2nd Sept 4th Nov	<b>Jarrow Forum</b> Jarrow Community Centre Wednesdays, 10am-12noon 5th Aug 7th Oct	<b>Whitburn Drop in</b> The Barnes Institute, East Street, Whitburn Thursdays, 10am-12noon 6th Aug 8th Oct
<b>Evening Forum</b> Carers Centre, 1 Beach Road, South Shields Mondays, 5-7pm 27th July 24th Aug 28th Sept 26th Oct 30th Nov	<b>Parent Forum</b> Carers Centre, 1 Beach Road, South Shields Mondays, 10am-12noon 13th July (No Aug meet) 14th Sept 12th Oct 9th Nov	

Forums are often attended by a guest speaker, refreshments provided. If you're interested in attending a drop in session or need more information, please give us a call on (0191) 454 3346. or visit [www.stcarers.org.uk](http://www.stcarers.org.uk)

# Carers' Corner

*"None of us, including me, ever do great things. But we can all do small things, with great love, and together we can do something wonderful." - Mother Teresa*

## Sunderland

### Substance Misuse and Addiction Anti-Stigma Campaign for Carers



Sunderland Carers' Centre has launched a new Substance Misuse and Addiction Anti-Stigma Campaign for Carers. Fear, shame and guilt are just some of the feelings that people supporting a family member or friend with a substance misuse or addiction problem may experience. Sometimes the stigma attached to caring for someone in this situation can prevent people from either identifying themselves as carers or from seeking much needed help and support. As well as a range of campaign resources for organisations to use, a short film has been produced in which carers share their life experiences and their thoughts of how accessing support, information and guidance has helped them to break down the barriers and stigma associated with their caring role.

Visit [www.sunderlandcarers.co.uk/professionals](http://www.sunderlandcarers.co.uk/professionals)

Are you in this caring situation or a professional working with carers? Please phone (0191) 549 3768 for more information.



## Gateshead



### Gateshead Carers' Centre

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

## North Tyneside

North Tyneside Carers' Centre is pleased to announce that we have begun two new projects for carers:



North Tyneside  
Carers' Centre

### Support for Working Carers

We are recruiting two new workers to support carers who work or would like to get back into employment. This is a two year project in partnership with North Tyneside Council. One worker will directly support carers who are in or are wishing to get into employment, by offering them advice and support; the other worker will liaise with local employers to help them understand the business case for supporting carers and help them to make their organisation 'carer friendly'. If you are a working carer and would like some support, please contact the Centre on (0191) 643 2298.

### Dementia Connect

North Tyneside Carers' Centre is working with Age UK to deliver a new project for people with dementia and their carers. Six sessions will be offered to carers and at the same time the person with dementia can take part in a range of stimulating activities. The aim of the carers' course is to help carers become more confident in their caring role. It will include information about dementia and how to deal with behaviour that is challenging and it will look at how carers can look after their own health and wellbeing. The activities on offer for people with dementia will depend on their own interests but may include arts and crafts, tai chi and outings. If you would like to refer anyone or would like more information, please contact Isabel Owens at Age UK on (0191) 280 8484 or Julie King on (0191) 643 2298.

Did you know that you can now tweet us? We have more than 4,000 followers on twitter – it's a great way to find out what is going on in the Trust. Follow us:



[www.ntw.nhs.uk](http://www.ntw.nhs.uk)  
email: [ftnewsletter@ntw.nhs.uk](mailto:ftnewsletter@ntw.nhs.uk)

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Name: .....Address: .....

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