

PenninePost

Health news and advice



In this issue:

Wellbeing walkers launch
our charity page 6

Services scoop quality care
awards page 8

Stay well this winter page 11

Issue 30 | December 2016

I did it!
#wellbeingwalk

Pennine Care
Charitable Foundation

Hello from the Chair...

Welcome to the December edition of Pennine Post.

As we approach the end of 2016, once again I find myself wondering where time goes.

However, with this rapid passing of time come many successes, as our staff work hard to deliver the best care to our local communities.

This great work was recently celebrated at our Annual General Meeting (AGM), where we announced the winners of our Principles of Care Awards 2016. Details are provided on page 8.

During our AGM we also unveiled our new Trust values, which will guide everything we do and help us to achieve our overarching vision. Find out more on page 10.

In other exciting news, we recently launched our new Pennine Care Charitable Foundation. Thank you to everyone who joined us for our wellbeing walk. We are looking forward to supporting many worthwhile causes. Read more on pages 6 and 7.

On a final note, I wish you all the best for the forthcoming festive season and hope you enjoy a happy and healthy winter.

John Schofield
Chairman



Working together
LIVING WELL

@PennineCareNHS
www.penninecare.nhs.uk

News

Audiology and mental health staff team up to improve dementia care3

Five year plan to provide quality community care3

Charity donation gives precious time to bereaved parents in Oldham.....4

Improving care for children and young people in the Rochdale borough.....4

Sign up to our Health and Wellbeing College5

New eating disorders support in the community5

Wellbeing walkers

Wellbeing walkers launch our charity.....6

Awards

Quality care awards8

AGM9

Members

Latest engagement facts and statistics.....9

Values

Our new Trust values 10

Stay well

Top tips for staying well this winter..... 11

A day in the life

of a carer champion..... 12

Pennine Post is also available online at www.penninecare.nhs.uk
Pennine Care NHS Foundation Trust is a provider of health services in, Heywood, Middleton and Rochdale, Bury, Oldham, Stockport, Trafford, Tameside and Glossop. Pennine Post is sent to all our foundation trust members.

If you would like to unsubscribe please call Donna Wrigley on **0161 716 3374** or email **ftmembership.penninecare@nhs.net**

Any comments, ideas or suggestions? Please contact: the Communications Department, on **0161 716 3188** or email: **communications.penninecare@nhs.net**

As part of Pennine Care's commitment to a sustainable future, this newsletter is printed on carbon balanced paper. When you have finished with it please recycle it.

© Published by Pennine Care December 2016.
No part of this publication may be reproduced without permission. All information is correct at the time of going to press.



Audiology and mental health staff team up to improve dementia care

Audiologists have teamed up with mental health professionals to improve support for people with dementia.

Staff from audiology services in Bury, Oldham and the Rochdale borough received support and training from colleagues working in the local memory clinic service to help increase their knowledge of dementia.

The partnership means audiologists are now able to include memory screening questions as part of hearing assessments and refer patients who may be showing dementia symptoms to memory clinics for further assessment.

The training was developed after research showed people with hearing loss were more likely to experience a delay in being referred for dementia assessments than those with full hearing.

As a provider of community and mental health services, Pennine Care staff are perfectly placed to share expertise with colleagues to ensure patients get the right support for both physical and mental health needs.

Five year plan to provide quality community care

Pennine Care has outlined its five year strategy. The new strategy will help to shape the direction of the organisation and outline how the Trust will continue to provide quality care to local people, while handling financial challenges.

Chief Executive Michael McCourt explained: "We have updated the Trust's strategy this year because things have changed so much within health and social care over the last two years and we have to ensure we have a clear focus and direction of travel.

"Overall, the strategy is working towards the delivery of whole person, place-based care. This means we want all our patients, carers and families to receive care that meets all of their mental, physical and social needs, but that this is arranged according to the needs of each town we serve."

"The Strategic Plan was developed over the course of a year, building on numerous engagement sessions held with staff, and we would welcome any further feedback from patients, families, carers, our partners and the public."

A summary of the Trust's Strategic Plan is available to view at **www.penninecare.nhs.uk/visionandgoals** along with details of how to provide feedback.



Charity donation gives precious time to bereaved parents in Oldham



Parents of babies who are stillborn or die at a young age could have more precious time to spend with their children, thanks to a charity donation to the Oldham Children's Community Nursing Team.

A Cuddle Cot is a piece of equipment designed to fit to a Moses basket and keep babies cool to allow them to stay with their parents for up to 72 hours after death. It was donated to the children's community nurses by a family who have experienced their own loss.

Naomi and Chris Cook, from Middlesbrough, decided to raise money to help families after their son Isaac died just a few hours after being born in 2012. During the difficult period that followed, the family received a memory box from charity 4Louis.

Since then, the family has been raising money for 4Louis, which supports families who have experienced a stillbirth or neonatal death by helping them to capture lasting precious memories of their baby.

The family raised enough money for 4Louis to purchase a Cuddle Cot in memory of Isaac. 4Louis distribute the Cuddle Cots across the country to health trusts and organisations on their waiting list.

PICTURED ABOVE: Oldham children's community nurses with Naomi and Chris Cook, and David McGurrell from 4Louis

Improving care for children and young people in the Rochdale borough

In September, a brand new Children's Acute and Ongoing Needs Service launched in the Rochdale borough, bringing together the following community services into one single service:

- Occupational therapy
- Speech and language therapy
- Physiotherapy
- Community paediatrics
- Children's community nursing
- Specialist children's nursing services, including epilepsy, diabetes and respiratory
- Orthoptics

A single point of access was also established to make it quick and easy to access services.

The service is working closely with a range of community and voluntary partners, such as Family Action, to offer a broader range of support and encourage coping and thriving at home.

For more information, visit: www.penninecare.nhs.uk/hmracuteongoingneeds

Sign up to our Health and Wellbeing College

Our Health and Wellbeing College offers free educational courses to help people improve their health and wellbeing.

The college is now recruiting students for the winter semester, which runs from January until April 2017. The college is for anyone over the age of 18 years, who lives in Bury, Heywood, Middleton, Rochdale, Oldham, Stockport, Tameside or Glossop.

The college aims to support people to recognise their potential and make the most of their talents and resources, through self-management. This will help people to deal with health challenges and achieve the things they want in life.

A range of courses are available, focusing on mental and physical health topics and a range of life skills, such as budgeting.

You can enrol up until Friday 6 January 2017.

Further information is available at www.mhmc.penninecare.nhs.uk/HWCollege.

You can also contact the college on **0161 716 2666**, email hwcollege.penninecare@nhs.net or visit www.facebook.com/healthandwellbeingcollege



New eating disorders support in the community

Young people with an eating disorder can now benefit from dedicated care and support thanks to a new Community-based Eating Disorder Service (CEDS).

The service, part of Pennine Care's Healthy Young Minds Service, is available across the Pennine Care footprint of Bury, Heywood, Middleton, Rochdale, Oldham, Stockport, Tameside and Glossop and Trafford.

It adds vital extra capacity, meaning more young people with an eating disorder will receive the care they need and as quickly as possible.

This will include home-based treatment, meal time support and workshops for young people. The service can also offer advice to families, carers and those who work with a child or young person.

Young people aged 16 to 18 can refer themselves, or get someone they trust to make a referral.

In January 2017, further developments are planned for the service.

For more information, including referral details visit www.healthyyoungmindspennine.nhs.uk/eatingdisorders



A CHILD AND ADOLESCENT MENTAL HEALTH SERVICE

Wellbeing walkers launch our charity

We held a Wellbeing Walk on Saturday 12 November to mark the launch of the Pennine Care Charitable Foundation.

More than 50 people braved the wet weather to walk or run around Heaton Park, over their chosen distance of 1.5km, 5km or 10km. John Schofield, Chairman, cut the ribbon to start the event and officially launch the Pennine Care Charitable Foundation.

The event was enjoyed by all who attended, including Pennine Care staff and their families, members of the public and their furry friends.

The charity was established after a number of generous donations were made to the Trust by patients. It will help ensure these donations are used in the best possible way and allow for further fundraising to support worthwhile causes. The charity funds will be used to support projects which go beyond the core NHS offer to improve services for communities, service users and staff.

John Schofield, Pennine Care Chairman and Charitable Fund Trustee said: "The ethos of our charity ties in with our Trust vision of helping people to live well. We'll achieve this by providing additional funding to enhance the high quality care and support we already provide. I am excited about the impact our charity will have on local communities."



"Our Wellbeing Walk was a great way to launch our charity. A fun time was had by all and I'd like to thank everyone who joined us to celebrate and mark this special occasion." John Schofield



We'd value your support

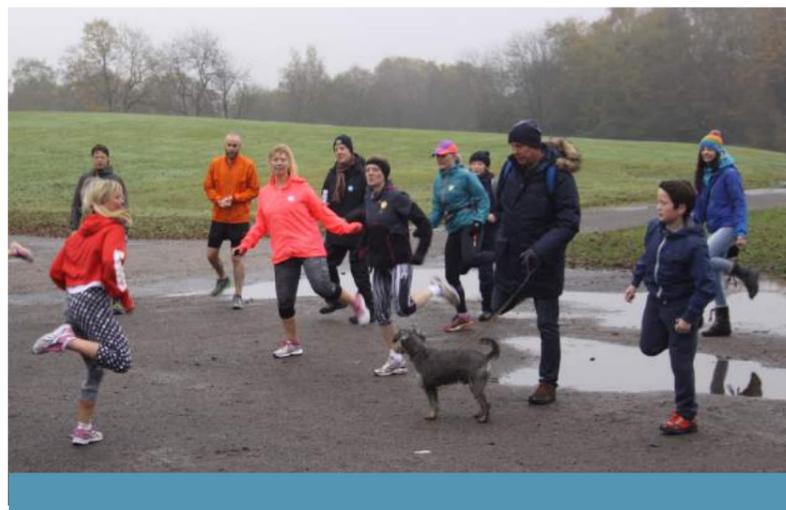
With your support, we can make a real impact to the communities we serve, from the young to the elderly who have a range of physical and mental health conditions.

Please visit our website to find out how you can donate. No matter how large or small, every penny is gratefully received.

We would welcome support from people who would like to raise funds for the charity through sponsorship opportunities. Before you embark on any fundraising events or opportunities, please contact us to obtain permission first.

For more information, please visit: www.penninecare.nhs.uk/charitablefoundation
Or email: pcn-tr.PCF-Charity@nhs.net.

Wellbeing walkers collectively did:
276km and 552,000 steps!



Services scoop quality care awards



Eight Pennine Care services whose staff go above and beyond the call of duty have been recognised at the Trust's Principles of Care Awards.

The awards, which were presented at the Trust's Annual General Meeting recognise services that have gone the extra mile to provide excellent care to patients and families.

A winning service is chosen in each of the eight divisional categories and each team receives £250 towards service improvements. The overall winning team and runner up receive £500.



Heywood, Middleton and Rochdale (HMR) Community Service

The winner was the **Paediatric Physiotherapy Service**. The team was nominated for successfully introducing the Therapy Outcome Measure which monitors how children and young people's conditions improve during therapy.

Oldham Community Services

The winner was the **Oldham East District Nursing Team**. Staff were recognised for providing exceptional support to a patient who had unhealing leg wounds. After recognising the patient was socially isolated, they provided daily visits and, with his consent, referred him to Age UK Oldham and social services for further support.

Trafford Community Services

The winner was the **Trafford School Nurses**. The nurses were nominated for their successful work providing early help to young people with emotional difficulties, including self-harm. The service has launched a Facebook page to communicate key messages and has also introduced 'Be Happy' bunting – a self-help and engagement resource for young people.

Specialist Services

The winner was **Healthy Young Minds Stockport**. The team was nominated for its work to ensure young people, parents and carers have a say in service development. Staff have also developed a virtual tour of the service and improved pathways for young people on the autistic spectrum and those with learning disabilities.

Corporate Services

The winner was the **Recruitment Team**. The team was nominated for its commitment to open, straightforward recruitment processes, its support to divisional managers throughout the recruitment process and the regular positive feedback they receive from staff across the Trust.

The winners were:

Mental Health North division and overall winner

The winner was the **HMR Healthy Minds Black Minority Ethnic (BME) Working Group**. The team was nominated for its work to address the under-representation of BME people accessing primary care mental health services. This included delivering awareness seminars at mosques and Asian women's groups and developing a play to highlight common mental health problems.

Mental Health South division and highly commended

The winner was the **Stockport Young Onset Dementia Team**. The team was nominated for its tailored support packages for people with early onset dementia. This includes staff's commitment to providing compassionate care for people during a difficult and emotional time.

Community Services Bury

The winner was the **Children's Community Nursing Team**. The team was nominated for its navigator role improving care for children and young people during the busy winter period from October 2015 to April 2016.

PICTURED ABOVE RIGHT: HMR Healthy Minds BME Working Group with John Schofield



AGM awards

Around 200 people attended the Pennine Care Annual General Meeting and awards ceremony held at Lancashire County Cricket Club, Emirates Old Trafford on September 28.

The event included the presentation of the Trust's Principles of Care Awards by Chairman John Schofield, details of which can be found on the opposite page.

Lead governor John Starkey formally received the annual report, accounts and auditor's report on behalf of the Council of Governors and discussed key pieces of work they have undertaken during the year.

A copy of the annual report can be viewed on the Pennine Care website.

Chief Executive Michael McCourt discussed the highlights and challenges the Trust faced over the last 12 months.

Further highlights of the evening included performances by the Trafford Macmillan Wellbeing Centre choir and young singers from Gorse Hill Studios.

Thanks to the event sponsors Hill Dickinson.

Members

Now we have a steady membership base, we are focusing our energy on engagement with current members. However we are still working hard with our Equality and Diversity Team to ensure that all views and beliefs are broadly represented across the entire Trust footprint.

Our Governors have remained active in the local communities to ensure that the voices of everyone they represent are heard.

The Governors regularly arrange constituency meetings which provide an opportunity to discuss local actions within each borough. Pennine Care staff members also attend to discuss service provision or developments, and recruitment and engagement opportunities.

There is also a possibility that these meetings will be opened up to members twice a year as an engagement opportunity. Please get in touch via the contact details to the right if this is something you would like to get involved with.

Along with Pennine Post, members can also choose to opt in to a regular e-bulletin. This is sent by email and includes regular updates and invitations to upcoming engagement events which may be of interest. If you would like to receive the member's e-bulletin, please provide our Membership Team with an email address.



You can contact Membership by emailing ftmembership.penninecare@nhs.net or calling 0161 716 3374/3978.



Public members

16,307

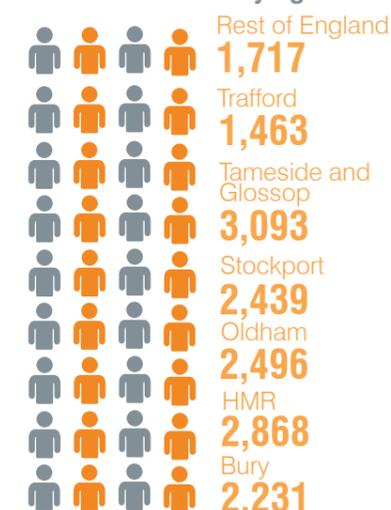


Staff members

5,823

*correct at time of print

Public constituency figures:



Values

At Pennine Care, all 5,500 employees are working towards the Trust vision – to deliver the best care to patients, people and families in our local communities by working effectively with partners to help people to live well.

It's what we do every day, but how do we go about it?

That's where our organisational values come in. The Trust values underpin everything we do, shape how we do it, who we are and what we stand for, and show our service users and partners what we're all about.

Earlier this year, we asked our staff: "What's the Pennine Care way?" as part of a process to look at refreshing our Trust values.

Building on the Principles of Care

Up to this point, the 10 Principles of Care were acting as Trust values. The Principles were developed by staff in 2011 to ensure the care we provide is safe and effective and over time they became our values, guiding how we deliver our services.

Following feedback from staff, we set out to review the 10 Principles of Care and condense them into five memorable core values.

Staff insight

Hundreds of Pennine Care employees got involved. During face-to-face engagement sessions and through online voting, staff told us which values were at the heart of their team.

our staff's valuable insight led to the selection of the five new-look values:



C	Compassionate We will deliver our services with warmth and understanding, going the extra mile to support patients, their families and carers, and those we work with.
A	Accountable We will all take responsibility for our actions, embracing an open and honest culture and ensuring lessons are learned if things go wrong.
R	Responsive Our care will be patient-centred, addressing the needs of individuals in our communities and listening to service users, their families and carers, and our colleagues.
E	Effective Our services will be delivered by skilled staff who strive for continuous improvement and aim for excellence.
S	Safe We'll do everything we can to ensure our services are safe and of high quality so that patients receive the very best care.

Now we have five meaningful and memorable values, these will replace the 10 Principles of Care and so we want to ensure they are embedded across every Trust service.

Over the coming weeks and months we'll be working with teams to understand how the values are applied in their teams so we can show how every Pennine Care service **cares**.

Stay well this winter

The winter period often brings dark nights, cold weather and unwanted illnesses. It's never too early to think about how to look after your health and the health of your loved ones.

Fight the flu

Many people will become infected with flu, but there are a number of ways you can avoid catching and spreading it.

Good hygiene can help – including thorough hand washing, cleaning surfaces and disposing of tissues properly. It's also a good idea to avoid unnecessary contact with others while you're infectious.

Those most at risk of complications are encouraged to have a free flu vaccine. This includes:

- Children aged two to six years
- People aged 65 and over
- Those with a long-term condition
- Pregnant women
- Carers

If you think you are eligible for a free vaccine, or you are unsure, please speak to your GP.

To help protect vulnerable service users from flu, every year we offer a free vaccine to our staff. Our aim is to vaccinate 75 per cent of staff and we run a dedicated campaign to raise awareness about the benefits of having a vaccine.

Many staff have been sending in their **#flufighter** selfies to show their commitment to protecting people: www.facebook.com/penninecareNHSFT



Don't forget to check up on any friends or relatives who might need **extra support**.

Plan ahead

Winter weather can prevent you from getting out to the pharmacy or shops. It's a good idea to stock up on food and other essentials just in case. Make sure you also check the opening hours of your local pharmacy over the holiday period, so you don't run out of any medicines you need.

Keep warm and well

It's important to keep yourself warm - your house should be heated to at least 18°C (65F). Some people are eligible for help towards their bills.

It's also worth keeping on top of any health 'niggles', especially if you have a long-term condition. Speak to a pharmacist or your GP for advice if you start to feel unwell.

Feeling blue?

It's common for people to feel depressed or anxious over the winter period. Typical symptoms include low mood, lack of motivation, tearfulness, feeling worried, changes in appetite or lack of energy.

Our Healthy Minds Service can help. Visit www.penninecare.nhs.uk/healthyminds to find out more.

Find out more

If you would like further information about staying well this winter visit www.nhs.uk/staywell



STAY WELL THIS WINTER

A day in the life...

...of a carer champion

Name: Lucy Garrard
Position: Nursing Assistant and ward carer champion
Location: Southside Ward, Oldham
Time in post: 6 years Nursing Assistant and 2 years Carer Champion

What does the role involve?

I'm a nursing assistant on Southside Ward in Oldham, which is an adult mental health ward. In addition, I am the carer champion for the ward.

Carer champions have responsibility in their area of work to keep up to date with, and share, information relevant to carers. This includes keeping a carers' information board up to date and organising carer information packs.

Pennine Care is part of the Triangle of Care – a national initiative to raise awareness of and improve carer involvement in care and treatment. Carer champions are an element of this and any staff member can become a carer champion for their area of work.

Part of the carer champion role is to link up with local carers services and to feedback information to the Triangle of Care steering group, which meets monthly. Being involved with the Triangle of Care on top of my full-time job is manageable with support from the ward manager and makes my work more interesting and enjoyable.

Why did you choose this role?

Having had personal experience of a close family member in mental health services, I understood how challenging it can be for carers to get the right advice and information about their loved one's condition. I fully support carers being included in the care we provide and believe that we should all be following the framework of Triangle of Care.

Once I began the role I learnt that, although a lot has been achieved so far, there is still a lot more work to be done. I feel strongly about our services embracing and achieving this and want to contribute.

What is the most rewarding aspect of your job?

Personal feedback from carers telling me that I have helped them. Some carers feel very isolated when they come onto a mental health ward and say that staff are so busy they don't feel like they can approach them to ask for information and advice. I try to make sure that I approach the carers visiting to offer them an information pack and the chance to have a chat. Usually all they want to hear is that their loved one is safe, getting the right help, and to be able to pass on information to the staff that will help aid the recovery of the patient.

What's the hardest thing?

Time. The demands of an acute mental health ward with 22 patients can be great, and ensuring patients are safe

and having their needs met is a priority for staff. Where there are a few minutes spare to speak to carers however, we should all try as it makes a big difference to their wellbeing when they are anxious and emotional due to their loved one's illness.

What sort of patients do you see?

All of our patients are acutely unwell with a mental illness, the variation in patients' symptoms and presentation is wide and changeable. It may be mood difficulties or psychotic symptoms. All our patients are at a crisis point when admitted to keep them safe and get the right treatment to assist in their recovery.

How do you unwind after a tough day?

Spending time with my three year old, who makes me laugh and smile a lot.

What did you want to be when you were younger?

I was always a bit of a book worm child and wanted to be an author, writing novels. Not written one yet, maybe one day!



Working together
LIVING WELL

 @PennineCareNHS
 www.penninecare.nhs.uk