David Heyes MP opens new Etherow unit

Firm foundations for new £13.6m mental health unit

Life Story work goes national

improving the patient experience
In this issue ...

Cover photo: David Hayez MP chats to Debra Williams, Team Manager CMHT for Older People at the opening of the Etherow Building.

New £19.3 million mental health unit for older people at Tameside Hospital.

The Trust is delighted to announce the official opening of the new Etherow Building at Tameside Hospital.

The new facility, which was officially opened by Rt. Hon David Heyes MP on Friday, 26th February 2010, first opened on 19th October 2009, and since then has been providing a full range of mental health services for older people. Developed and constructed as part of the Health Investment in Tameside project, the new unit represents a significant ongoing investment in mental health care for older people in Tameside. It is the culmination of over a decade of planning to meet the increasing needs of this community and represents an investment of £19.3 million.

Richard Spearing, Service Director - South Division, said, “I am extremely pleased with the opening of the Etherow Building as we believe that those people who require our services receive the highest standard of care in environments that meet their needs and aid their recovery. The unit is of national significance and will establish the standard for future schemes across the country. It will allow the delivery of a first class mental health service for older people in the ensuing decades.”

New £19.3 million mental health unit for older people at Tameside Hospital

The key benefits of the development are:

- Improved quality of accommodation designed for the current and future population of older people with mental illness.
- Provision of en-suite rooms for all acute inpatients, improving the privacy and dignity of patients.
- A mental health unit that provides an older peoples-focused environment in a dedicated building.
- Improved equity of service.
- Acute inpatient teams and community team co-located to support effective follow-up of patients, and smoother transitions between inpatient and community services.
- A day service providing treatment to inpatients and outpatients.

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David Curtis MBE, Executive Director of Nursing and Integrated Governance, retired at the end of March.

A presentation to mark David’s retirement was held on the 26th March and was well attended by colleagues David has worked with throughout his career. David was appointed to the Trust in 2002 and was formerly a Clinical Director in Oldham. He is a dual qualified nurse and since qualifying in the mid 70’s, he has held a number of senior clinical and general management posts in acute, community and mental health services as well as in nurse education.

David played a leading role in redesigning nursing and medical posts in mental health services and was awarded an MBE in 2008 for services to nursing and health care in Manchester. The Trust would like to wish David all the best for his retirement.

Michael McCourt, Katy Calvin-Thomas, David Curtis MBE, John Archer, Martin Roe and Dr Henry Ticehurst, at David’s farewell presentation.

Election update

As you will be aware, the latest round of elections to the Council of Members is now well underway. Ten seats will become vacant at the end of June 2010 as follows:

Public constituencies:

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Staff classes:

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Members in each of the above constituencies/classes will be invited to vote for those candidates wishing to represent them. Full candidate details will be sent individually by post to those members eligible to vote and can also be found on the Trust’s website at www.penninecare.nhs.uk. The Trust would like to encourage all eligible members to take this opportunity and use their votes to help determine how the Trust works with the communities it serves.

In this issue ...
Firm foundations for new £13.6m mental health unit at Birch Hill

The Trust is delighted to announce that the foundation stone for a brand new £13.6 million mental health facility, Prospect Place, located on the Birch Hill Hospital site, was laid during a formal ceremony which took place on 8th April.

The ceremony to celebrate the progress of this new project was performed in conjunction with the construction company, Interserve, and marked the beginning of construction of the new purpose-built ‘low secure’ unit. The unit will provide state-of-the-art facilities for male service users with severe and complex needs.

The building itself is designed to meet the needs of the service users. In addition to encouraging natural light in a modern and highly functional space, all patients will have their own rooms with en-suite facilities, and access to sports and recreational facilities within several areas of outdoor spaces.

In-line with the Pennine Care ‘Get Green’ campaign, the building incorporates all the latest Building Research Establishment Environmental Assessment Method (BREEAM) guidance which measures the rating for green buildings and works towards reducing CO₂ emissions.

The new building will provide 45 beds in three separate areas which have been designed around a ‘care pathway’. The care pathway shapes the service user’s journey through the service from admission to discharge, through engagement and assessment, recovery intervention and then finally social inclusion. The new pathway provides more appropriate treatment in the least restrictive environment possible which enables a faster progression through the service and an improved quality of life.

Prospect Place enables patients to build confidence and learn about coping in a carefully controlled environment geared towards integrating service users back into their local communities and re-establishing social networks. The facility was developed by Pennine Care in response to the increased demand for low secure beds in the North West.

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Below: Artist’s impression of the new unit.

Celebrating International Women’s Month

Women leaders and gender equality

In March the Trust made efforts to raise awareness of the significance of International Women’s Day and Month. As part of this, information was distributed regarding:

- International Women’s Day/Month
- The Trust’s Women in Leadership publication
- Department of Health gender equality work
- The Trust’s approach to gender equality.

In the forthcoming year, the Trust aims to further embed work on gender issues as part of plans to move to a Single Equality Scheme. Alongside carrying forward lessons learned from interviews conducted with female leaders, the Trust has engaged with staff and relevant organisations, including Trans Forum and the Men’s Health Forum, in advance of the revision of its Gender Equality Scheme which is available on the Trust website: www.penninecare.nhs.uk/documents/Gender-Equality-Scheme-2007-2010.pdf.

As part of an ongoing Equality and Diversity seminar programme and commitment to involving staff and raising awareness, a Gender Equality Development Session will be held in May as part of preparing staff for the creation of a Single Equality Scheme.

We have included an interview from the Women in Leadership publication. The full brochure, featuring more interviews with women leaders in the Trust, is available to download at: www.penninecare.nhs.uk/documents/celebrating-women-in-leadership-penninecare-nhs-foundation-trust.pdf.

If you would like hard copies of the brochure or further information regarding the Trust and gender equality please email your request to: equalityteam@penninecare.nhs.uk or call 0161 604 3387.

Interview with Judith

What has been your route to your current role?

I joined the NHS in 1986 as an Admin and Clerical Officer and worked my way up, achieving qualifications whilst in the job role. Previously I was Senior Finance Manager at Tameside and Glossop. Working my way up through the organisation has meant that I have undertaken the jobs that I am asking others to do, so I have an awareness of what each role in the department requires.

What attracted you to develop as a leader?

Working under a range of managers with different styles has taught me that one size doesn’t fit all and that you have to cater your response to the individual. Different things motivate different people at different times in their career. I have always found it easier and more productive to persuade colleagues of the need to do something rather than just issue a directive.

I realised that as a leader it is important that staff enjoy work and that you create a positive and supportive and, importantly an enjoyable environment to work in. This kind of positive day-to-day experience brings the best out of people.

What would be your one tip for career development?

To think ahead about where you want to go in your career and have a future plan. Also to not see ambition as a bad thing and to make the most of your abilities.

How can we plan for the future to ensure more women step up into leadership roles?

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What would be your one tip for career development?

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Which women do you admire in leadership roles and why?

Anita Roddick, founder of the Body Shop, because she succeeded in operating a successful global business while never selling out and remaining true to her principles and her original vision.

Below: Artist’s impression of the new unit.
Celebrating Success and Recognising Contribution event

Staff awards

We are pleased to announce the winners and runners-up for this year’s staff awards.

Nominations had been received for five different awards this year, and a panel including representatives from across the organisation had met to shortlist down to three finalists in each category. The criteria used for this shortlist were:

• Demonstrates providing outstanding services to users, customers, partner organisations and/or colleagues.
• Demonstrates working in a partnership way, inclusive approach, valuing diversity.
• Demonstrates a positive approach which inspires others.
• Shows creative solutions to challenges leading to more effective and efficient services.

All individuals who were nominated have received a certificate to celebrate their nomination.

The awards were presented on Monday, 8th March at the ‘Celebrating Success and Recognising Contribution’ event, following votes on the day where all attendees were given the opportunity to vote for the winner in each of the five categories. The Winners and Runners-up were as follows:

Innovation Award: Team or individual where innovation or new ways of working have led to improvements for service users and colleagues.

Winner – Hollingworth Ward Team, Adult Acute, John Elliott Unit (pictured)
Runners-up – Stockport CAMHS Team and Gill Wharton, Vocational Lead, Heathfield House

Volunteer of the Year Award: Volunteer who has made an invaluable contribution.

Winner – Claire Fraine, Occupational Therapist, Whitaker Day Hospital (pictured)
Runners-up – Carol Harper, Modern Matron, Rehab and High Support and Mental Health Intermediate Care Team, Springfield Resource Centre

Service User and Carer Focus Award: Team or individual who has excelled in putting the client at the centre of their service.

Winner – Gemma Rhodes, Sister, Therapy and Activity Co-ordinator (pictured)
Runners-up – Carol Ainsworth, Service Manager, Etherow Building and Carmel Bailey, Social Inclusion Team Manager

I am sure you will join me in congratulating all the winners and runners-up as well as all staff and teams who were nominated for awards. Well done to everyone!

John Schofield, Chairman.

Success at Pennine Care is achieved through the work of all the staff who work with us and we want to acknowledge and celebrate the invaluable contributions of everyone. The ‘excellent’ ratings we have received as an organisation are due to the first-rate staff and teams who deliver services and the way in which everyone works together for service users.

This year’s Organisational Development (OD) day, held on 12th March, was an opportunity to acknowledge the outstanding practices we have across the organisation and to share learning with each other. It was attended by over 170 staff from across the Trust in a range of roles. John Archer, Chief Executive, and Michael McCourt, Director of Operations, welcomed staff to the event, before Kate Hull Rodgers took to the floor.

In addition to being a speaker, author, media presenter and coach, Kate is an international leading authority on the strategic use of humour in the workplace. She has pioneered work in the fields of laughter therapy, stress management, communication and networking, and she gave an extremely amusing yet thought provoking talk on humour and its link to well-being.

Delegates then had an opportunity to create a vision of what success looks like from a service user and staff perspective. Creative and innovative ideas were generated. We were inundated with success stories from a wide range of services across the whole organisation which emphasised the achievements of the Trust over the last year. The success stories presented at the event took three formats: workshop presentations, stands and posters. The presenters of the stories were from a variety of backgrounds and areas and the stories ranged from those about the implementation of new ways of working, to the development of innovative roles and environments. All the success stories were highly motivating and demonstrated the hard work, enthusiasm and commitment of Trust staff to make a difference. Most importantly, the impact on service users and staff of all the stories has been significant. A ‘market place’ area was available throughout the day for staff to browse stands and information on a range of subjects including health and well-being, a working model for complex needs and an ‘all age’ service for primary mental health.

The afternoon saw a number of practical development workshops offered including coaching, confidence, resilience and business cases and report writing, where all participants had an opportunity to develop their skills. The final part of the day was the staff awards where five awards were presented to the winners and runners-up, following all participants on the day voting. The day was a huge success and by sharing information on the intranet we hope that a wider group of staff will be able to benefit from the information shared. If you have any comments about what you would like to see for next year’s event let us know it is even more successful, please do let us know.

Participants having a good time!

We were inundated with success stories from a wide range of services across the whole organisation which emphasised the achievements of the Trust over the last year. The success stories presented at the event included:

• Demonstrates working in a partnership way, inclusive approach, valuing diversity.
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on how the posters could be made more appropriate for children and young people. The views generated have been shared with the Time to Change team.

Kathleen Dixon, the Trust’s Creative Services Manager talked about plans to provide a specific section for children and young people on the Trust website. She explained that the site had been designed to be eye-catching and encourage young people to visit it. The group provided feedback on the look and accessibility of the site and also made suggestions about what information they would want to see.

The group considered the action plan created at the September session. They agreed to carry forward some actions such as meeting regularly, considering CAMHS leaflets but also agreed to add some further actions based on what had been talked about earlier in the day. These actions included making reception areas more suitable for young people and adolescents and making sure staff are welcoming. The young people were awarded with certificates of attendance and entertainment vouchers for attending on the day.

If you would like more information about how the Trust is involving children and young people please contact: Christopher Corfield, Equality & Diversity Officer Email: christopher.corfield@penninecare.nhs.uk

Candy James, Mike Hilton and Margaret Diggle at Birch Hill Hospital have been exploring opportunities to improve the learning experience of students on placement at the hospital. They developed a range of ideas and strategies to help students and mentors focus on what they need to do to ensure progress throughout a placement.

Mary Mee and and Karen Hazel and Beech Wards generated a variety of learning opportunities that have been linked to the four areas specified by university nurse training courses. These help students and their mentors quickly identify what can be done to develop skills in those areas. Candy has developed a similar package to assist students on Watergrove Day Hospital and memory clinic.

The emphasis is on bringing the best out of students by building on their strengths and interests, and by focusing on the most effective way of working with staff to ensure progress. This includes strategies to get off to a good start, maintain progress throughout the placement and finish strongly.

Special emphasis has been placed on encouraging students to take increasing responsibility for their own learning and development and the need to produce evidence of having achieved agreed goals.

Feedback from both student nurses and from the universities has been very positive. The belief is that improving the experience of students and mentors in one small corner of Pennine Care may influence the bigger picture.

The person behind the diagnosis

How creating ‘scrapbooks’ through Life Story work is improving quality of life

Pennine Care is delighted to report that ‘Life Story’ – a ground-breaking project aimed at improving the quality of life of older people with mental health problems which was launched in Oldham several years ago – has now made it into the national spotlight.

The pastime of ‘scrapbooking’ – making photo albums and sharing memories – is a common everyday activity which many people do to celebrate birthdays and anniversaries. It is part of the ‘remembering’ practices we all engage in throughout our lives. Life Story work positively encourages and enables patients to document and share their life stories in whatever means is best for them. Examples include written script, photographs, computer files, memory boxes, audio tapes or DVD. It is their story, in their words. It celebrates their life, and not only who they were, but who they still are. When patients are offered more dignity, they feel listened to, respected and valued. The impact on the individual, their family and carers, is often reported as a very positive one, helping staff to build up a therapeutic rapport with them.

More recently, the practice of Life Story work has been used successfully as an intervention with a wide variety of people, including children who are looked after, people with learning disabilities, older people, people diagnosed with dementia, Parkinson’s disease and with individuals who have suffered a stroke. It is an invaluable tool in the pursuit of personalised, high quality care and support; helping to get to know the ‘real person’ beyond the diagnosis or label of any disability, condition or disease.

In Sir Michael Parkinson’s report ‘My Year as a National Dignity Ambassador’ (January 2009), he comments on Life Story work: ‘I’ve been shown Life Story work and this isn’t just of benefit in the care of those with dementia. Care homes are using it for all their residents and it is even being used in hospitals. Again, it is so simple. It can make a huge difference to the relationship between staff and the people they care for.”

Life Story work in Oldham

Ken Holt (65 year old former carer and member of Oldham’s Carers Forum) wrote his wife Alice’s life story for care home staff when Alice had to finally go into a care home in July 2003 due to her dementia.

He wrote about her life, her achievements, likes and dislikes. This helped Alice settle in, gave Ken some peace of mind and helped staff to know and understand Alice better. For example, if she did not want to get undressed at bedtime it might be because she thought she had to go to the air raid shelter (as she did in the war) – staff did not insist on her getting changed at these times and this reduced possible conflict and so-called “challenging behaviour”. Everyone has their own story.

The National Life Story Network

Sir Bobby Charlton (middle) visits the Trust’s Life Story Group stand at the North West Mental Health conference with (from left to right) Frank Kenyon, Linda Green, Polly Kater and Abdul Shadown. The National Life Story Network (NSLN) was established in Oldham several years ago – has now made it into the national spotlight.

Life Story Network

Ken galvanised a local group in Oldham and then shared his dream (via DVD), of a National Life Story Network, at the North West Mental Health conference in York in 2008. This has been developed by the Dignity campaign in the North and a group of people passionate about the impact the use of Life Story work has – not just for the person but their carers, families and care staff.

Now, Ken’s vision for a national Life Story Network is finally realised as a national, virtual network has been developed for people and practitioners to be able to document, share and promote the work around Life Story practice.

The National Life Story Network is now promoted and supported by an independent steering group with representation from a range of national and regional partners, including the Dignity in Care (Department of Health), the National Dementia Strategy, Mental Health Foundation and the National Mental Health Development Unit. The National Life Story Network’s web space includes positive practice examples, links to Life Story web resources and invitations to join discussion forums and presentations. You can join the network by visiting: www.lifestorynetwork.org.uk/
Co-trainer sail away day

The PALS Department has a ‘co-trainer team’ made up of service users, carers and PALS staff working collaboratively in designing, delivering and evaluating training for staff. This training, and involvement opportunity, was developed in response to service users and carers wishing to improve customer care experiences for all who work/volunteer within and, in particular, use Pennine Care’s services.

The co-trainer team recently used an unusual venue to host their quarterly meeting and annual away day – a canal boat on the Cheshire Ring. As well as conducting their usual business, the day was used as reward and recognition for the hard work and commitment demonstrated by service users and carers who form the majority of the co-trainer team.

Boarding the 70 ft ‘Big Boat’ in the morning at High Lane, the group sailed to Adlington, arriving around noon where they alighted for a stroll by the volunteers enjoyed a diversity of the country followed by lunch before enjoying the scenery on the return trip.

The team are now into their third year and have over the past 12 months delivered their Quality Matters customer-care focussed training session at every Trust Induction as well as bespoke training sessions for Tameside and Glossop staff in Older People’s and Adult Acute services – that’s training delivered to approximately 500 staff!

Feedback from staff who have attended the training has been excellent with comments such as:

• “The training offered the chance to discuss important issues and concerns regarding the ability to deliver quality care.”
• “The most pertinent training I have ever had.”
• “Enjoyed it all. Very interesting and encouraged reflection.”

A third cohort of service users and carers is currently being recruited to undertake a ‘Train the Trainer’ course, delivered by Tameside Third Sector Coalition, which helps individuals develop the skills and confidence required to join the team.

The Big Boat is a canal boat run by the Big Life group, commissioned by Stockport MBC and offers a venue for well-being activities as well as a meeting venue.

Volunteer away day

On 5th February 2010, the volunteer away day was held at Clough Manor in Denshaw.

Over 50 volunteers and prospective volunteers gathered from all over the Trust’s footprint along with some Board Members and the PALS team.

The morning involved group work to look at what is done well, what can be done better and how to keep the volunteering programme moving forward. In the afternoon the volunteers enjoyed a diversity awareness session. There were lots of opportunities to network and find out what’s going on in other services and Boroughs.

If you would like to know more about the Volunteering Programme please contact one of the Volunteer Co-ordinators.

Naheed Asif (for Stockport, Tameside and Glossop)
Tel: 0161 604 3755 Email: naheed.asif@penninecare.nhs.uk
or Allison Byrne (for Bury, Rochdale and Oldham)
Tel: 01706 754346 Email: allison.byrne@nhs.net.

The perfect Choice

The ‘Choices’ photography group for service users in Bury has been running for almost twelve years now.

The overall aim of the group is to allow people to develop their interest in photography and explore various techniques. Members can either use their own equipment or those trying photography for the first time can be loaned a camera.

It originally started when we used mainly black and white film, when members would spend hours in the darkroom developing their film nervously waiting to develop it. Then, the sense of relief when the film was pulled from the developing tank to see that there were actually some images on the film. What a relief!

Today, the photography group has gradually moved over to digital cameras and modern technology (although the developing tanks, trays and photographic enlargers used to print our photographs have still been kept – just in case!)

The group now meets every week and travels using public transport to various locations in and around the Bury area. There is a computer and A3 printer that members can use to print their images and learn how to use various photographic programmes. The group have had several exhibitions over the years and have a permanent display at Choices. It’s a perfect opportunity for people to get together and share their common interest in photography, as well as having a good time with some laughs along the way.

Thanks to staff ...

The Trust continues to acknowledge the many compliments received in recognition of the work and dedication of our staff.

Pictured here are some groups of staff who have been invited to celebratory lunch events hosted by the Chairman, John Schofield, where they have been presented with a certificate in recognition of their contribution in delivering excellent service on behalf of the Trust.

Any member of staff receiving a compliment is asked to forward it in the first instance to Pam Upton, PA to the Chief Executive, Trust Headquarters. Staff are congratulated in writing and may be invited to one of a series of celebratory lunches.

From left to right: Front row: John Schofield, Katherine Ashley, Kerry McEneaney, Tony Kenne, Gaynor Hodson and Catriona Harley.
Back row: Tracey Smith, Pam Liversley, Michelle Keane, Linda Gardener, Catherine Bryant, Derek Bell, Gordon Milson and John Archer.

Photograph by Rose Marie Graham.

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From left to right: Sarah Littletone, Jenny Prole, Natalie Andrews, Ben Hume, Rachel Nicholls, Andy Price, Sandra Harrison, Ida Gemmill and Judy Driscoll.

The group line up at Clough Manor in Denshaw.

A really interesting and useful day.

Volunteer
We are committed to upholding and promoting the right to privacy and dignity for all our service users. Respecting privacy and dignity is much more than just delivering single-sex accommodation; it’s also about the care we deliver within the environment.

We know that by delivering on our promise to actively promote outstanding levels of privacy and dignity for all, we will make valuable steps in terms of reassuring our service users and improving their overall experience.

The Health and Social Care Act 2008 states that health and adult social care must ensure that people can expect services to meet essential standards of quality and safety that respect their dignity and protect their rights.

We believe that everyone working for the Trust has a part to play in protecting service users’ privacy and dignity and our initiatives for 2010/11 continue to reflect this.

Responsibility for protecting patients’ privacy and dignity does not lie with one individual or group, but with all staff, at every level of the NHS.

Department of Health 2010

Promoting privacy and dignity in 2010/11:

• Through the delivery of training, we will continue to ensure that staff have the knowledge and skills to deal sensitively with the various circumstances in which the patients’ privacy and dignity may be infringed.

• We will continue to embed the principles of ‘Essence of Care’ in our everyday practices. ‘Essence of Care’ is a national initiative designed to help facilitate patient-focused benchmarking for health care practitioners and includes a specific module on privacy and dignity.

• Through an ongoing patient satisfaction survey we will continue to listen to what service users say about their experiences with us and whether they think their privacy and dignity was respected during their care.

• We have developed a leaflet for service users that details how single sex accommodation is being achieved in Pennine Care NHS Foundation Trust and our ongoing commitment to the privacy and dignity agenda.

We will ensure that:

• The care environment is clean and well-maintained.

• There is good physical separation of sleeping accommodation for the different sexes. We will use the NHS Institution for Innovation and Improvement privacy and dignity self-assessment checklist to audit our standards in relation to good physical separation of the sexes in our hospital accommodation.

If you have any comments, ideas, suggestions or contributions to make to this newsletter, please contact Christine Round, Communications Manager, telephone: 0161 604 3150 or email: chris.round@penninecare.nhs.uk.