



# Foundation Trust News

Issue 14 Winter Edition 2013

## GOVERNOR ELECTIONS 2013

The results are in.....

See page 5 for a list of our newly elected/  
re-elected Governors



A message from our new Chair  
**Hugh Morgan Williams**



Dear Member

Happy New Year 2014 and welcome to the latest edition of the Foundation Trust News

Since becoming Chair of the Trust last year, I've been delighted to meet so many service users and members as I make my way across all our hospitals throughout the region and I hope to meet more of you over the coming months. The Trust continues to provide outstanding care and support to some of our most vulnerable people and through your commitment, we can ensure help is always available. One of the events I have been privileged to attend as Chair is the Long Service Awards which celebrates this dedication by our staff. *(continued on page 2)*



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## Duchess of Northumberland opens new Northgate Tyne ward

Service users and staff at Northgate Hospital, near Morpeth, welcomed the Duchess of Northumberland who visited them last November.

Her Grace (pictured below) visited the hospital to officially open the new Tyne ward. *(continued on page 2)*



## Trust's Pride with opening of new dementia centre

Last November, patients and staff moved into the new dementia centre at Monkwearmouth Hospital. The new 24-bed state-of-the-art building is the first facility to open as part of the £60 million Pride Project.

The £10 million unit has two wards, Roker for male patients and Mowbray for female patients and replaced two 12-bed wards which were located at Cherry Knowle Hospital. *(continued on page 2)*



Shining a light on involvement



## PRIDE Project LATEST

### New Dementia Centre at Monkwearmouth Hospital

(continued from page 1)

Some of the facilities at the new centre include en-suite rooms, attractive courtyards, occupational therapy rooms, a memory walk and vintage memorabilia. Patients have access to an events room, a recreation kitchen to help them with daily tasks such as making a cup of tea and cooking activities, plus a hairdresser/barber shop and nail bar.



Designed by Medical Architecture and built by Laing O'Rourke, the building also received input from the University of Stirling Dementia Services Development Centre, a world leader on the design of services and environments for people with dementia.

A message from our new Chair continued from page 1



This year, work will continue on the PRIDE Project and I am looking forward to seeing our new Hopewood Park hospital in Ryhope completed. PRIDE has already delivered our new dementia centre at Monkwearmouth Hospital, welcoming its first patients last November.

Towards the end of last year we also celebrated the opening of our new Tyne ward at Northgate in Morpeth, which also saw the opening of Café Andrew earlier in June.

Projects like PRIDE and Tyne can only be achieved through the support of our members and so I would like to say thank you to you all and wish you well for the coming year.

**Hugh Morgan Williams**  
Chair

### New TYNE ward at Northgate Hospital

(continued from page 1)

The Duchess was greeted on behalf of the Trust Board by Lisa Crichton-Jones, Acting Executive Director of Workforce and Organisational Development, and Gail Bayes, Group Operational Director, Specialist Care.

During her visit, Her Grace was escorted around the 24-bed ward which provides locked forensic rehabilitation services exclusively for male patients over 40 years old, with learning disabilities. The ward is split into four flats with six en-suite bedrooms each and contains a living room, dining area, training kitchen, treatment rooms and group and activity rooms.

Tyne Unit forms part of the wider Forensic Learning Disability Service and provides specialist multidisciplinary care and treatment for men who are vulnerable and/or at risk to themselves or others, and offers a comprehensive

treatment programme, incorporating a wide range of needs-based individual and group treatments.

Lisa Crichton-Jones said, "We were thrilled when Her Grace agreed to open the new Tyne unit at Northgate Hospital and were delighted to introduce her to some of our service users and staff. She was interested in all aspects of the unit, from its design through to how the building is being used by our patients. Tyne offers patients a secure and peaceful environment where service users with challenging needs can receive the best treatment, tailored to their needs. Hopefully Her Grace had an opportunity to see this during her visit."

Lisa added, "I would also like to thank patients, carers, staff and external partners for their involvement in the project."



## AWARDS NEWS

### Award-winning Self-Help Guide

'Anxiety – A Self Help Guide' which is produced by the Trust's Patient Information Centre, was 'commended' at the BMA Patient Information Awards 2013, last September. This is the fourth year in a row that a guide from this series has been recognised.

The guide gives people the opportunity to learn more about anxiety, its causes, symptoms and relaxation techniques. It also provides information about treatments and support organisations.

The BMA Patient Information Awards were established in 1997, with the aim of encouraging the production and distribution of accessible, well-designed and clinically balanced patient information. The awards are a great way for information producers to showcase their work and receive recognition of their hard work and dedication in producing excellent information resources.

Karen O'Rourke, Patient Information Centre Coordinator, said, "We are delighted to be recognised for the fourth time, by the British Medical Association. I would like to thank everyone in the team, who have worked very hard in producing this and the other 22 guides, which has given much needed support to people dealing with a whole range of conditions."



## Staff News

All guides can be downloaded in a choice of different formats, free of charge, at: [www.ntw.nhs.uk/pic/selfhelp](http://www.ntw.nhs.uk/pic/selfhelp).

NTW Pharmacy picked up a top prize at the annual Health Service Journal (HSJ) Efficiency Awards last October. The Trust was awarded the Efficiency in Medicines Management accolade, sponsored by Celesio UK, at the Grosvenor House Hotel ceremony in London.

The Trust was praised for the project, 'Telepharmacy – enabling technology to bring pharmaceutical care closer to patients'. The judges said "this is a simple initiative which uses low cost technology to maximise pharmacy expertise with an impressive return on investment in three months, combined with strong leadership. It is scalable and rapidly transferable across both community and acute settings. If this project is replicated across the NHS, it will transform and liberate pharmacy services."

During the same awards ceremony, the Trust's Children's Services were highly commended for their project 'Redesign, integration and transformation of the care pathway for community children and young people's mental health and learning disability services'. The judges commented that this showed passionate leadership of local change to benefit children and families.



Our Chief Executive, Dr Gillian Fairfield, was delighted to hear about the Trust's success, saying, "I am extremely proud that our Pharmacy Team has developed such a creative way to deliver a valuable service to our patients. I would also like to congratulate our Children's Services for being recognised at the awards. Both are excellent examples of how we can transform the way we deliver services to improve the quality of patient care in a challenging financial environment."

# Service Users' Slice

## Newcastle/Gateshead/North East Mental Health and Time to Change Day (Saturday 5th October)

Blue sunny skies were the order of the day at the pop up village at Grey's Monument in Newcastle city centre. Local and national organisations came together to help raise awareness of mental health, as over 10,000 people came through the village and had some form of contact with messages about mental health, with many more being kept informed by local radio slots. The day proved to be such a success that it has been spoken of at national level, as an object lesson in how the statutory and voluntary sectors can combine and collaborate with service users and carers to wonderful effect.



NTW's busy stall displayed their award-winning self-help guides, as well as membership information, attracting lots of visitors and hearty discussion with both present and newly subscribed foundation trust members. The non-stop day ended with an almost empty stall, including the sweets tin and very tired feet but a worthwhile experience for all.

*NTW's Service User Governor for Older People's Services, Marian Moore, also attended and you can read Marian's very interesting description of the day in Governors' News on page 5.*

## 3rd North Tyneside World Mental Health Day – Celebrate Your Mind (Friday 11th October)

Held in 'Our Room' at the Shiremoor Centre, courtesy of North Tyneside Disability Forum, the day was full of laughter, singing, relaxation and all round enjoyment. This was evident from the feedback cards received and comments on the speech bubble board. Comments:

*We had a lovely time instead of being lonely at home on my own (Anonymous)*

*Just that it was a well-structured and well balanced day (Cameo)*

*I really enjoyed the afternoon (RW)*

*Have more days like this (Mr H)*

The event now in its third year, was organised jointly by NTW, North Tyneside Disability Forum (NTDF), Mental Health Matters, Crisis Skylight Newcastle, VODA and Tyneside MIND.

Margaret Chambers (NTW Public Governor for North Tyneside) once again welcomed everyone and introduced Councillor Janet Hunter, Chair of North Tyneside Council, who officially opened the day and participated in many of the sessions.

Debbie Smart, Young Carers Project Manager from North Tyneside Carers' Centre, came along on the day to talk about the work of the centre around young carers and also presented 'Imogen's Story' on DVD; a very moving account of a local young carer and the issues she regularly faces on a daily basis but with a happy outcome. This was followed by drama, interactive music, raffle, a mastermind quiz and a very relaxing mindfulness session, with a free lunch courtesy of contributions from NTDF, Healthwatch and members of the organising group. Thank you to all who gave up their free time to make this day possible.



Pictured here from left to right are Dr Melanie Bash, Lisa Quinn, Tom Williams, Mary Glindon MP and Dr Sylvia Dahabra.



## Service Users

**Children & Young People's Services**  
Jack Wilson

**Older People's Services**  
Marion Moore (re-elected) ★

## Election 2013 - results

### Public

**Gateshead**  
Christine Heron

**Newcastle and Rest of England & Wales**  
Graham Martin

**North Tyneside**  
Diane Graham  
Steve Manchee ★

**South Tyneside**  
Colin Browne  
Margaret Adams ★

**Northumberland**  
Madeleine Elliot

**Sunderland**  
Karen Copeland

## Governors' News

Seven of the newly elected governors will commence their 3 year term of office from 1st Dec 2014. The term of office for the other three (★) commences on 1st March 2014. More details of our full Council of Governors will be featured in the next edition.

## I WAS THERE:

### World Mental Health Day in 2013 - "Mental health and older adults"

An overview of the day by one of our Governors, Marian Moore



**Synchronicity** - It was a delightful touch of synchronicity that the first person I encountered in the Pop-up Village was Meena Patel, project lead for the Older Leaders for Change (OL4C) initiative. I turned around twice and there was Sue Baker, the CEO of Time to Change (TTC), the national campaign charged with fighting stigma. By noon, the whole heaving space around Grey's Monument was charged with electricity – as was I.

**Footfall** - I am led to believe - by those who were counting - that thousands of curious shoppers descended on the bustle of smart white marquees from 10 am–4 pm. I was in attendance as a TTC volunteer (one of 80) on the afternoon shift, heading initially for the TTC Village Tea Shop, where

I could sit down if necessary. This was in recognition of my OAP status!



**Time to Talk** - However, sitting down wasn't to be an option for a seasoned campaigner like me - way too much adrenalin - and soon I found myself out and about the Village, engaging in earnest conversation with stallholders representing laudable organisations based in and around Newcastle. It was indeed time to talk and,

being someone by now entirely at one with the wisdom of crowds, I made the most of an unmissable (and memorable) occasion. I even inadvertently acquired a silk TTC sash - something else for the old Memory Box.

**Mental Health Issues** - There were around 60 charities and businesses 'on site', each with their own encouraging and unique take on mental health matters. To my knowledge, this is the first time that mental health issues have received such close attention and generated such enthusiasm in North East England. As intimated earlier, for this we have the nation wide Time to Change to thank and also our very own Launchpad and Mental Health North East. And, of course, the sun shone (as it always does) on the righteous and this also helped.

# Members' News

## ANNUAL MEMBERS' MEETING – 25th September 2013

The 2013 Annual Members' Meeting was an excellent occasion with over 200 people attending. The theme of the meeting was 'Working in Partnership' and an overview of the work of NTW and its partners was highlighted in a short film presentation, which also looked towards the future and the challenges NTW and other organisations are facing over the coming years.



Market-style information stalls displaying additional service information were available for attendees to take a leisurely walk around before and after the main meeting.

There was also an opportunity to meet Coco, the Trust's sniffer and therapy dog, who is also an FT member by virtue of being on the payroll. How? He is paid in dog food.



The evening gave our Chief Executive, Dr Gillian Fairfield, and the rest of the Trust's management team, an opportunity to personally thank staff for their hard work and commitment during the past year.

During the meeting, the appointment of Hugh Morgan Williams as the new Chair of the Trust was announced. Hugh joined the Trust in early November last year and has a wealth of experience from the public and private sector. He has been a supporter of many of the region's initiatives and organisations, including the International Centre for Life, the Northern Way and also Newcastle University.

Fiona Standfield, outgoing acting Chair, was also thanked for her excellent contribution and leadership over the year and was presented with a bouquet of flowers. Fiona decided not to apply for the Chair's position and also ended her role of Non-Executive Director on 31st December. Fiona is wished well in all her future endeavours.

### CHARITABLE FUNDS APPEAL

All healthcare services are funded from central government taxes and the Trust endeavours to provide the highest level of care to its patients from the funding it receives. However, there are always ways in which voluntary donations can provide that little bit extra.

Our hospitals often receive donations from grateful patients or their relatives as they leave after treatment and are used in lots of different ways, eg purchasing extra comforts for patients, social and leisure activities and generally helping towards our patients living a happier fuller life.

If you would like to make a donation or to find out more, please contact (0191) 223 2756 or email: [cashiers@ntw.nhs.uk](mailto:cashiers@ntw.nhs.uk) or alternatively visit the Trust's website on [www.ntw.nhs.uk/charitablegiving](http://www.ntw.nhs.uk/charitablegiving)



## Carers' Corner

If you are looking after a friend, relative or neighbour who is ill or disabled, you are probably a Carer.

### Carers Association in South Tyneside (CAST)

The Carers Association in South Tyneside (CAST) strives to provide a better quality of life for the carers of South Tyneside, providing support, advice, respite and a voice for people who find themselves in a caring role.



We have a Young Carers service, which provides support to children (5-18) caring for someone, including those with a mental health problem. Services include 1-1 support, after-school clubs and school holiday activities.

Our Adult Carers service provides access to a range of services, help and information, including 1-1 support, an Advocacy Service and a Befriending Sitting Service, and a range of support and respite provision. Those caring for people with mental health problems are also referred to South Tyneside's Mental Health Concern's Carers' project for more specialised support.

For more information please contact us at: 1 Beach Road, South Shields, Tyne & Wear, NE33 2QA Telephone (0191) 454 3346 or visit our website at [www.stcarers.org.uk](http://www.stcarers.org.uk).

### Carers Centre Newcastle

#### EXCITING NEWS!

**Carers Centre Newcastle is moving to new premises in Spring 2014!**

After consultation with carers and careful consideration, we are moving to a larger building on Shields Road in Byker. We have outgrown our current premises at Saville Place; our new location gives us space to offer more services and to continue to grow in the future. This new and exciting opportunity enables us to provide fit for purpose and cost effective services for carers. There are good transport links to the new location with bus stops and the Byker Metro right outside our door and plenty of accessible parking. More information to follow in the coming months!

#### Contact details:

6 Saville Place, Newcastle, NE1 8DQ

Tel: 0191 260 3030

Twitter: @CarersNewcastle

Email: [info@carerscentrenewcastle.org.uk](mailto:info@carerscentrenewcastle.org.uk)

or visit [www.carerscentrenewcastle.org.uk](http://www.carerscentrenewcastle.org.uk)



### Mental Health Concern Carers Support Services, South Tyneside

8 Derby Terrace, South Shields: Tel (0191) 4936917: E-mail [mhcss@mentalhealthconcern.org](mailto:mhcss@mentalhealthconcern.org)



During the summer months, an ambitious piece of work has been undertaken by the Transforming Services Department at NTW NHS Foundation Trust, which has looked at completely transforming Community Services within NTW. The Carers Support Services have attended various week-long workshops, in which NTW staff, partners, third sector workers and services users and carers have had real input into the way that the Community Services will look in the future.

The views of Carers within South Tyneside have been very well represented, ensuring that the Service User and the Carer are truly at the centre of the Principle Community Pathways and that services wrap around them and not the other way around. It has been challenging, both in time needed to do this and in resilience due to the high output during these weeks, but we look forward to continue the collaborative work into the testing phase.



# Carers' Corner

A Carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability.

## Sunderland Carers' Centre



### 'Feel Good' Event - World Mental Health Day 2013

It was wonderful to see so many carers at our 'Feel Good' Event at the Carers' Centre on Tuesday 8th October. The event was part of a week of events in Sunderland to celebrate World Mental Health Day and focused on the health and happiness of carers with the aim of helping them to learn more about how to have and maintain good mental health. There were a variety of activities that carers could take part in, including learning hand massage techniques, potting herbs and making bird feeders for the garden, Chi Kung (a gentle



meditative exercise), good mood food information and recipes, and pamper sessions (therapies and manicures). Carers were also given a 'Five-a-Day for Health and Happiness' goodie bag.

At the end of the event, carers were

asked to place comments about the day on our 'Happy Tree'. Some of the comments included: "Lovely and relaxing day with great people." "Had a lovely time today! Relaxing and mixing with friends. I'm going to try hand massage on my children. I'm sure they will love it." "Lovely morning, really enjoyed time out relaxing." Thank you to all individuals and organisations involved in making the day such a great success and we look forward to more 'Feel Good' events for carers at Sunderland Carers' Centre.

### Support Groups for Carers in Sunderland

Sunderland Carers' Centre is set to extend the support groups it offers for carers of people with mental health problems. The very well established Tuesday morning group continues to run at the Carers' Centre every week from 10.30am to 12noon. The group gives carers a safe and friendly environment to meet other carers, socialise and take some time out. In addition to this group, a new monthly group will take place at the

Washington Galleries Health Centre (Day Unit, Level 3) on the last Friday of every month from 1.30 – 3.30pm. The first session takes place on Friday 31st January.

Vera Maw, Mental Health Development Worker, organises the groups and also provides one- to-one support to carers but sees the real value in bringing carers together. She said, "The groups are very informal and friendly so new members are always made to feel

welcome. A lot of the carers form their own support network and do so much together outside the group, meeting up socially and taking time out for themselves. The groups are full of laughter and support and are often just the tonic a carer needs to see them through a tough time." For more information about the groups, contact Vera Maw at Sunderland Carers' Centre on (0191) 5493768 or e-mail: vera@sunderlandcarers.co.uk.

### Contact your Governor

E-mail: [governors@ntw.nhs.uk](mailto:governors@ntw.nhs.uk)  
Freepost Address: c/o Membership Office,  
FREEPOST, NTW MEMBERSHIP (no stamp required)

### Other Contact details and useful numbers

Membership Office: (0191) 223 2468  
Membership enquiry: [members@ntw.nhs.uk](mailto:members@ntw.nhs.uk)  
Pharmacy Helpline: (0191) 223 2679 (charged at local rate)  
Switchboard: 08448 115522

*(Please pass on to others or recycle this copy when no longer required)*

### Carers Northumberland

Suite 17, Wansbeck Business Centre, Rotary Parkway, Ashington, Northumberland, NE63 8QZ  
Tel: 0844 800 7354 or (01670) 320025  
Email: [info@carersnorthumberland.org.uk](mailto:info@carersnorthumberland.org.uk)

### GATESHEAD Carers Centre

11 Regent Terrace, Gateshead, NE8 1LU  
Tel: (0191) 4900121  
Email: [enquiries@gatesheadcarers.com](mailto:enquiries@gatesheadcarers.com)

### NORTH TYNESIDE Carers' Centre

3rd Floor, YMCA building, Church Way, North Shields, NE29 0AB  
Tel: (0191) 643 2298  
E-mail: [enquiries@ntcarers.co.uk](mailto:enquiries@ntcarers.co.uk)

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Name: .....Address: .....  
and send to The Membership Office, FREEPOST NTW MEMBERSHIP (no stamp required)