

PenninePost

Health news and advice



In this issue :

**Mental Health Awareness
Week** page 6-7

Cheers to volunteers
page 10

**Spotlight on...children's
nursing** page 12

Issue 40 May 2019



Hello from the chair...



Welcome to your May edition of Pennine Post.

In this issue we celebrate our new *Just Culture* approach, which we launched at a fantastic event in March, alongside over 150 of our

staff and board members.

We also mark Mental Health Awareness Week, with some top tips on how to maintain a positive body image (pages 6 and 7).

There's been a lot to celebrate since our last edition. Our health visitors in Trafford helped the borough achieve the highest breastfeeding rate at six to eight weeks in the north. One of our learning disability nurses in Bury supported a local man with learning difficulties to become a match day steward at Manchester United's football ground, Old Trafford. You can read more on pages 4 and 5.

Looking ahead, our trust is going through an important period of change. We understand times like these can often be difficult, so the continued commitment of our staff to providing high quality services is valued more than ever.

For an overview on what to expect over the coming months, head to page 9.

I hope you enjoy reading this edition.

Thank you and best wishes,

Evelyn

Evelyn Asante-Mensah OBE
Chair

News

Improving patient care and supporting staff with *Just Culture*.....3

Stockport patients benefit from ward makeover.....3

Award winning X-PERT diabetes support.....4

Double breastfeeding success in Trafford.....4

Bury Learning disability nurse helps football fan achieve dreams.....5



Mental Health Awareness Week 2019.....6

Members

Governor elections.....8
Governor future plans.....8

Feature

Future changes to our organisation.....9



Cheers to volunteers.....10

Supporting someone with memory loss.....11

Spotlight on...

children's nursing.....12

Pennine Post is also available online at 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. For more information on the services we provide, please visit: www.penninecare.nhs.uk/your-services

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Improving patient care and supporting staff with *Just Culture*

In March, we became one of the first NHS organisations in the country to launch a *Just Culture* approach.

This is our commitment to learning from errors, improving the quality and safety of care and creating a positive environment for our staff.

It is based on an approach where staff aren't blamed for honest mistakes. Instead, they feel supported and encouraged to come forward and share their experiences. It aims to get to the heart of what, not who, was responsible for an error.

Just Culture is already being successfully used in other industries, such as airlines and nuclear organisations.

Our nursing director Clare Parker said: "We are at the beginning of a journey that will have many challenges along the way, but also many exciting opportunities to improve patient care and create a better working life for our committed and hard-working staff."

Read more at:

www.penninecare.nhs.uk/just-culture-launch



PICTURED ABOVE: Claire Parker and Dr Bill Kirkup



PICTURED ABOVE: Hayley Rawson, Mesha Roberts, Louise Stratton, Jenny Worrall.

Stockport patients benefit from ward makeover

One of our Stockport older people's wards has been revamped to help improve patients' mental health and wellbeing.

Our Saffron Ward, based at The Meadows, provides care and support to older people with dementia and delirium.

Patients were supported to create paintings and choose photos that would spruce up the ward, while also helping to trigger memories.

Artist Chris Cyprus generously donated some local landmark artwork and Transport for Greater Manchester provided an authentic bus stop – which is a great point of discussion.

The project was led by Salford University occupational therapy student, Jenny Worrall, with help from therapy support worker, Mesha Roberts, and occupational therapist, Louise Stratton.

Mesha said: "The ward looks great and we're hugely proud of what we have achieved.

"Positive changes to a patient's surroundings can help to improve their independence, appetite and how well they socialise with other people. It can also help to reduce falls and the length of time they need to spend on the ward.

"Alongside clinical care, we really believe that improving a patient's environment is a treatment in itself."

Award winning X-PERT diabetes support

We're offering people in Bury and Rochdale a free place on our award winning type 2 diabetes education programme.

The aim is to improve your understanding of how diabetes affects your body and how to make the best decisions to stay healthy and avoid life threatening complications.

The programme is run by experts from our nutrition and dietetic service and the community diabetes service, which we jointly run with Bury and Rochdale care organisation (part of the Northern Care Alliance NHS Group).

The programme covers healthy eating and common food myths, medication, improving energy levels and fitness, how to lower blood glucose, blood pressure and blood cholesterol and more.

It was recently voted as one of the best in the country for educating people with diabetes. This was in recognition of receiving an impressive 98 per cent satisfaction rating by people who completed the course.

To find out more and book your place, phone **0161 447 9847** or visit: www.penninecare.nhs.uk/x-pert-march2019



PICTURED ABOVE: Robyn with her sons James (left) and Benjamin (right)

Double breastfeeding success in Trafford

Our Trafford health visitors have had lots to be proud of recently.

After again being awarded the prestigious Baby Friendly accreditation for their hard work supporting mums to breastfeed, they've also helped the borough achieve the highest rate of breastfeeding at six to eight weeks in northern England (62 per cent).

The team has been running hugely successful breastfeeding drop-in sessions, which have welcomed more than 1,200 mums and babies in the last year.

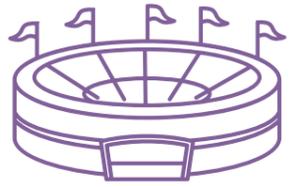
These sessions allow new mums to seek help for any breastfeeding problems, boost their confidence about feeding in public and develop new friendships and a support network.

Robyn is a mum of two boys from Sale. She said: "The staff helped me to feel confident breastfeeding. They guided me through the process, and taught me different techniques.

"An unexpected benefit has been meeting other mums. We support each other through breastfeeding and all the other hurdles that come with having young babies. We've formed a really strong friendship group."

To find out more visit: www.penninecare.nhs.uk/trafford-breastfeeding-feb2019

Bury Learning disability nurse helps football fan achieve dreams



Thanks to dedicated support from one of our Bury learning disability nurses, a football fan with mild learning difficulties has achieved his dreams. This includes becoming a Manchester United match day steward, gaining qualifications and living independently.

John McDonald, 22, from Radcliffe, was referred by his GP to our Bury community learning disability service for health and wellbeing support.



Nurse Mike Hamilton recognised that John had strong ambitions, but lacked the skills and confidence to make his dreams a reality. Keen to help, Mike went over and above to help John develop a plan of action.

John successfully completed several college qualifications and was excited when a Manchester United match day steward job was advertised. However, he lacked the confidence to apply.

Mike offered John the encouragement and practical support he needed to submit his application.

John successfully completed the rigorous interview process and a five week training programme – which required huge commitment.

To support John's goal of living independently, Mike arranged for him to move into a local supported housing scheme. This aims to equip adults who have a disability with the skills and knowledge they need to successfully live independently.

Thanks to the support provided, John has recently moved into his own rented accommodation.

John said: "Before I met Mike I was really struggling. There were things I wanted to achieve, but I didn't know which way to turn.

"One of the biggest things Mike helped me with was getting out and about and linking with the right people.



PICTURED ABOVE: Nurse Mike Hamilton (left) and John McDonald (right)

"I feel proud to have my own house. I've been a Manchester United fan since I was little, so my steward job is a dream come true.

Mike added: "I'm pleased I was able to support John to achieve his dreams. But his success is really down to his determination.

"My team and I really care about every service user. We'll always do what we can to make sure they are healthy, happy and can achieve their goals."

Read more at www.penninecare.nhs.uk/johnmcdonald



“ I feel proud to have my own house. I've been a Manchester United fan since I was little, so my steward job is a dream come true. ”

Mental Health Awareness Week 2019



Boost your body image

Mental Health Awareness Week runs from Monday 13 May to Sunday 19 May 2019. This year's theme is body image – how we think and feel about our bodies.

Concerns around body image affect people from all walks of life and can have a big impact on mental health.

Last year, the Mental Health Foundation found that almost one in three adults felt overwhelmed or unable to cope with the stress caused by body image and appearance. If these worries aren't managed, they can lead to depression, low self-esteem and eating disorders, among other things.

There's lots of advice to help people feel positive about their body image – such as the five steps below.

We'll be sharing more tips, advice and real life stories on social media throughout Mental Health Awareness Week. Find us on Twitter and Instagram @PennineCareNHS and on Facebook at PennineCareNHSFT.



Five steps to positive body image



Try these things to boost your body-confidence:

- 1. Look at yourself as a whole person** – We often focus on very specific things when we're being critical of ourselves. Try to look beyond those, and see yourself for everything you are, so you can pick out some good bits too. Writing a top-ten list of things you like about yourself can help with this.
- 2. Surround yourself with positive people** – Having supportive friends and family is a great way to boost your body-confidence, as they will always be able to tell you what your best features are.
- 3. Do something nice for yourself** – A bit of "me-time" often works a treat. Take a bubble bath, make time for a nap, or find a peaceful place outside to relax.
- 4. Compliment other people** – Helping other people feel confident in themselves is a great way to boost your own self-esteem. You may even get a compliment in return!
- 5. Channel your energy** – When you're feeling a little bit down, why not spend your time supporting a local charity, or playing with your kids? Spending time with people who appreciate you can be a massive confidence-booster.



Need more help?

If you are experiencing low mood, stress, anxiety, depression, or another common mental health problem (whether related to body image or not) our services are on hand to help.

Support for adults

If you are aged 16 years and above, experiencing anxiety or depression, and live in Tameside and Glossop, Bury, Oldham or Stockport, you can refer yourself to one of our healthy minds services.

In Heywood, Middleton and Rochdale, the service is called Thinking Ahead. This is run by The Big Life Group and we work in partnership with their staff.

These services offer various short-term therapies to help you recover. The type of therapy offered will depend on your needs and will be discussed with you.

Find out more and refer yourself online at: www.penninecare.nhs.uk/healthyminds. You can also ask your GP to refer you.



Support for young people

Community eating disorders service

This service provides dedicated care and support to children and young people who have a diagnosed or suspected eating disorder. It's available to young people aged up to 18 years, who live in Bury, Oldham, Heywood, Middleton and Rochdale, Stockport, Tameside and Glossop or Trafford.

Young people aged 16 to 18 years can refer themselves to the community eating disorders service at www.healthyyoungmindspennine.nhs.uk/eatingdisorders. Young people aged under 16 years need to be referred by their GP.

Emotional health and wellbeing support in Rochdale

Our Rochdale borough #Thrive service offers emotional health and wellbeing support to young people aged from eight to 19 years.

The team offers more traditional types of support, such as one-to-one or group counselling sessions, or online courses. They can also signpost to other types of support, such as sport, drama, music or art.

Drop in sessions are throughout the week. Find out more at www.healthyyoungmindspennine.nhs.uk/thrive, phone 0161 716 2844 or follow the team on Facebook (search ThriveHMR).



General mental health support

Our community child and adolescent mental health teams provide care and support to young people who are experiencing a range of mental health issues.

If you live in Oldham you can self-refer. In our other boroughs (Bury, Rochdale, Stockport, Tameside and Glossop and Trafford) a referral must be made by a health, social care or education professional. Find out more at: www.penninecare.nhs.uk/camhs

Need urgent or emergency help?

Whether you are an adult or a young person, if you need urgent mental health support at any time you should make an appointment with your GP.

In an emergency you should go to your nearest accident and emergency department.





Governor elections

Nominations for the 2019 governor elections have now closed!



If your local constituency receives more nominations than there are number of vacant seats, we will hold an election for your area, and it will be over to you to decide who will represent you as your governor.

We will be sending ballot papers to all of our members who are eligible to vote, so keep an eye out for yours. You can also vote online – simply send the membership team your email address to **ftmembership.penninecare@nhs.net**, and they'll get you set up for online voting.

Make your vote count by returning your ballot paper to the independent returning officer by 5pm on Thursday 20 June. Results will be announced on 21 June, and your new governor will start their new role on 1 July.

The governors are really valuable to our Trust, and support us in a number of ways, including:

- Visiting services to learn more about how these are delivered
- Attending events for awareness campaigns
- Generating exciting ideas and sharing these with members

Using our Twitter handle **@GetInvolvedPCFT** follow us now to find out more!

Do your bit to help the NHS, why not receive your newsletter via email? You only need to forward your name and postal address to: **ftmembership.penninecare@nhs.net**



Save the Date

The full Council of Governors meets four times a year to make sure the views of our local communities and members are being considered in decisions about how we develop our services. This is a public meeting, so you are welcome to attend. The next meeting will be held on:

Date: Wednesday 14 August 2019



Time: 2pm

Due to limited seating, please contact the membership team to register your attendance, where details of the venue will be disclosed.

Future plans

Over the next three months, a number of awareness campaigns will be promoted by our Trust. These include:

- Mental Health Awareness Week (13-19 May)
- Dementia Action Week (20-26 May)
- Volunteer's Week (1-7 June)
- Carer's Week (10-16 June)
- Learning Disability Week (17-23 June)



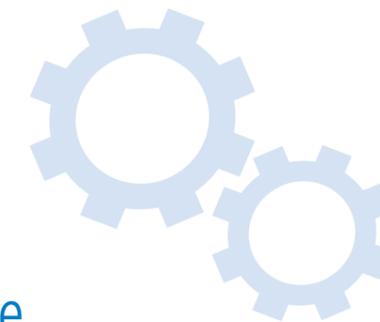
If there is a particular service or condition you would like to know more about, please get in touch so that we can include this in our future plans. We would love to include your questions and/or feedback in future editions of the Pennine Post.

Email: ftmembership.penninecare@nhs.net

Call: 0161 716 3978/3374

Tweet: @GetInvolvedPCFT

Future changes to our organisation



A lot of work is taking place to ensure we provide the best possible care in the years ahead.

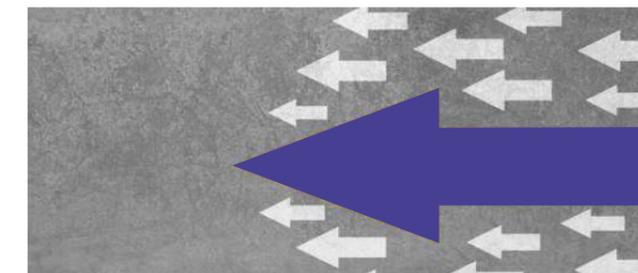
Focus on mental health and learning disability services

As we covered in the last edition of Pennine Post, we are going to focus on providing the highest quality mental health and learning disability services.

Community (physical health) services moving to other NHS organisations

This means that our community (physical health) services in Bury, Oldham, Rochdale and Trafford are moving to new NHS organisations.

We have been very proud to run these services over the last seven years, but we believe that these changes will bring benefits to all patients and the communities we serve. This is about adding the greatest value, especially when there is such an important national focus on mental health.



Doing things differently

We will look completely different following the community services transfer. Our new vision, values and strategy will also provide an opportunity to do things differently and make positive changes.

We therefore want to redesign parts of our organisation, based on best practice so we can deliver great value in everything we do. We will keep you updated.

Bury:

Services are expected to transfer to the Northern Care Alliance – a partnership between Salford Royal and Pennine Acute trusts – from 1 July 2019.

Trafford:

Services are expected to transfer to Manchester University NHS Foundation Trust on 1 October 2019.

Heywood, Middleton and Rochdale:

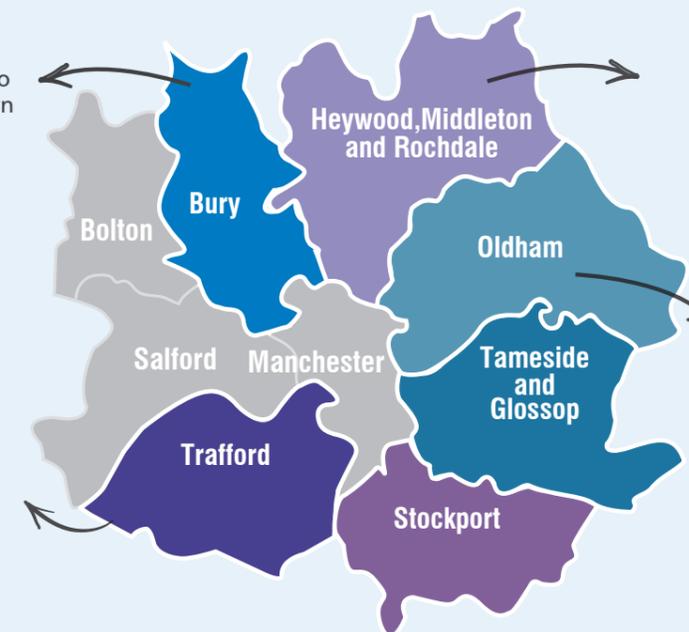
Adult community services are expected to transfer to the Northern Care Alliance – a partnership between Salford Royal and Pennine Acute trusts – from 1 July 2019. Children's services are being managed separately and a decision about which organisation they will transfer to has not been confirmed.

Oldham:

Services will transfer to the Northern Care Alliance – a partnership between Salford Royal and Pennine Acute trusts – from 1 July 2019.

Dental services and child health information services:

A number of options are currently being looked at, as these both have an NHS England contract.



Cheers to volunteers

We simply can't thank our volunteers enough. Their contributions are invaluable in improving our organisation and enhancing the range of services offered to patients, their relatives and carers.

Volunteering is an excellent way to meet new people, share or develop your skills and gain valuable experience. Many of our volunteers have said their own wellbeing and confidence has improved as a result.

There are lots of ways you can get involved:

Supporting service user activities

Our volunteers help to run lots of activities that benefit and help our service users to relax, such as arts and crafts and cookery.



Befriending

Having someone to talk to, or listen, is hugely important to our service users. Sometimes this could include playing games, encouraging people to take part in activities, or simply reading through newspapers.



Walk and talk

Supporting walks around local parks for our service users with dementia and their carers, while reminiscing and encouraging social interaction.



Meal time assistant

Helping to prepare and clear dining areas, assisting staff with feeding service users who need support, and making mealtimes more sociable.



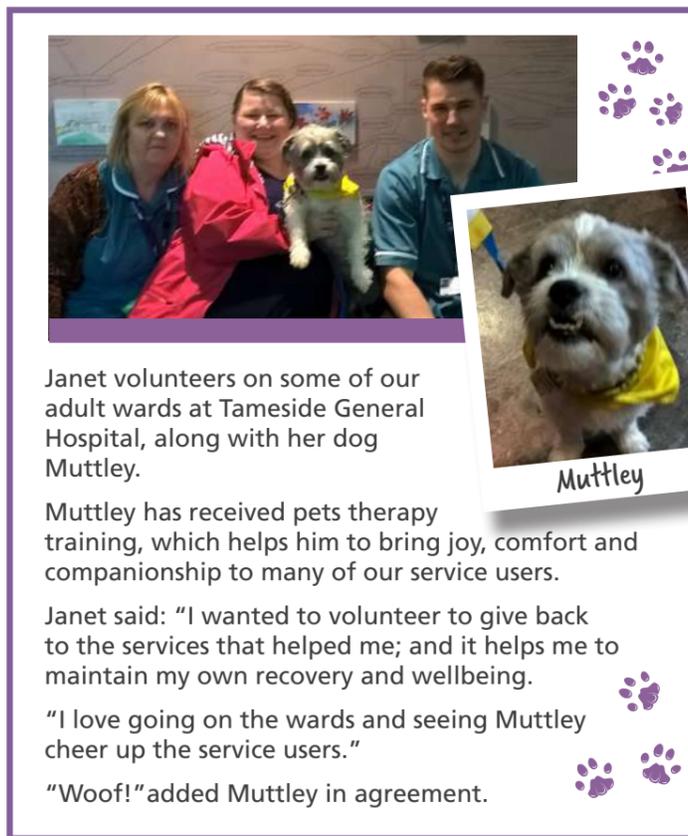
Administrator

This role supports the day to day running of our services, such as reception duties, gathering feedback and general admin tasks.



Governors

Volunteers who are responsible for making sure the views of our local communities and members are considered in developing our services. For more information turn to page 8 or visit www.penninecare.nhs.uk/cog



Janet volunteers on some of our adult wards at Tameside General Hospital, along with her dog Muttley.

Muttley has received pets therapy training, which helps him to bring joy, comfort and companionship to many of our service users.

Janet said: "I wanted to volunteer to give back to the services that helped me; and it helps me to maintain my own recovery and wellbeing."

"I love going on the wards and seeing Muttley cheer up the service users."

"Woof!" added Muttley in agreement.



Thank you lunch

Our chair hosts a special lunch during Volunteers' Week (1 to 7 June) every year as a celebration of their dedication.

This year we're looking forward to seeing our volunteers at St. John's in Dukinfield on Monday 3 June.

Get involved

If you have time to spare, have skills to share and enjoy meeting people, then we want to hear from you!

Contact Allison, our volunteer co-ordinator, on 0161 716 3385 or visit: www.penninecare.nhs.uk/volunteer

Supporting someone with memory loss

Dementia is a decline in mental ability caused by changes and damage to the brain over time. It can alter the way you speak, think, feel and behave, often making it difficult to carry out daily tasks.

Sadly one in 14 of us over 65 will develop one form of dementia, such as Alzheimer's disease, vascular dementia, or dementia with Lewy bodies.

Memory loss is a common symptom which can be worrying, upsetting and frustrating to people with dementia and their loved ones.



Ahead of Dementia Action Week (20 to 26 May 2019), we've pulled together some information to support your loved one to remain as independent as possible.

Losing items

Your loved one may regularly forget where they've put things, lose them, or put them in unusual places.

- Have a set place for commonly used items, which is easily visible
- Use pictures to show what goes in each cupboard or drawer
- Get copies of important items and documents
- Keep rooms, surfaces and drawers tidy
- Look into locator devices, such as a key finder



Forgetting appointments, anniversaries and events

- Stick with how they've remembered things in the past, such as diaries or calendars
- Use a prominent noticeboard to display appointment cards and messages
- Set reminders on their mobile phone
- Ask for text message or email reminders about appointments



Getting lost

Your loved one might forget where they're going and why, or get lost in familiar places.

- Make sure they have ID and contact numbers on them
- Tell trusted neighbours or local shop keepers about the problems they might have, so they can keep an eye out
- Consider GPS devices or mobile phone apps that can be used to locate them if needed

- Submit key information about your loved one to the Greater Manchester Police website, under the Herbert Protocol, in case they go missing

Recognising faces and people

As dementia progresses, it can become more difficult for your loved one to recognise family, friends, or even their own reflection.

- Try to give clues about their relationship with others in the conversation
- Create a picture book of family and friends
- Offer reassurance if they don't recognise people
- Focus on how they respond to you and try not to be offended or upset if they don't remember

Forgetting where they live

People with dementia can sometimes forget their address, or get confused with somewhere they used to live.

- Have familiar items and ornaments on show in the home and garden
- Put reminders of the address around the house and on the front door
- Talk to them about where they used to live to help them place it in the past

Support with daily tasks

- Make tasks easier by putting out everything they'll need, or breaking them down into smaller steps
- Leave simple instructions next to appliances as a reminder
- Look at equipment or technology that can be used to help

More information on supporting someone with memory loss is available at: www.alzheimers.org.uk

A spotlight on...



...children's nursing

To celebrate International Nurse's Day (12 May 2019), we caught up with Janine Parry, paediatric nurse practitioner with the children's acute and ongoing needs service based across the Rochdale borough.

What does your job involve?

I see children aged 0 to 19 years who have minor illnesses, such as coughs and colds, rashes, tummy bugs, high temperatures, sore throats and ear infections.

In a typical day I see up to 15 children in a clinic setting. This helps to stop them from having to attend A&E or the urgent care centre.

After my examination I'm able to provide a diagnosis and self-care advice to help the patient recover. I'm also a nurse prescriber which means I'm able to write prescriptions for medications.



In addition to my clinical role I'm heavily involved in health promotion and run the team's social media pages (@hmrnpn on Facebook and @hmrnurses on Instagram).

Why did you choose your career?

After the birth of my first child I reconsidered my career options. I liked the thought of being able to make poorly children better, as a new mum I soon realised what a worrying time it is when your child was unwell.

What is the most rewarding aspect of your job?

I get a great sense of fulfilment in my job, as I'm able to work with the child and their families to help them recover and ease some of the anxieties they may be experiencing at that time. Knowing that I have assisted them in the journey is very rewarding.

What's the hardest thing?

Although making children better when they are unwell is rewarding, seeing them poorly and upset can be hard. Sometimes we have to send children to hospital to help them get better and this can be difficult. However we always follow our patients up and love hearing how they have made a full recovery!

How do you unwind after a tough day?



After a tough day at work I like to spend time with my husband and son. We enjoy walking our Bernese mountain dog, Sully (named after the Monster Inc. character), in the local woodlands. I like to stay active and I'm a member of a local gym. I'm a fan of rugby union and my husband plays for our local team. I like to watch him play most weekends at locations around the country!



What advice would you give to someone considering your career?

Be open-minded and explore the variety - there are nursing careers to suit all types of personalities and the progression opportunities are endless. Although it can be hard at times, the rewards gained from caring for others are amazing.



Share an interesting fact about yourself

I'm currently 35 weeks pregnant (as at 5 April 2019) with my second child so will starting my maternity leave soon!



Working together
LIVING WELL