

Trust Talk

September 2015



Community Health Care Assistant wins national award

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Welcome from our Chief Executive

Welcome to the first issue of Trust Talk – bringing you a flavour of the latest news from your local health care services.

On my travels, I regularly hear about award-winning staff and heart-warming patient stories as well as the challenges we need to address. Trust Talk will bring you just some of these in bite-size chunks. To find out more and to keep up to date with all our activities please visit our website, follow us on Twitter or like our Facebook page. These are also great channels for you to feedback to us and let us know what you think about our services.

Also available on our website is 'our year', a summary of our performance for 2014/15. It has been a year full of change and challenges, but encouragingly staff have risen to these challenges and are using them as opportunities to make quality improvements in the delivery of our services and the care of our patients.

I hope you enjoy reading our first issue, and please get in touch and let us know what you think.



Claire Molloy
Chief Executive

Cumbria Partnership NHS Foundation Trust



Get in touch

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Do you have any feedback about Trust Talk or some good news you would like us to feature in the next issue? Contact the Engagement and Communications Team on 01228 603890, email communications.helpdesk@cumbria.nhs.uk or write to: Engagement and Communications Team, Voreda, Portland Place, Penrith, Cumbria, CA11 7QQ.

Do you have any questions, comments or concerns about our services? Contact the Patient Experience Team pet@cumbria.nhs.uk

Living our values

We have shared values that guide the way we work with each other, our patients and with our partners and the wider community.



We want to hear from you!

Send us your quotes, photos or videos which show how we are 'Living our values' and we will feature a selection in our next issue and on our website. We want to hear examples of when individuals, teams or services have shown kindness, fairness, spirit or ambition.

You might want to tell us about something good that you or a colleague have done, or give us an example of how a team, service or the Trust as a whole demonstrates these values. We would love to hear from our staff, patients, members of the public and our partners – our values impact on everyone who comes into contact with our Trust.

Please email us at communications.helpdesk@cumbria.nhs.uk or write to:

Engagement and Communications Team, Voreda, Portland Place, Penrith, Cumbria CA11 7QQ.



Kindness

We act with kindness, we always remember we are here for our patients.

Considerate | Thoughtful | Compassionate | Understanding



Fairness

We are fair, we strive to bring about social equity.

Consistent | Respectful | Honest | We Value Others



Ambition

We are ambitious, we never stop improving.

Achievement | Improvement | Motivation | Resourceful



Spirit

We are energetic and determined.

Resilient | Passionate | Inspirational | Courageous

Our Amazing People



“Every time we saw her, she managed to lift our spirits which no doubt played a part in my recovery.”

Lydia Jackson, a Community Health Care Assistant from the Penrith District Nursing Team won the national Kate Granger Award for the outstanding care and compassion she delivers to all her patients. Described by one of her senior colleagues as “a shining beacon who embodies all that is good in the NHS”. Lydia wholeheartedly embraces and reflects the Partnership Trust’s four key values. At the Awards Dr Kate Granger spoke of how Lydia’s nomination reduced her to tears. The full story is available on our website [Read more here](#).



“I’m really proud of working for the NHS because of what they have done for me.”

Rachael Hogg, Business Support Manager for the Mental Health Care Group, is without doubt one of our amazing people. She is currently waiting for her second kidney transplant, set to be donated by her husband, Councillor Chris Hogg, the current Mayor of Kendal. But rather than sitting around until the operation, she and her husband are leading a campaign to help Kendal become the first donor town in the UK, aiming for 1,000 new donors to sign up in the town within a year. The full story is available on our website [Read more here](#).



“This scheme is a really great opportunity for children with additional needs to access and feel included in an activity that every child should have the opportunity to experience.”

Learning to ride a bike is a fundamental part of growing up as a child. For the second year running, the partnership between Cumbria Partnership NHS Foundation Trust’s children’s therapists and the Watchtree Wheelers, 10 children with additional physical needs are learning or improving upon their ability to ride a bike. For example 10 year old Jack has hypermobility which affects his muscle tone and coordination skills. As a result of the scheme Jack is now confidently riding his bike along like any other child, so much so that he has asked his mum if they can become members of the Watchtree Wheelers. The full story is available on our website [Read more here](#).



“Matthew has displayed attributes that the dental profession expects – care, dedication, delivery of clinical treatment to high standards and acting in the patient’s best interests.”

Fourth year dental student Matthew Stephens was recently given a unique present from one of his patients, who had attended the Carlisle Dental Education Centre for a range of complex treatments over 18 months. Matthew was presented with a cake, decorated with a tooth brush, toothpaste and dental equipment, as a thank you for the effort, skill and the time spent on his patient’s care. Even dentists have a sweet tooth – in moderation! The full story is available on our website [Read more here](#).

“Throughout her 50 year career Ruth has provided a valuable service to various teams and has seen many organisational changes within the NHS.”



In July, Ruth Hogg from the administration team in Community Services south completed not 20, 30 or 40 years with the NHS – but 50 years! Ruth started her career as an office junior in Barrow in 1965 and 50 years on she’s still a member of the administration team providing support to Specialist Nurses. Congratulations Ruth! The full story is available on our website [Read more here](#).

Our shared know-how



“Utilising the artistic skills we already have in our own staff has helped us give a whole new identity to our Trust.”

The Trust's Communications Team have used in-house design expertise to redesign the Trust branding for no extra cost – saving thousands of pounds on using external designers. This has led to re-vamping the website, letterheads, presentations, and also creating new communications materials such as Partnership News, You and the Big Picture resources and even this newsletter!

“It is clear that DESMOND is making a difference to the lives of people with, and at risk of, type 2 diabetes in Cumbria, with the team going above and beyond in delivering the programme.”



Educating people about diabetes could be the key to controlling the expected soar in the condition and Cumbria is leading the way! Our diabetes team provides education for people with or at risk of developing diabetes to help them take control of their condition and make lifestyle changes. Over 6,000 people with type 2 diabetes have taken part in the nationally recognised “DESMOND” education programme since it was launched in 2009, and 4,000 people identified at an increased risk of developing type 2 diabetes have taken part in a Trust prevention programme since 2012. [Read more here.](#)

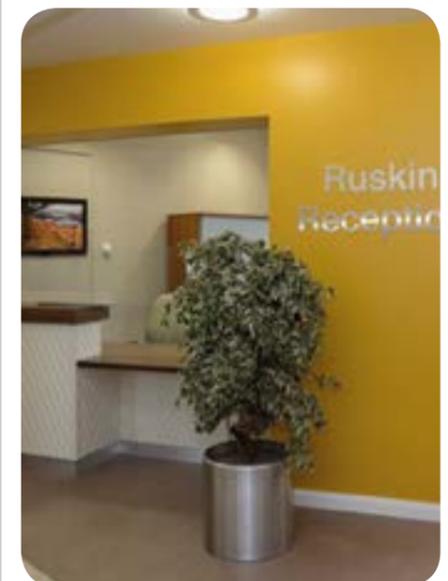


“All the cadets said that it had been a marvellous opportunity to work alongside health care professionals at all levels learning from not only their buddies but the other staff.”

Great feedback has been received from community hospital's and district nursing teams who have been supporting the West Cumbria Cadet Programme, which provides individuals with the opportunity to get into nursing. The cadets experience a range of different nursing placements including work in Community Hospitals, District Nursing, STINT, and specialist services. We're pleased to say that two cadets have been accepted onto the adult nurse training programme with the University of Cumbria. [Read more here.](#)

“We were keen to hold this open day to give people a chance to come and see the unit and to learn more about dementia and the support that is available.”

As a Trust we support the **#seetheperson** campaign. It means that we don't just see someone with dementia we see the person behind it. **#seethePERSON** is a new project that has been developed for the Memory & Later Life Mental Health Services team within Cumbria. The campaign was highly commended in the Patient Safety Awards in July. As part of the campaign around 100 people attended an open day at Carlisle's dementia assessment unit as part of the Trust's commitment to leading dementia education. A number of services were on hand to offer expert advice to carers, families or anyone interested in learning more about dementia. [Read more here.](#)



HOT TOPICS



Nursing revalidation

Every three years, nurses will need to meet a range of requirements and provide evidence to demonstrate that they practise safely and effectively. This process is called Revalidation and will be introduced from October 2015. Revalidation Awareness Workshops have been designed by the Senior Nursing Team support staff with these changes. If you are a member of staff and want to find out more about the workshops, and to book your place, please contact Julia McClune on **01228 603022** or Julia.McClune@cumbria.nhs.uk. [Read more here.](#)

Whole system approach making progress in improving emotional wellbeing of children



Partners in the health, social care, education and third sector are working together towards a vision that all children and young people can access the support they need to achieve emotional wellbeing and mental health. This is known as the whole system approach.

The whole system approach has made significant progress over the last twelve months including: the delivery of the HeadStart project through commissioned projects in schools and communities in Carlisle and Barrow; beginning to operate a child and young people's talking therapy service, and recruiting more specialist Child and Adolescent Mental Health Service (CAMHS) roles.

[Read more here.](#)

CQC inspection – November 2015

In November, the Care Quality Commission (CQC) will be visiting the Trust. The CQC is the independent regulator of all health and social care services in England, and they will be carrying out an inspection of some of our inpatient and community services. During the inspection the CQC gather information in a number of ways, including speaking to staff, patients and the public.

They then analyse the information to make judgements about if services are safe, effective, caring, well led and responsive to people's needs.

If you would like to find out more or pass any comments to the inspection team, use the 'Share Your Experience' form online at www.cqc.org.uk/public/sharing. For more information about the CQC inspection, visit our [Staffweb](#) or [Website](#).



West Cumberland Hospital Redevelopment

The West Cumberland Hospital will open its doors to patients on Monday 5th October. Our specialist dental services will be moving into a brand new dental area, shared with the orthodontists, over the weekend of the 9th to 12th October.

Therapy services, including physiotherapy and occupational therapy, will continue to be provided by staff from Cumbria Partnership on the acute hospital wards. For more updates about the development, visit the North Cumbria University Hospitals Trust website www.ncuh.nhs.uk.



Better Care for Cumbria

In June this year it was announced that north Cumbria would be one of three areas across the country to take part in the Success Regime.

Local health and care leaders will be working closely together, supported by colleagues from three key NHS national bodies: the Trust Development Authority (TDA), Monitor and NHS England. The programme will focus on delivering a sustainable health and care system fit for the future, with the involvement of patients, local people, clinicians, staff and partners. Locally, the programme will mean better care for patients and greater confidence in the long-term stability of local NHS services.

In south Cumbria we have Better Care Together (BCT) - a joint partnership five-year review of local health services. The programme is an opportunity to make sure the best possible health services are provided to communities across north Lancashire and south Cumbria - ensuring that patients get the right interventions, in the right places, at the right times, by the right people. All of our staff working in south Cumbria will feed into the BCT Programme.

www.cumbriapartnership.nhs.uk/news

Partnership working

“Many young patients find it hard to explain what’s going on with them mentally, but if you ask them to rap, you find this rich narrative where they open up more.”



A Psychiatrist from Cumbria Partnership NHS Foundation Trust and a Neuroscientist from the University of Cambridge have won an award for their innovative ways of using hip-hop music and culture to help tackle mental health issues. Locum Psychiatrist, Dr Akeem Sule from the Yewdale Ward in the West Cumberland Infirmary and Neuroscientist, Dr Becky Inkster affiliated with Cambridgeshire and Peterborough NHS Foundation Trust, won the ‘British Association of Psychopharmacology’s Senior Public Communications prize for their innovative social venture called Hip Hop Psych. [Read more here.](#)

“Since being with Love Barrow, I’ve had so much support. Up until then everything was a struggle and I did not know which way to turn.”



A project that helps vulnerable families in Barrow is celebrating 18 months of success. The pilot project called Love Barrow Families, launched in 2013, between Cumbria Partnership NHS Foundation Trust and Cumbria County Council. The project is designed to improve the way that adult and child health and social care services work together to meet the complex needs of some families in Barrow.

“I’d been suffering from migraines and cluster headaches for years, I’d tried various treatments but nothing seemed to work. When I met Dr Vanderpol my dreams came true, she helped with my symptoms, triggers and treatments. Now I suffer a lot less from headaches.”



Dr Jitka Vanderpol, our Clinical Director for Neurology

Botox and oxygen treatments are some of the innovative treatments that are being used in Cumbria to help those with headaches manage their symptoms. These treatments and others were some of the topics discussed at the most recent headache forum organised by our Neurology Service. Guest speakers included Susan Hurst, Headache Specialist from the RVI in Newcastle and other experts in the field of neurology. [Read more here.](#)



“The garden looks brilliant and it is nice to see the money we help raise be used in a project like this. The garden will allow patients to practise their mobility skills outside rather than in a ward which in return will give them the confident boost they need.”

Wigton Community Hospital had an open day for their new and improved garden therapy area. Funds were raised through generous donations from several patients and a contribution from the League of Friends. Volunteers from the Allerby Garden Project and students from Nelson Thomlinson School have also been providing support by helping clearing the garden before the contractors began the landscaping and digging out, planting beds and completing woodworking projects. [Read more here.](#)



“I really hope that Choose South Cumbria will inspire people to come and live, work and learn in the area. I know from personal experience and hearing from so many staff that moving to Cumbria has been a great choice for them.”

Cumbria Partnership vacancies in south Cumbria are now being advertised on a new website set up to attract a range of professionals to live and work in the area. ‘Choose South Cumbria’ is promoting vacancies at large employers in the area including BAE Systems, Siemens, Glaxo SmithKline and the NHS and includes profiles of some of our staff who are proud to live and work in south Cumbria. [Read more here.](#)

Heart of the Community



“We are proud to support Cumbria Gay Pride”

Staff from Sexual Health Services celebrated the Gay Pride event in Carlisle in June. The city centre was busy with acts and entertainment supporting the Gay Pride event. In total more than 20 bands and singers were included in the line-up for this year’s celebration. Sexual Health Services staff had a stand and were on hand to join in the fun, provide freebies and information. [Read more here.](#)

“It feels nice to be able to give something back to my local hospital, and to a service that has and will continue to provide support to me.”

Patients using the Amputee Rehabilitation Service in Whitehaven will benefit from new equipment and resources thanks to a generous donation of £4,622. Local people and business joined forces to hold a range of fundraising activities over the course of a month, this included; a raffle, auction and ‘name the bear’ competition. Former Copeland Council leader, Elaine Woodburn led the fundraising after having her right leg amputated due a serious bone infection. [Read more here.](#)



“Our 47 Governors represent the views of our members and work closely with the Board of Directors to ensure the people of Cumbria have access to the services that meet their needs.”



Thanks to the Governor Support team, there has been a lot of interest in the vacant governor positions this year with the elections advertised through social media and by our existing governors in their local communities. Existing Governors have also led a number of workshops in each locality for interested candidates to explain more about the role. [Read more here.](#)



“The garden sessions enable us to undertake purposeful activities with service users, and it gets people off the ward.”

A garden that is used as therapy for mental health patients has been given a new lease of life thanks to new volunteers. The garden at Carleton Clinic had become overgrown but now service users and volunteers have dug out the weeds, planted seeds and are growing their own flowers and vegetables again. [Read more here.](#)



“The group is great, there is so much support and it’s good to chat to other mums who are going through the same thing as we can all relate to one another.”

To highlight Breastfeeding Awareness Week in July health visitors in Carlisle held a social picnic for their weekly mums support group. The group has already helped a number of mums from around Carlisle; Sian Whitaker, 32 from Burgh by Sands explains on our website how she would have stopped breastfeeding had the group not been able to offer her support. [Read more here.](#)

Staff update

E-health Update

We've brought **our IT service in-house** and now directly employ more than 40 IT staff negating the need for an expensive out-sourced support solution. Through this the Trust will benefit from over £1.4million cost savings over the next five years that will be re-invested in healthcare improvements and has opened up an extra 40 local jobs for the region.

The rollout of the new electronic patient record (EPR), RiO, will allow the majority of services to move to **one EPR** which means information can be shared across all care groups within our Trust to give our staff **the right information, in the right place, at the right time**. This will support doctors, nurses and healthcare staff within the Trust to make **better informed, clinical decisions about their patient's care** – with the up to date information they need available at their fingertips. Staff can ask their manager about RiO or find out more by contacting e-health@cumbria.nhs.uk



You and the Big Picture

Teams across the Trust are continuing to hold 'You and the Big Picture' events to help staff understand how they fit into the 'big picture' of the organisation and health care system and how they can help us work towards our vision for happier, healthier, more hopeful communities.

We've had some excellent feedback and food for thought, including:

Community Care Group

"I think it is an excellent vision and should have the capability to tie in the pockets of excellent practice across the Trust."

"Big Picture is a good idea but unsure if it will be implemented in practice"

"The session more than met my expectations. I believe the You and the Big Picture is very proactive and will have a positive impact on those who receive this training."

"A very informative and positive initiative."

Specialist Care Group

"Feeling encouraged but only if something is done in the future it will be judged worthwhile."

"As a clinician it is nice to know that my own views have been taken into consideration when making changes."

"Informative, interesting and hopeful."

To see when and where the latest You and the Big Picture events are taking place, staff can visit the dedicated pages on our StaffWeb.

#SmallChangeBigDifference

Teams from all over the Trust are thinking our how they can identify small changes that make a big difference.

Here are just a few examples of what our care groups have been doing:

Community Care Group

West Cumbria Physiotherapy services have been on a recent 'recycling' mission in order to save costs within their department. Their campaign has saved the NHS thousands of pounds.

The team, based in the West Cumberland Hospital, noticed that a significant amount of the walking aids such as zimmer frames, elbow crutches and the like were not always returned when patients no longer needed them.

Specialist Care Group

Recently the Diabetic Eye Screening Programme team decided that they would make a daily effort to ensure all equipment - including PC's, keyboards and mobile phones - are cleaned to provide better protection from bugs and infections. The team hope this will lead to a positive outcome and help in reducing sickness and are currently keeping a daily log of equipment cleaning used for screening patients.

Children & Families Care Group

The universal hub for business support in the west has now been centralised, meaning dedicated business support for Health Visiting teams was no longer available. In order to address concerns in the team and build new relationships, a regular meeting was organised between the universal hub manager and a rep from each Health Visiting team in Allerdale. This has helped staff feel listened to, make changes within their power and developed more efficient systems.

Mental Health Care Group

All the Acute Psychiatric Inpatient Units have now officially started to use the Acute Admission Pathway (AAP). The AAP aims to enable: admissions to have clear productive goals; an increase in patient satisfaction; increased qualified staff time for interventions; timely discharge for patients and much more. Teams have participated in staff briefing sessions and a 'time in motion' study to gather baseline data.



Support Services

The Resourcing Team were set the challenge to find some cost savings on their capital resources. In a two week period, of the 90 contracts and offer letters produced 63% were produced electronically, saving the Trust £89 in postage and copying costs. A small amount you may say however, over a year this would be in excess of £2,300 and if we moved to 100% online this would be nearer £5,000.

If you are a member of staff and want to tell us about your #SmallChangeBigDifference email communications.helpdesk@cumbria.nhs.uk

Compliments

In July, all care groups within our Trust received a total of 229 compliments from patients and their loved ones about the services staff deliver – and those are just the ones that were recorded. Our staff receive lots of thanks and praise on a daily basis from people who use our services.

Here are just a few of the things that people said:

Mental Health Care Group

"I wanted to say thank you for all the care you have given Mam while she has been with you. It's a lovely place to be and you have made the time easy for me."

(Ruskin Unit in Carlisle)

Specialist Care Group

"If it was not for the team I would not be where I am today – the last year has seen me get my driving licence back, a 30 hour a week job and my own car."

(Allerdale Acquired Brain Injury Team)

Community Care Group

"A big thank you for all the help and support, the dedication to care and the friendship shown has been first class."

(Fusehill and North Carlisle District Nursing)

Children & Families Care Group

"The doctor was fully informed about my daughter's condition, I felt he listened to me and was eager to help her reach her potential."

(Community Paediatrics in Furness)

So if you don't already, let the Patient Experience Team know about what your patients are saying about your team pet@cumbria.nhs.uk.



Pictured top: Jane Smith, bottom Tricia Goldswater and Emma Hoyles.

Meet our governors!

Cumbria Partnership NHS Foundation Trust Governors have many duties including –

- Holding the Non-Executive Directors individually and collectively to account for the performance of the Board of Directors
- Represent the interests of the public and members of the Foundation Trust as a whole
- Appointing or removing the Trust's external auditors
- Commenting on the Trust's draft annual plan
- Reviewing the constitution, which governs the activities of the Trust.

Find out more about your governors [here](#).