

# TrustMatters

Vol 8 Issue 2 March 2008

## Chief Medical Officer Visits



Sir Liam (left) pictured with Jayne Deaville, Director of Finance, Dr Iggy Agell and Carol Molloy from the Assertive Outreach Team

Sir Liam Donaldson, Chief Medical Officer visited the Trust on Tuesday 5 February 2008.

During this visit Sir Liam met with members of the Assertive Outreach team and heard from people who have used the service about their experience. He also learnt about the team's success in working with patients and the wider community to deliver a high-quality service that is led by the needs of its clients.

Our Trust is one of 30 mental health trusts rated excellent for quality of service by the Healthcare Commission 2006/7 and is rated highly in patient feedback. The South Staffordshire Assertive Outreach team is recognised as an excellent unit that exemplifies the values of the Trust.

This visit was part of Sir Liam's work on Lord Darzi's NHS Next Stage Review, 'Our NHS our future,' as he is leading a national workstream on quality and safety in the NHS. Visiting units

of excellence is helping Sir Liam to identify mechanisms and lessons that can be used throughout the NHS to improve quality of care. In addition, it gives the NHS, entering its 60th year, a chance to celebrate the hard work and achievement of individuals and services around England.

The Trust was visited at the end of last year by colleagues from the Healthcare Commission and the Assertive Outreach service was identified as a high quality service which could be cited as an example to other similar services. It was based on their report that Sir Liam chose to visit the Trust so he could see for himself what areas of good practice can be shared across the NHS.

Sir Liam commented "You have demonstrated a culture of excellence in a Cinderella service of the NHS"



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If you have anything you would like included in a future edition of Trust Matters please contact Amanda Godfrey, Communications Manager, 01785 221594 or [amanda.godfrey@sssft.nhs.uk](mailto:amanda.godfrey@sssft.nhs.uk)

## Award Winning Facilities and Estates

Winner of Best in Class Facilities and Estates Management Services (Awarding Excellence in Facilities Management) at the ninth Building Better Healthcare Awards in November, the Trust was recognised by its peers for its outstanding performance in managing its Estate.

According to the judges, the Trust won for its ability to listen and engage with all of its user groups, enabling it to deliver the best quality of service, within budgetary constraints, and underpinned by a systematic process of 'monitor, review and improve'.



Jon Meigh and Tony Henshall receiving the award

This award follows success at the HEFMA conference earlier this year when the Trust was recipient of the association's inaugural award for Facilities Team of the Year.



Martin Lawrence receiving the award from the Mayor of Stafford Borough Council.

This Award recognised the integrated approach that Facilities and Estates Management operates within the Trust and in its shared service capacity. Through integrating a wide range of services such as Estates, Hotel, Capital Development, Energy Management etc and involving staff and management together, true value, efficiency and a patient focused service is achieved.

And last but not least we were also commended in the Stafford Borough Council Green Awards.

In just 12 months the Trust reduced carbon emissions by over 3,000 tonnes and recycled 200 tonnes of waste through an innovative segregation scheme called 'reverse recycling'. 10,000 redundant, end of life items, destined for landfill, have also been given a new life in developing countries and the Trust has improved its own environment to benefit staff and patients.

## Workstep Service Commended

Shropshire County Council's Workstep service (part of Enable, mental health supported employment in Shropshire) has had an excellent report as a result of its recent Ofsted inspection in October. Workstep is a Department of Work and Pensions programme aimed at people with severe disabilities, including people with mental health problems. It supports people into paid work of 16 or more hours a week.

Enable's provision received the following grades:

<b>Effectiveness of provision</b>	<b>Good</b>	<b>grade 2</b>
<b>Capacity to improve</b>	<b>Good</b>	<b>grade 2</b>
<b>Achievement and standards</b>	<b>Good</b>	<b>grade 2</b>
<b>Quality of provision</b>	<b>Good</b>	<b>grade 2</b>
<b>Leadership and management</b>	<b>Good</b>	<b>grade 2</b>
<b>Equality of opportunity</b>	<b>Good</b>	<b>grade 2</b>
<b>Preparation for work (Workstep)</b>	<b>Good</b>	<b>grade 2</b>

(Key to Grades: Grade 1 is Outstanding, Grade 2 is Good, Grade 3 is Satisfactory and Grade 4 is Inadequate)



The Enable Team

It is worth noting that no Workstep provision nationally has ever achieved a grade 1 overall, and that achieving grade 2 in all areas is an excellent result.

The inspectors noted the following areas of strength: good development of workplace skills, good range of training and employment opportunities, good individual support, good promotion of Workstep, clear strategic leadership, good operational management and good external links.

This result places Shropshire's Workstep service in the top 10% of all Workstep provision inspected by ALI / Ofsted in the last two years and in the top 11% of all local authorities services in the same period.

For the full report please see the Ofsted website (inspections).

Contact Enable on 01743 276900 or at [enable@shropshire-cc.gov.uk](mailto:enable@shropshire-cc.gov.uk)

## Royal Visitor

HRH The Princess Royal visited Cannock Chase on Tuesday 15th January 2008. The purpose of her visit was to unveil two plaques celebrating the opening of new initiatives upon Cannock Chase; one to commemorate a new teaching centre, and the other to commemorate a new Heritage Trail.

Local community groups were invited to attend, and the Chase Designs Group from Spring Meadow Therapy Unit, Park House, were included in the invitation in recognition of the contribution the group has previously made to the Arts for Health and the Route to Health projects on Cannock Chase.



Princess Anne views the phoenix display



The phoenix for Princess Anne

The Princess Royal is patron of the College of Occupational Therapists, and Occupational Therapy staff from Spring Meadow, together with service users from the Chase Designs group, were delighted to take the opportunity to meet with her. The group had spent several weeks designing and making a piece of artwork, using natural materials, in the form of a phoenix, and this was assembled along the Heritage Trail in preparation for the

Royal visit. Symbolising a rise from the ashes and the opportunity for new hope, the phoenix is the emblem of the College of Occupational Therapists. Princess Anne stopped to view the artwork and talk to staff and service users on her way around the Trail.

Following the visit the group observed the Princess unveil the plaque commemorating the Trail before heading back to Spring Meadow. The group has also made a piece of tiffany glasswork in the shape of a phoenix, and this will be forwarded to Princess Anne with an accompanying letter from the service users.

Chase Designs would like to express their thanks to Lisa Shepherd, Arts Co-ordination officer from Cannock Chase District Council, for extending the invitation to attend the visit.

**For further information please contact Andrew Grant at Spring Meadow Therapy Unit (01543) 431576**

## Evaluation Report on Anxiety Management Group in a Community Setting at Codsall Village Hall

As part of the St. David's Therapeutic Centre Service Development and following current government directives, we set out to develop closer links with our community for localised delivery of our services. Our aim was to pilot an Anxiety Management group in Codsall Village Hall. This venue was chosen for this scheme as it was noted that the majority of service users on the waiting list for this particular group resided in the surrounding area.

Arrangements were made for the five weekly sessions and staff felt that the lounge area of the village hall was appropriate, meeting health and safety requirements and with satisfactory parking.

The once weekly group started, and was completed with one hundred per cent attendance and positive feedback from the clients;

"Putting techniques into practise would've helped to be able to do them out of the course, e.g. practising relaxation techniques in the class."

"The course was very helpful in identifying the causes and symptoms of anxiety and solutions to help in anxious situations."

**Contact: Paula Poxon 01902 326001**

## Portfolio of Evidence Course – an alternative route into Nursing

The course is open to applicants who wish to study Nursing but who do not have traditional entry qualifications. The Portfolio of Evidence route is designed to enable applicants to gather evidence to demonstrate that they have sufficient knowledge and skills to undertake a Diploma level nursing course. The course is free of charge. You will be required to attend all taught sessions which will be based at the Education Centre, Princess Royal Hospital, Telford, Shropshire TF1 6TF on April 2nd, 9th and 16th from 10.00am till 12.30pm.

**For further information please contact Lisa Millar 01743 261136.**

## May Ball

The sixth annual May Ball takes place on 17 May and has a fifties theme because our partner, Stafford League of Hospital Friends is celebrating their Golden Jubilee this year.

Guests are invited to don fifties costume for the event.

**Tickets from: Karen Fidgett 01785 221501**



## Service User Induction

Specialist Services successfully held their second annual service user induction half-day in November. The induction day was developed following ideas from service user groups within the directorate. Both events have been designed by service users from the Eating Disorders Service and were designed to give service users, who may or may not already be involved in service user groups, a better insight into the Trust, the services it provides and the types of areas of involvement, support and training opportunities that are available to them. The event was supported by the Vice Chair, Eleanor Chumley-Roberts, staff from within the directorate and a service user who presented on her experiences of user involvement within the directorate.

We are also very proud to have welcomed a service user from HMP Drakehall who has been particularly active in user involvement within the prison environment. Her attendance at the event was supported by the Prison Governor who also attended the event. Significant progress has been made within the directorate over the last three years in promoting service user involvement and engaging more service users and carers in all aspects of service developments. This has been particularly more challenging for the Prison In-reach Team to do this within the prison environment. However, with continued hard work and determination from the Prison In-reach Service and collaboration with Prison Services and other agencies this is beginning forming part of every day practice.

**Contact: Candice Palmer, Specialist Directorate 01785 2579888 ext 5318**

## Peruvian Trek for Art Project

Richard Stringer and Rebecca West raised nearly £4000 by trekking the Inca Trail in Peru. The money raised is supporting a new project in Burton which aims to help young people with mental health issues by developing their artistic talents. The project is supported by East Staffordshire Borough Council and the Trust's Early Interventions Team.

## Look out for ....

Eleanor Bradley, Peter Nolan and Pat Wain have an article appearing in the forthcoming issue of "Nurse Prescribing" entitled Putting Mental Health Nurse Prescribing into Practice

## Amazing Success!

JOANNE & EMILY, National Prison Drug Workers of the Year for their outstanding performance!

Nominated by the Prison Service and their managers Joanne Edes- O'Connor won the national competition for Prison Drug Worker of the Year closely followed by Emily Hewerdine who achieved second runner up with a special award for outstanding achievement.

Sally Walls, Head of Prison Service CARATs drugs work congratulated Inclusion /the Trust for two of our staff coming first and second runner up in this prestigious competition which included over a 1000 prison based drugs workers. She commended that "to have first and second runner up for whom a special award was created is a very real achievement".

Both Joanne and Emily work in the challenging environments of Aylesbury and Brinsford Young Offender Institutions. This is what they say about their work:

Jo from Aylesbury – "I enjoy working with young offenders. While it can be challenging, it is never boring. There is a lot of energy with this client group which harnessed correctly can be used to increase creative thinking and motivation. I find working with drug users very interesting as they all have different stories to tell. It can be very satisfying helping young people realise their potential and starting to like themselves again."

Emily from Brinsford – "to me what is worth while about this work is that, even if one small amount of information provided to someone helps them to use substances in a safer way or starts to build their confidence in their ability to take control of their substance use, then that person has gained the power, knowledge and choice to make changes if they want to."



Pictured with Emily is Karen Ridley Senior Practitioner, the Brinsford team are Kim Murphy, Debbie Butler, Rachel Houghton, Grace Whitehouse, Michelle Perrin and Ross Fardoe.



Pictured with Joanne, the Aylesbury team are – Sapna Fowler Area Manager, Leah Fitzgerald, Jenny Harlock, Martyn Shaw, Lisa Mann, Anna Nanou, Jason Smart Prison Service Drugs Manager, Tracey Braddock Rehabilitation Manager.

Typically Joanne and Emily attributed much of their success to being part of "brilliant teams" who deserve recognition.

What makes our jobs worth while is the fantastic teams we work with. This work is not possible without being able to rely on each other and get support from each other when you are having a tough day. The people we work with are dedicated, caring and hard working and because of this we think substance users we work with have a better chance of getting what they hope to out of the service we provide.

To acknowledge their achievement on 19th December Steve Jones Chairman South Staffordshire & Shropshire Healthcare NHS Foundation Trust and Neil Carr Chief Executive made a surprise pre Christmas visit to Joanne, Emily and their colleagues which was enjoyed by everyone.

Our Chairman commented that "Neil & I got great value out of the day & I am delighted that our colleagues did also".

**Edith Brown**  
**Deputy Director Inclusion Drug Alcohol Services**

## Castle Lodge Service User Satisfaction Survey Group

Formed in 2005, the Survey Group is made up of service user representatives and Castle Lodge staff, including Staff Nurses, OT, Housekeeping Manager and Support Workers. The full membership of the group is:

Debbie Jones	Nurse and Chair (at moment)
Rachel Hembley	Service User Rep (chair next time, with Rose vice)
Rose Rees	Service User Rep
John Bussey	Service User Rep
Lorraine Nuttall	Support Worker
Emma Haines	Nurse (maternity leave)
Ceri Hughes	OT
Jackie Clay	Housekeeping Manager
Claire Bowler	Clinical Audit Facilitator
Petra Wiggan	Nurse (join us next survey)

The group created their second Service User Satisfaction Survey; the aim of the survey was to evaluate the service provided by Castle Lodge and suggest recommendations from the information collected. Working together, the group worked through the questionnaire from the first survey, redesigning the audit tool and deciding on the relevant questions to ask. The questionnaire was available to Service Users to complete between 1st August 2006 and 31st July 2007.

With no audit support at this time the group worked hard to collate the results and produce the report. With Rose manning the computer and Jackie keeping everyone going with her gorgeous home made sandwiches and cakes, the group analysed the data and produced recommendations for the final report. In November 2007, newly appointed Clinical Audit Facilitator, Claire Bowler joined the group just in time to see the final version of the report produced. The final report was published just before Christmas and distributed across the Trust.



Members of the survey group

The group met again in early 2008 to produce a PowerPoint presentation of the findings, so that they can share with the Trust the positive results and good practice that the results of the survey highlighted. Rachel, Rose, Ceri and Anne Marie Stokes (Manager of Castle Lodge) travelled to Stafford in mid January to present to the Core Nurses Forum.

The group are taking a well earned break but will reconvene shortly to start work upon the third Castle Lodge Satisfaction Survey.

**Contact: Claire Bowler, Clinical Audit Facilitator 01743 261000 ext 63439**

## Marathon Man runs for Emerge

Local Community Mental Health Nurse Jeff Huthwaite is aiming to complete two half marathons in two weeks to raise badly needed funds for Emerge, a voluntary service offering valuable support to adult survivors of child sexual abuse and their families.

Jeff works with the Assertive Outreach Team and is based in Stafford. He will be running the Telford Half Marathon on Sunday 9 March and the Stafford Half Marathon on Sunday 16 March.

Dedicated EMERGE volunteers have been offering a confidential helpline, face to face and group support for more than fifteen years in South Staffordshire. Every month EMERGE receives over 180 phone calls from people desperate for the service this group of volunteers provide.

Funds are desperately low and the charity is about to lose it's only paid worker. Jeff is responding to the call to raise money and is looking for sponsorship for his efforts. Anyone who would like to support this worthwhile cause can contact Sheila Maughan at Mental Health Matters – 0191 516 3500

## Fund-raising Raffle

A big 'thank you' to the staff on the Margaret Stanhope Centre Adult Acute ward, (particularly Staff Nurse Chris Clarke,) for their hard work in organising the Christmas raffle. The day of the raffle itself was a great success with the Mayor and Mayoress of Burton kindly agreeing to draw the winning tickets. In total they raised £558 which is to be put to our ward funds.



The Mayor and Mayoress draw the raffle

We appreciate the support of the following local businesses; Toyota; Morrisons (Burton); Bristol St.; Boots; Marks & Spencers; Coors; Pentagon; Burton Albion FC; Marstons Brewery; International Hotel, Derby; Tesco; Fitness First; Klien hairdressers; Co-Op; East Midlands Airport; Planters; Hoar Cross Hall; Gymophobics; Meadowside Leisure Centre; Burton Ghost Walks; Twycross Zoo; Roger Bulivants; Ego; Mecca Bingo; Brownz.

## Healthcare Commission Chief Executive Visits



Pictured are, from left, Paul Bowers, Ward Manager, Anna Walker, Chief Executive of the Healthcare Commission, and some of her colleagues, to join us on a walk about around some of the Trust's services. Anna was particularly keen on hearing from service users and staff and to explore what people felt both the successes and the challenges were that the Trust experiences. She was also keen to talk with us about how we worked in partnership with other people and how we tackle issues considered to be difficult across the country in healthcare delivery.

On Friday 15th February the Trust was delighted to be able to welcome Anna Walker, Chief Executive of the Healthcare Commission, and some of her colleagues, to join us on a walk about around some of the Trust's services. Anna was particularly keen on hearing from service users and staff and to explore what people felt both the successes and the challenges were that the Trust experiences. She was also keen to talk with us about how we worked in partnership with other people and how we tackle issues considered to be difficult across the country in healthcare delivery.

Anna and her team spent the day with us starting with a visit to the Burton Children's Centre followed by time spent on both adults and older peoples' in-patient units at the Margaret Stanhope Centre in Burton. A drive to Telford then took her to Castle Lodge in Dawley where she had lunch with in-patient and community staff managers, commissioners and service users. After walking round the unit, Anna spent some time with Trust Directors. She was keen to explain how she had not heard the challenges of delivering the kinds of services we offer expressed in ways shared by our teams before.

Anna has since told us she learnt a lot from the visit, and has written personally to thank all people involved to thank them for their contributions; "I was very impressed by the evident commitment and enthusiasm of all those I met to provide excellent mental health care to your very diverse community."

For further information please contact Therèsa Moyes, Director of Clinical Development 01785 257888 ext 5621

*Castle Lodge is a 12 bed facility for service users from Telford & Wrekin who suffer from mental health problems who can be nursed near to their homes, families and carers. It provides planned and respite care and can be a 'step-down' link between in-patient services and the community.*

*The team at the Children's Centre provides a wide range of services to children with neurodevelopmental disorders, and their families, and are involved in assessing a wide range of children who may have health or other developmental difficulties.*

*The Margaret Stanhope Centre is an in-patient unit with 18 beds providing acute services for people of working age with mental health problems. It also has an eight bedded ward for the elderly mentally ill.*

## Providing Library & Knowledge Services Electronically

### Electronic Journals

Library & Knowledge Services have cancelled a number of print journals in order to provide much better access to e-versions of titles such as the British Journal of Psychiatry and the American Journal of Psychiatry.

This means that all staff, whether based in Staffordshire or Shropshire, will be able to access these key journals at their desktop or from home. A full list of titles can be found in Your Journals@Ovid, Ovid Online at MyAthens ([www.athensams.net/myathens](http://www.athensams.net/myathens)). You can register for an NHS Athens account from the National Library for Health homepage ([www.library.nhs.uk](http://www.library.nhs.uk)). Please select NHS Staffordshire for all South Staffordshire & Shropshire employees.

We have also added the Ebscohost Database- Psychology & Behavioural Science full-text journal collection to our MyAthens resources.

### Library - Stafford site

Tel: 01785 221584  
E-mail: [library.sta@ssh-tr.nhs.uk](mailto:library.sta@ssh-tr.nhs.uk)

### Electronic Overdue Book Reminders

For convenience Library & Knowledge Services will be sending out reminders for overdue library books via email in future.

New users registered with the library will be asked to provide an email address for sending library book overdue reminders. If you are an existing library user, email addresses already supplied will be used for this purpose.

We have tested the process of generating overdue library book reminders via email, but as with all new processes we may not have considered every eventuality. Please contact library staff if you receive overdue library book reminder emails in error or have any other feedback.

Please notify the library if your email address has now changed under the new trust email system.

Many thanks for your cooperation.

### Library - Lichfield site

Tel: 01543 414555 Ext 2131  
E-mail: [library.stm@ssh-tr.nhs.uk](mailto:library.stm@ssh-tr.nhs.uk)

## It's New

South Staffordshire and Shropshire Healthcare finally has an intranet!

You can find it at <https://nww.southstaffs-information.nhs.uk/sssh> you may be asked for a password, in this case you need to put in your domain (eg `ssht\godama`) and your usual log in password.

Use the site to see what's new and what's on, view Trust Newsletters, find links to useful pages on the website and get news and information from your team. You can also post your own notices – items for sale, car sharing requests, good practice ideas, top tips etc, etc, etc.

Make it your home page now!

