

# Foundation Trust Membership News

Issue 16 Winter Edition 2014/2015

## Dementia Centre official opening

Dame Gill Morgan, Chair of the Alzheimer's Society, visited Sunderland in July and cut the ribbon to officially open our dementia centre at Monkwearmouth Hospital.



The centre welcomed its first patients last November and complements existing in-patient services at Monkwearmouth, meeting the needs of people with dementia and associated complex needs, including challenging behaviour.

Speaking at the time, Chairman

Hugh Morgan Williams said: "Since it opened last November this building and its dedicated staff have already made a massive difference in helping those who have dementia. I was delighted to welcome Dame Gill to the building so she could see for herself the hard work and dedication

of our staff and how much it means to our service users, carers and their families."

The centre is the first NHS building in the country to be awarded a gold design award from the world-leading Dementia Services Development Centre at the University of Stirling.

## Countess to officially open Hopewood Park in Sunderland

HRH the Countess of Wessex GCVO, has been invited to open Hopewood Park in early November. *(Continued on page 2)*

**Your Vote - Your Choice**  
in the 2014 Governor Elections.  
Deadline to use your vote is  
**17 November 2014**

## NTW welcomes new Chief Executive



New Chief Executive, John Lawlor (pictured left) joined the Trust in June. John comes to the Trust with many years of experience working in the NHS and has personal experience as a user of NHS services for mental health and type 1 diabetes.

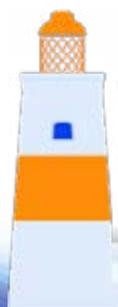
He hopes this very personal perspective of the NHS and the vital work that it does, will help shape how the Trust Board and Governors will move

the organisation forward in partnership with all of our staff, our service users and carers, local communities and partners.

Since joining NTW, John has visited many of the Trust's sites to get to know services, service users and staff, and to learn more about the organisation and the incredible work it does.

### In this issue:

- NTW Governors are shortlisted for Award
- Governor Elections: Your Vote - Your Choice
- Gateshead/Newcastle: a new vision for mental health care
- NTW sign up to [#hellomynameis.....](#) campaign
- Your chance to win a £25 voucher in website survey



Shining a light on involvement



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



## Hopewood Park

The new hospital welcomed its first patients in September.

Chief Executive John Lawlor said: "Around 97% of the people we care for are looked after in their own communities, in their own homes. A small number of our patients require time in hospital as inpatients, and Hopewood Park represents a state-of-the-art environment which will improve the inpatient care we can provide.

"It is an environment which is light and airy, which will give patients a safe, welcoming place where they can receive treatment and look forward with hope. When talking about health care it is



easy to focus on 'million-pound' this and 'cutting edge' that but strip all of that away and you are left with the real strength of our service, our amazing staff. Their professionalism and dedication deserve to be recognised and

Hopewood Park is a reflection of that caring outlook. It has been designed to help staff provide the best care possible, and that is what we are celebrating as we welcome our first patients."

The hospital includes six wards, each with 18 individual en-suite rooms for care, assessment and treatment. Hopewood Park also provides services for patients who have complex on going needs and require rehabilitation services, and features a psychiatric intensive care unit.

## Self help Guide praised at Awards

A self help guide to support people with post traumatic stress has been praised at the BMA Patient information Awards 2014.

The booklet 'Post Traumatic Stress – a self Help Guide' was Commended at the awards ceremony at BMA House on Monday, 22 September.

This is the fifth consecutive year that the self help guides have been recognised by the BMA Patient Information Awards, which are viewed as the 'Oscars' for patient information.

Karen O'Rourke, Co-ordinator of the Patient Information Centre said: "We are thrilled that our hard work has been recognised once again and thank the BMA for their support. This self help guide has been written by NHS psychologists and has been reviewed by service users and voluntary sector groups. It helps people understand how they are feeling and offers suggestions to help them cope."



The guide is one of a range of 23 and 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). Personal copies can also be obtained free of charge from the Patient Information Centre. For larger orders, the Trust now has a Paypal facility.

# Developing a new vision for mental health care in Gateshead and Newcastle, and a future model of care

Patients, carers and relatives who have an interest in adult mental health services in Newcastle and Gateshead are being asked to help the NHS shape services for the future.

NHS Newcastle and Gateshead Clinical Commissioning Groups, (CCG), the body responsible for the planning, choosing and buying (commissioning) of local NHS services, are considering the future adult and older people mental health services for both in patient care and in the community.

To make sure services are as responsive as possible, the views of patients, carers and relatives with recent experiences of services have been sought through a number of initial meetings. The input of the community and voluntary sector has also been very much welcomed.

These events are the very start of what will be a high profile process of how the local NHS, along with patients, carers, users, relatives and other local stakeholders, work together to arrange local mental health services in a better, more responsive way to meet local needs.

If you would like to find out more and be informed about future meetings, please contact [sheena.mcgeorge@nhs.net](mailto:sheena.mcgeorge@nhs.net) or telephone (0191) 217 2670. Additional information is available at: [www.newcastlegatesheadccgalliance.nhs.uk](http://www.newcastlegatesheadccgalliance.nhs.uk)

## # hello my name is...



Northumberland, Tyne and Wear NHS Foundation Trust has signed up to #hellomynameis.

This is a social movement that was launched last summer by Dr Kate Granger, a Registrar in Elderly Medicine, and who also has terminal cancer. Whilst in hospital, Dr Granger observed that members of staff often failed to introduce themselves properly before beginning to administer her care. She felt that a simple introduction by members of staff would go a long way towards putting her and other patients at ease.

Encouraged and supported by her husband, she decided to start a campaign to encourage and remind healthcare staff about the importance of introductions in the delivery of care. Her mission is to make a cultural change and get as many members of NHS staff to pledge to introduce themselves properly to their patients.

Kate said: "I firmly believe it is not

just about knowing someone's name, but it runs much deeper. It is about making a human connection, beginning a therapeutic relationship and building trust. In my mind it is the first step on the ladder to providing compassionate care."

The Trust's Senior Management Team recently learned about #hellomynameis and agreed that NTW would sign up to the campaign

and encourage all staff to reflect on the 'welcome' they give to patients and members of the public. We all know what a difference it makes to identify who is caring for you. A smile and introduction at reception can make all the difference to how relaxed and comfortable we feel at a time when we're very nervous or scared. If you have had a good experience at NTW, please let us know!

# Award Winning Trust

NTW's Patient Safety Team has been shortlisted as a finalist in the NHS Protect Award Contributing to Lone Worker Protection category where Comedienne Jo Brand; Journalist Victoria Coren Mitchell; the Voice UK 2014 Jermain Jackman; Kiss FM DJ Neev; Lord Toby Harris and ACC Gary Shewan will be on the judging panel for the prestigious National Personal Safety Awards 2014 in London.

This award recognises an organisation that continually promotes and exhibits total commitment to the protection of NHS Lone workers through a range of safety initiatives, programmes and implementations to protect prevent and deter foreseeable violence, abuse, and aggression.

The Suzy Lamplugh Trust, supported by NHS Protect are hosting the ceremony in London in October and also pays tribute to NTW's Jill Telford, who has been

shortlisted for the NHS Protect Award For Keeping Staff Safe at Work category. This award is for an inspiring individual who has demonstrated commitment and dedication to protecting NHS Lone workers from violence and abuse and should have demonstrated a range of methods to improve the safety and security of lone workers on behalf of their health body.

Tony Gray, NTW's Head of Safety and Patient Experience, said: "This is fantastic news for the



Trust and I am delighted that our commitment to the safety of our staff has been recognised. For us to deliver important care and support to service users and carers it is important that all our staff feel safe and supported as they carry out their important roles in the community."

**Vote, Vote, Vote before the 17th November 2104 deadline**

**Public Members in Gateshead, Northumberland and Sunderland:  
Your vote is important - Don't forget to use your vote to elect a  
Public Governor to represent you on the Council of Governors.**



## Hextol Greenbox grows opportunities

The Foundation Trust Membership News is printed and distributed by a local social enterprise with the help of several people who are Trust members and service users themselves.

The print, pack and post company, called Hextol Greenbox, is one of a family of small social enterprises run by the Hextol Foundation from its centre in Hexham. Hextol is a charitable company which creates businesses in which disabled or disadvantaged people can have opportunities to work and get useful experience and job skills training, to help improve their lives.

It's a popular place, with some of the Trainees having worked there since Hextol started, 7 years ago. As one Trainee put it, "It's great - a great opportunity - and a really good place to work. There's lots of work opportunities, different jobs to do and skills to learn."

The company has grown steadily since its start in 2007. More than 70 people have worked there over the years and not just in packing and posting but in decorating, gardening, catering and office administration too. Since moving to a new site last year, they have opened up their own warehouse and distribute a range of accounting books and greeting cards from there, on behalf of local companies. That has added a new range of jobs and more opportunities for people to gain work experience.

If you would like to know more, contact Chris Milner on **01434 605253** or email [chris.milner@hextol.org.uk](mailto:chris.milner@hextol.org.uk)





# Staff News

## Charity zip wire raises nearly two thousand pounds

A group of staff raised almost £2,000 for the Morpeth Branch of Cancer Research UK. Staff showed tremendous bravery as they jumped from the top of the BALTIC Centre for Contemporary Art and zip wired across the Tyne wearing bright red tutus.

As well as raising money for Cancer Research UK, two members of staff also raised money for the Trust's own charitable funds account, which is used to purchase extra comforts for patients or to fund social and leisure activities which can help to aid recovery.

Director of Workforce and Organisational Development Lisa Crichton-Jones said: "The staff decided to raise money for Cancer Research as cancer is something that has touched most of us at some point throughout our lives. Our aim is to raise funds to try and make a difference".

Visit [www.justgiving.com/nhc/donate](http://www.justgiving.com/nhc/donate) to support NTW's charitable funds; or [www.justgiving.com/morpeth-branch](http://www.justgiving.com/morpeth-branch) to support Cancer Research

## New Chief Executive faces a big challenge at Walkergate Park

Over £1,000 was raised in August, when former service users and their families were invited to a summer fun day at the Walkergate Park Centre for Neurological Rehabilitation, Newcastle.

The family fundraising event was organised by NTW staff who invited family and friends to have a go at some of the attractions, including a bouncy castle, arts and crafts stalls, stocks and raffle. The event featured

the local fire and rescue service who gave visitors the chance to explore one of their fire engines. There was also an opportunity to showcase the work of some of the charities used by service users.



## Congratulations!

A number of members of staff had their work recognised in the Care Coordination Association (formerly Care Programme Approach Association) Outstanding Practitioners Awards.

The awards recognise health or social care workers who have gone the extra mile and provided excellent support to service users and/or carers by involving them in partnership in the care process. 38 members of staff from NTW were nominated by a service user or carer for this award.

We are happy to report that **Gemma Jones**, Care Coordinator/CPN, Ashington CMHT, won the Individual Practitioner's Award (jointly with a CPN from Greater Manchester West NHS Mental Health Foundation Trust).

Three members of staff also won Highly Commended awards: **Sandra Watson**, CPN, Longbenton CMHT; **Lisa Insole**, Consultant Psychiatrist, East CMHT; and **Cath Skene**, CPN, Ashington CMHT.



Our dementia centre team (above) also celebrated being shortlisted in the Nursing Times Awards Care of Older People category.

**Vote, Vote, Vote** before the 17th November 2104 deadline  
Adult Service Users and Public Members in Gateshead, Northumberland  
and Sunderland: Your vote is important - **Don't forget to use your vote**  
to elect new **Governors** to represent you on the **Council of Governors**.



## Governors' News

# Governor elections 2014 Your vote – Your choice

5 new Governors are to be elected into the following constituencies:

- 2 x Service User Governors in Adult Services
- 1 x Public Governor for Gateshead
- 1 x Public Governor for Northumberland
- 1 x Public Governor for Sunderland

Are you a member of one of the above constituencies? If yes, then you are entitled to vote in the Trust's current Governor Elections. The deadline for governor nominations has now closed and eligible members should have received their voting packs by the end of October.

Election closing date is **Monday, 17th November** (Voting complete)

Declaration of Results is **Tuesday, 18th November** (New Governors announced)

Further information is also available via the Trust's website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) by clicking the 'Get Involved' box or by contacting Wendy Pinkney, Membership Manager on (0191) 223 2468 or email [members@ntw.nhs.uk](mailto:members@ntw.nhs.uk)



## What can you expect from a Trust Governor?

They will help the Trust to:

- Understand and respond to the views of service users, carers, staff, partner organisations and members of the public.
- Shape how the Trust develops to meet future local needs.
- Tackle the stigma associated with mental illness and disabilities.
- Recruit more members to help make our membership representative of the people they serve.

The role of the Council of Governors can be viewed on [www.ntw.nhs.uk](http://www.ntw.nhs.uk)

## A message from Marian Moore, Older People's Service Governor



Dear Diary

Thanks to my connection with two national mental health charities, I recently had the pleasure of spending time in the company of some local women. They were a small group of elders whose ages totalled close on 1,000 years. Where else but in an ancient North East market town on a grey Monday morning could I have alighted on

women with such a wealth of lived-experience at their finger-tips.

I quickly learnt that Aspire Learning, Support and Wellbeing (their organisation) is a women only training centre based in Chester-le-Street, Durham. Aspire has been providing services formally delivered by The Bridge Project since September 2012. The centre is a place for women to meet, learn

# COUNCIL OF GOVERNORS SHORTLISTED FOR LEADERSHIP AWARD

Our Foundation Trust Council of Governors has been shortlisted in the NHS Regional Leadership Recognition Awards in the NHS Board/Governing Body of the Year category.

More than 80 nominees were reviewed during September. NTW Governors were selected, along with Northumberland CCG and Northumbria Healthcare NHS Foundation Trust, to go forward with a chance of winning their category and going on to the national awards.

The winner will be announced at the Annual Conference and Leadership Recognition Awards, to be held in November in Newcastle.

NTW Governors work tirelessly for the Trust throughout the year in a

voluntary capacity and to be shortlisted for an award is a huge achievement.

Caroline Wild, Deputy Director, Partnerships, who nominated the Governors said: "Our Council of Governors are influential and inspirational to the Trust. It's great that their focus on supporting Recovery has been recognised in this way. It follows a very successful annual members and magazine meeting, where Governors led the way in sharing their own stories of recovery. I would like to wish them the best of luck at the ceremony."

## Young Governor Jack hits the road to new career

16 year old Jack Wilson, Service User Governor for Children and Young People's Service, is hoping to soon become a qualified youth worker. Jack is studying for his Level 2 apprenticeship at Youth Focus North East in Gateshead, where he initially applied for four months' work experience when he was just 15 and made such a positive impression that he was invited to return as an Apprentice this year.



Although Jack is now enjoying his new career, it hasn't always been easy for the ambitious teenager, who opted for home tuition when faced with bullying at secondary school. Jack commented that his school peers, who were not encouraged by parents and teachers to seek work experience, are now struggling over what to do next. He added: "If I didn't use my own initiative and apply for a work placement, I would have ambled along not knowing what to do after my GCSEs. Not everyone wants to go to University but everyone I know wants a job they can be proud of. No one helped me find work experience, I did it myself and it helped me a lot in my chosen career. Young people could do with the extra support to get them into what they want to do."

Jack is a fine example of a motivated young man, who was elected to represent young people as Governor for NTW when he turned 16 in 2013, and has proved to be a great asset to the Trust's Council of Governors.

and socialise. The organisation was awarded the title 'Cornerstone of the Community' by Newcastle Building Society in 2013.

My companion on this outing was the North East Co-ordinator for Time to Change. We were there (ostensibly) to promote the Durham Happiness Challenge, a free October event for older people organised/hosted by us and funded by our two respective

organisations. But, as women generally do, we quickly settled into an impromptu storytelling session - with the contents of my new NTW Memory Box providing much food for thought. None of our lives had been without mishap and sadness. But much joy was also reported.

The Aspire women turned out to be Durham born and bred: they speak the same language; they share the



same history; they possess the same 'beautiful minds'. Thanks to their collective wisdom, I returned home to search out the significance of my Memory Box's 'butterfly trinket'. This quotation says it all: "We delight in the beauty of the butterfly, but rarely admit the changes it has gone through to achieve that beauty." I see clearly now. Thank you.



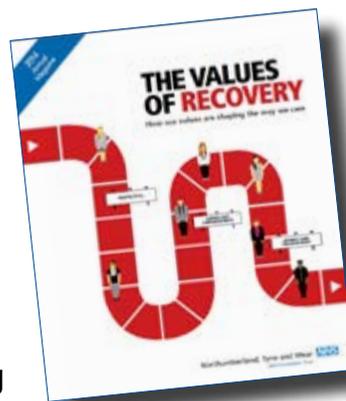
## Membership News

# Annual Members' Meeting

The road to recovery was front page news at our Annual Members' Meeting in July. This year's meeting focused on the theme of recovery and delegates were asked to think about what it meant to them and the help they might need to achieve this.

Recovery was also the subject of a magazine, 'The Values of Recovery – How our values are shaping the way we care', which was launched at the meeting held at the Marriott Hotel, Gosforth.

The magazine contained items from service users and carers about their own stories and also featured articles on the services and projects we are involved with in helping



people recover and get support during their treatment.

Delegates including service users, carers and staff also watched a DVD from NTW talking about the recovery revolution which featured service users and staff showing what recovery means to them.

Do you have a story to share from World Mental Health Day on 10th October?

Then e-mail us at:  
[ftnewsletter@ntw.nhs.uk](mailto:ftnewsletter@ntw.nhs.uk)

## FREE DRAW to win a £25 VOUCHER

E-mail Readers – What do you think of our Website? Can you spare a few minutes to give us your opinion? You could win one of four Intu Metro Centre £25 gift vouchers in time for Christmas.

To complete the Website survey, please click on the link in your e-Bulletin letter and at the end of the survey, enter MEMB and your name and postcode in the 'other' box and you will automatically be entered into the free draw. Closing date: Monday, 10 November 2014.

### Not an e-mail reader but still want to enter the draw?

- 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 don't have a computer, you may still enter the draw by telephone: (0191) 223 2519.

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)

Please recycle your newsletter copy

# Service Users' Segment



## Celebration Day honours graduates

Students, service users and staff in the Trust have celebrated the end of the first term of the Trust's first Recovery College.

The Ivy Centre for Recovery College at St Nicholas' Hospital in Gosforth, is a place where service users are able to make connections and develop their knowledge and skills in relation to recovery, as well as having a place to go when they feel that they are in need of extra support.

More than 50 students have been through the college in its first term. Courses held during the first term have been developed and created in partnership with service users and carers and are peer run and peer led. Everyone came together on Friday, 8 August for a celebration day in Gosforth where they could catch up with colleagues and friends to talk about their achievements. During this celebration there was a BBQ and guests were entertained by music

and performances.

Recovery College coordinator Angela Glascott said: "We are delighted to offer these courses which allow people to explore innovative ways in supporting their recovery. The Recovery College is a unique environment which gives all students, whether they are service users, carers or clinical staff, the opportunity to feel hopeful, learn skills, share experiences and initiate change.

"I would like to congratulate our first students and hope they have enjoyed the courses in a warm and friendly environment. Since coming to the college many of the students have committed to undertaking further developmental opportunities such as the Peer Support Development

Programme which started in September.

"People tell us that the courses themselves have been really helpful but we understand that further opportunities and growth are essential to recovery. We've been through that journey of being a patient to becoming a member of staff ourselves. Having purpose and self-worth are crucial so our intention now is to support others through that journey and realise their aspirations and potential."

The Ivy Centre reopened in September, offering 13 different courses and additional one off workshops. Travel expenses are offered to those requiring support and a free soup lunch is available to all students.

To find out more information about the courses or to ask for a hard copy of the autumn prospectus, email [denise.toward@ntw.nhs.uk](mailto:denise.toward@ntw.nhs.uk) or [angela.glascott@ntw.nhs.uk](mailto:angela.glascott@ntw.nhs.uk)

You can also download a prospectus at

[www.ntw.nhs.uk/leaflets/RecoveryCollegeprospectusautumn2014.pdf](http://www.ntw.nhs.uk/leaflets/RecoveryCollegeprospectusautumn2014.pdf)  
or by visiting [www.ntw.nhs.uk/pic/](http://www.ntw.nhs.uk/pic/)

## Vote, Vote, Vote before the 17th November 2104 deadline

Adult Service User Members:

Your vote is important - Don't forget to use your vote to elect two new Adult Service User Governors on the Council of Governors.



# Carers' Corner

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

## Newcastle

**Do you care for someone who has a learning disability?**

**Would you like the chance to talk to other carers?**

Newcastle Carers has a new monthly support group for carers who are looking after someone who has a learning disability.

This group is an informal chance to gain peer support from other carers and is an opportunity to access information about services that may be able to support you in your caring role. The group will be facilitated by a Carer Support Worker.



Come along on the first Friday of every month at 10.30am at Newcastle Carers Centre, 135-139 Shields Road, Newcastle upon Tyne, NE6 1EJ. The group will meet for 10 months.

To find out further information, please contact Newcastle Carers on (0191) 275 5060 or email: [info@newcastlecarers.org.uk](mailto:info@newcastlecarers.org.uk). Twitter: @CarersNewcastle

## North Tyneside

### North Tyneside Carers' Centre

3rd Floor, YMCA building, Church Way, North Shields, NE29 0AB

E-mail: [enquiries@ntcarers.co.uk](mailto:enquiries@ntcarers.co.uk)

Tel: (0191) 643 2298

### Activities and Services – North Tyneside Carers' Centre

We are reaching out to more carers throughout North Tyneside and will be holding monthly coffee mornings at venues across the borough. Carers will be able to meet others in similar situations and get specialist advice and support.

All coffee mornings will be held 10.30am – 12pm at:

- **White Swan Centre, Killingworth** - second Tuesday of every month. For carers of someone with memory problems or dementia.
- **Shiremoor Centre** - fourth Friday of every month. For carers of someone who has had a stroke.

For all carers:

- **New Prospects, South Parade, Whitley Bay** - second Thursday of every month.
- **Customer Service Centre, Wallsend** – third Friday of every month.
- **Carers' Centre, North Shields** - first Friday and third Tuesday of every month.

If you would like more information, please contact Alison on (0191) 643 2298.

Being able to take a break and attend activities can be difficult for some carers. Our 'Sharing the Caring' service gives carers the chance to take time out, in the knowledge that the person they care for is receiving support and care from fully trained, dedicated and friendly staff. For more information, contact Sandie Gray on (0191) 643 2298.



# Northumberland

**Carers Northumberland** is a charity dedicated to improving the lives of unpaid carers by reducing the social isolation that so many carers experience, and empowering them to have a voice.

We respond to carer needs, inform them of their rights and entitlements and support carers to access help for the person they care for.

Our growing band of volunteers helps us to provide support as part of the team. We are interested in recruiting Support Group Facilitator volunteers throughout Northumberland to offer a listening ear.

## A volunteer with Carers Northumberland can expect:

- ✓ A fair application and selection process
- ✓ To be welcomed, valued and part of the team
- ✓ Clear role description
- ✓ Induction to Carers Northumberland and their specific volunteer role
- ✓ Appropriate training, mentoring and support
- ✓ Out of pocket expenses reimbursed in line with our volunteer expenses policy



Behind every condition is a carer. Help us help them.

For more information on this or any other volunteer vacancy, please email Gail Purvis at [gailpurvis@carersnorthumberland.org.uk](mailto:gailpurvis@carersnorthumberland.org.uk) or ring (01670) 320 024

# Gateshead

## Gateshead Young Carers Training

In response to a growing recognition of the role played by young carers and the impact of mental ill health on young people in families affected by a member's mental ill health, Gateshead Crossroads Young Carers are working with key local NTW staff to develop innovative training sessions for and about young Carers.



This is part of the work of the Carer Training Task Group to further develop training sessions which have in recent years been organised and delivered jointly by staff from Crossroads, NTW and Gateshead Council.

Four areas of training have been identified;

- Training for clinicians and other NTW staff and Council staff about Young Carers
- Training for adult carers across both psychosis and non-psychosis pathways
- Training for young carers across both pathways
- Specialist carer training

The first sessions for Young Carers will start in October at Crossroads Care Gateshead. Work on the other strands of training is being planned and will involve staff from Child and Adolescent Mental Health Services and workers with specialist experience of working with lesbian, bisexual, gay and transgender people and black and minority ethnic groups.

Gateshead Crossroads Mental Health Carer Support Service can be contacted on: Tel (01207) 549 780.

## 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)

# 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

### Sunderland Carers' Centre

In August 2014, Juliet Pringle joined Sunderland Carers' Centre as Mental Health Carer Support Worker. Juliet's role includes providing information, support and a listening ear to individual carers looking after a family member or friend with a mental health illness, in the city of Sunderland. She will also support the running of the Centre's two groups specifically for mental health carers:

**Sunderland Mental Health Carers Group** - Meets the second Tuesday of each month, 10.30am – 12 noon at Sunderland Carers' Centre, Thompson Park, Thompson Road, Sunderland SR5 1SF.

**Washington Mental Health Carers Group** - Meets the last Friday of each month, 1.30pm – 3.30pm at The Galleries Day Unit, Washington NE38 7SD

Carers can also meet and chat with Juliet at the **Carers Information Hub at Hopewood Park** every Tuesday afternoon, 1pm – 5pm. Juliet said: "I am excited about my new role and looking forward to meeting with mental health carers in Sunderland."

For more information please contact Sunderland Carers' Centre on (0191) 549 3768.

## South Tyneside

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

8 Derby Terrace, South Shields Tel (0191) 493 6917  
E-mail mhcss@mentalhealthconcern.org

Mental Health Concern, South Tyneside, provides specialist support to Carers who have a loved one, family member, friend etc., with a mental health problem. Working from our base in South Shields, Monday to Friday 9am – 4-30pm, we provide telephone support, one-to-one support, coffee mornings and many other group sessions.



Carer Support also provides 12 hours per week to Carers visiting Hopewood Park and has been actively involved with the transition of services from South Tyneside to Sunderland. There is now a shuttle bus service between South Tyneside Hospital and Hopewood Park to coincide with visiting hours. There is also a Carers Hub next to Reception at the Barton Centre in Hopewood Park, where carers can visit the office on Mondays and Thursdays, 1-30pm to 4-30pm and Wednesdays, 2pm to 7pm. Alternative times can be arranged. The Carers Hub will be officially launched on Carers Information Day on 28th November. Carers can visit the Hub for support and advice or a friendly chat or be signposted appropriately. Support is also available on accessing and completing the Carers Pack, Carers assessment of need and funding applications for short breaks away, funded by South Tyneside Council.

For more information, please Tel: (0191) 493 6917.



### Carers Association in South Tyneside (CAST)

For more information please contact:  
1 Beach Road, South Shields, NE33 2QA  
Tel: (0191) 454 3346 or visit [www.stcarers.org.uk](http://www.stcarers.org.uk).



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

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



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