

The Word

Edition 327
3rd July 2015

Staffordshire and Stoke on Trent Partnership

NHS Trust



It has been a difficult week in the Trust in relation to a number of tender processes. As many of you will be aware the transfer of commissioning responsibility for school nursing services in both Staffordshire and Stoke-on-Trent transferred from the NHS to local authorities approximately two years ago.

This lengthy process has caused a considerable period of anxiety for school nursing staff and I deeply appreciate the professionalism which they have demonstrated throughout this time as staff have continued to focus on the needs of children and young people.

Within the local authorities it is the responsibility of public health colleagues to commission appropriate services for children of school ages, which they do in partnership with Clinical Commissioning Groups to ensure that both the wellbeing and physical and mental health of young people is met.

A tendering process has recently been carried out in Staffordshire and Stoke-on-Trent which has been led by public health colleagues. The process in Staffordshire was called Children and Young People's Health and Wellbeing Service and the process in Stoke-on-Trent Public Health Advisory Service (5-19 years).

Trust staff were involved in the processes of drawing up these tenders and it became clear early on that both tender processes were likely to result in specifications for a very different type of school nursing service than we have previously provided. In recent weeks both tendering processes have come to a conclusion.

I am pleased to say that in Stoke-on-Trent the Trust has been successful in the Public Health Advisory Service (5-19 years) contract. Whilst this is a considerable achievement we need to note that the model of care and support set out in the new service requires a very

different skill mix and staff profile than what we currently have in place. Therefore, there will be a course of significant change ahead. However, I am dedicated to supporting staff throughout this period and a meeting in Stoke is due to be held on 7 July 2015 to help inform and update staff.

Unfortunately, the Trust was unsuccessful in its bid for Children and Young People's Health and Wellbeing Service contract for Staffordshire as the public health commissioners decided to award this contract to Birmingham Community Healthcare NHS Trust.

To communicate with school nursing staff as quickly as possible Kieron Murphy, Director of Operations and colleagues, arranged a meeting which took place at Tillington Hall on 1 July 2015 and was attended by the vast majority of school nursing staff from Staffordshire. I understand that this must have been a very difficult meeting and would again assure all staff that I and the Executive Management Team will continue to work hard to support each of you through this period of transition.

Kieron has already made links with the new provider and I am pleased that they have agreed to meet with staff before mid-July when term-time only colleagues break up for summer.

I will keep you updated through The Word and other mechanisms as we find out more in the coming days and weeks. For now I want to reiterate my sincere thanks to school nursing staff for the way you have conducted yourselves in such a difficult time and continued to keep the children, young people and families which you care for at the forefront of your minds. If you have any further questions in relation to either tender please contact Melanie.Brock@ssotp.nhs.uk

Continued...



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From the Top

In addition this week staff also raised issues with me in relation to concerns with the Adult Weight Management service. After listening to these concerns I escalated the issues to commissioners and subsequently there have been positive discussions to ensure that service continuity is maintained.

A number of staff in the North have recently been involved in a series of focus groups which were requested by our commissioners. I would like to offer thanks to those staff for taking the time to share their experiences directly with commissioners.

Finally, this week I spoke alongside Nicola Glover-Edge from Staffordshire County Council at the Care Council conference in Birmingham. The joint presentation which Nicola and I delivered at the regional conference looked at the integrated working which is taking place between the Trust and County Council and we were also able to discuss how we are implementing the Care Act.

Stuart

Stuart Poynor
Chief Executive



MOB Club Date!

At June's 1 Vision event the Service Improvement team introduced Moment of Brilliance (MOB) with the help of Specialist Practice Student Vicki Smith.

MOB is an initiative which helps teams and individual members of staff capture their own's brilliance from their day-to-day routine.

Since its launch, the first MOB Club took place last week and lots of great MOB's were shared. The MOB Club is open to all staff to attend to share their stories and moments of brilliance with colleagues from across the Trust.

DATE FOR YOUR DIARY!

The next meeting will take place on

Thursday 3 September 2015

9.30 – 11.30

Venue TBC

To confirm your place please contact Service Improvement Manager, Helen Short on Helen.short@ssotp.nhs.uk or mymob@ssotp.nhs.uk



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Raising Concerns

You said, we did

When raising concerns it's important to see actions which helped resolve the problem. In this series of '**you said, we did**', which will run over the next couple of issues of The Word. We look at the ways you've raised concerns and how they've been dealt with.

District Nursing:

A concern was raised and reviewed by the Ambassador of Cultural Change. The Chief Executive Officer and Vice Chair met with the staff member to understand the concern and discuss further. Operational delivery plans have been developed for all teams and a buddy system has been introduced to support staff.

Tissue Viability Panel - Letters of Expectation

Concerns were identified about the 'Letters of Expectation' process as a result of a focus group attended by the Director of Nursing and Vice Chairman. The Executive Team have discussed the issue and, in conjunction with the union, have agreed revisions to the process. Revisions include:

- Letters are to be issued by the Tissue Viability team to explain the content and reasons behind the letter being issued to staff
- All letters will require Executive review prior to being sent
- The panel is open to more teams so they can better understand the process

This process is to be independently reviewed and audited by the Project/Business Manager - Director of Nursing and Quality. Outcomes of review will be incorporated into a planned Tissue Viability deep dive.

Mindful Moment

"Be happy in the moment, that's enough. Each moment is all we need, not more." - Mother Teresa

Have you got an inspirational comment to share with your colleagues? Send your Mindful Moments via my EA jayne.garrett@ssotp.nhs.uk

Kieron Murphy

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Recognising and Valuing Our Staff

Raising Excellence Round Up for May/June 2015

Lyse Edwards, Area Manager

Lyse has been recognised by her staff for her positive leadership during a recent visit to her team from Chief Executive, Stuart Poynor.

Valda Mallows, District Nurse

Following a recent visit from Stuart Poynor, staff in Valda's team highlighted her positive leadership despite difficulties on the ground.

Domestic Team, Cheadle Hospital

The domestic team at Cheadle have been recognised for their response during an increased amount of outbreaks relating to infection. Without the domestic staff the risks to patients and staff members would have greatly increased, the domestics played a large role in protecting the patient's safety on the wards.

Hayley Clamp, Senior Social Worker and Marie Marler, Senior Practitioner

Hayley Clamp and Marie Marler have been recognised for their joint working and decision making to enable an individual suffering with dementia to live their life, and be empowered to reduce the risk of harm.

Raising Excellence

Get Involved

- ✓ Do you know someone who regularly goes above and beyond and deserves an extra special thank you?
- ✓ Have you encountered a colleague who truly "lives" the values in everything they do and you would like them to be recognised for this?
- ✓ Have you seen someone demonstrating really excellent practice and you think everyone should know about?

Let us know who they are and what they have done that deserves recognition and we will arrange for the Chief Executive to send them a personal letter and thank you card. It's simple, quick and easy to get involved – email raising.excellence@ssotp.nhs.uk

Ian Turner, Strategic Sexual Health Service Lead

Ian has been recognised for working exceptionally hard to develop the Sexual Health service across the Partnership Trust's footprint and for supporting his team to improve standards in all areas over the past 18 months.

Kim Knight, Senior Programme Manager

Kim has been recognised for her significant contribution to the Leicester Sexual Health Service over past 18 months, recently leading on an area of development to ensure that the medical team can accept student doctors back into the service.

Amanda O'Brien, Community Matron

Amanda has been recognised for all her hard work supporting Inner Burton ILCT. Amanda is the community matron in the team but has gone beyond this role to support the team.



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Raising Excellence Round Up for May/June 2015

South East Integrated Occupational Therapy Team

The South East Integrated Occupational Therapy Team has been recognised for their consistent hard work since November last year to reduce waiting times for assessment. The skill and dedication of the OT's and OT Assistants has made such a difference to clients and their carers as they are now being seen in a much more timely way.

Tamworth East Community Nursing Team

Tamworth East Community Nursing Team has been recognised for maintaining their professional duty in a particularly demanding time when supporting the ambulatory clinic and overcoming long term sickness absences.

Andrew Tay and Claire Eveson, Physiotherapists

Andrew Tay and Claire Eveson have both been recognised for being extremely helpful and professional and for providing support to a patient following a recent hip replacement.

The Biddulph Social Care Team

The Biddulph Social Care Team has been recognised for going out of their way to ensure that a social work student was supported and guided throughout her placement. This team go above and beyond every single day, and the student felt that they should be incredibly proud of the work that they do.

Julie Lovatt, Social Worker

Julie Lovatt has also been recognised for supporting a social work student throughout her placement. The student stated "Julie has been inspirational, I have learnt more than I can possibly tell from her and I am so grateful for her support".

Voluntary Sector back the Trust's Home First initiative

Voluntary organisations from across North Staffordshire attended an event at Haywood Hospital to find out more about Home First.

Age UK, Home Link, Diabetes UK and North Staffs Carers attended together with the Trust's Patient Experience team to find out more about the programme and how we can work together to help patients and services users return home following time in hospital.

Visitors to the wards and staff who were passing including some pharmacy staff were all interested in the project. Sue Pointon, Hospital Service Manager, said: "This was a good opportunity to talk to patients, relatives and staff about the campaign and to forge important links with voluntary sector. "



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Revalidation and Continuing Professional Development (CPD)

As part of the NMC Revalidation process which comes into effect in April 2016, all registered nurses are required to undertake 40 hours of CPD. These 40 hours needs to be relevant to your scope of practice and must apply to the 3 years prior to the renewal of your registration. Of those 40 hours, 20 of them must be participatory (with others) and the remainder can be through individual learning and development.

How to meet the hours and how to record them

All nurses have a responsibility to maintain accurate records of their CPD and the organisation is producing a number of documents which will help you with not

only with the CPD element, but the whole revalidation process.

One of the documents for CPD will help you to record the type of learning you are undertaking, how it links to The Code and the number of learning hours you have undertaken. An additional document will allow you to record your learning and how you will apply this to your practice. These will then form part of your portfolio.

There are a number of ways in which nurses can meet the requirements of CPD and whilst the list below is not exhaustive, it might help you think about some of the work you are already doing and how this will contribute to the 40 hours needed to revalidate.

CPD activity	Suggested evidence to include in portfolio	Potential type of activity
Structured learning (direct or distance learning style)	Certificate of completion, notes, learning outcomes	Individual/ Participatory
Accredited higher education or training	Certificate of completion, notes, learning outcomes	Individual/ Participatory
Learning events such as workshops, conferences	Certificate of attendance	Participatory
Reading and reviewing publications	Copies of publications read, review notes including practice related outcomes	Individual
Practice visits to different environments relevant to scope of practice	Evidence of participation including signed letters, notes, observations and outcomes	Individual/ Participatory
Structured professional supervision	Evidence of supervision including signed letters, notes, observations and practice related outcomes	Participatory

Statutory and Mandatory training can only be included within the 40 hours if it is directly related to your practice. For example, you would not be able to count fire training or health and safety training in your hours, but you would be able to count basic life support if you are in a clinical role.

Individual learning can be anything you choose providing it is suitable and beneficial to your individual scope of practice. This learning is done on your own and can include anything from reading an article or book to some enquiry based research.

Participatory learning is any learning activity you have undertaken where you have interacted with other people. The activity would be with one or more professionals and does not necessarily have to take place in a common physical environment. A conference call or online discussion could also contribute towards the hours required. The professionals you engage with to undertake your participatory learning do not need to be healthcare professionals.

Remember! It's not enough to just attend the training. You need to keep evidence to support your learning.

Don't delay! We are encouraging all nurses to start thinking now about how they are keeping their knowledge and skills up to date and how this aligns itself to the four key themes of The Code, Prioritise People, Practise effectively, Preserve safety and Promote Professionalism and trust. Start recording your learning, how it contributes to your practice and book onto one of the Revalidation sessions through ESR to learn more about what you need to do.

Helpful Links –

- [The NMC – How to Revalidate](#)
- [Revalidation intranet resource page](#)

Purple Bow Success at Community Hospitals Conference

Hospitals manager Lisa Hulme and hospital matron, Julie Cumberlidge attended the Community Hospitals Association Nation Conference in June where Simon Stevens, Chief Executive Officer of NHS England presented.



Whilst at the conference Lisa and Julie received a Innovation in Best Practice Award on behalf of the Partnership Trust for the Purple Bow Scheme, which helps to support patients and their families at the end of life.

In addition to receiving the award, Julie also undertook two workshop sessions sharing our best practice in end of life care with the delegates at the conference. Julie's workshops were fully booked and very well received. In addition five other organisations stated they would be picking up the Purple Bow philosophies in their own areas and we shared our workpacks with a number of other teams.

This was a great opportunity for community hospitals to showcase one area of the fantastic work they do at a national level. Well done to all the team involved in the Purple Bow Scheme which helps patients to die with dignity.

Making Research Count



A 'Making Research Count' conference welcomed over 150 social work practitioners and other professionals to Keele Hall on 17 June.

The conference organised by Keele, Kings College London and York Universities with Staffordshire County Council, Stoke-on-Trent City Council and Staffordshire and Stoke on Trent Partnership NHS Trust was titled "Improving outcomes for children, young people, adults and their families."

Principal social workers Lee Pardy-McLaughlin and Andrew Errington (Professional Head of Social Work at Partnership Trust) led discussions at the event which was designed to launch Making Research Count (MRC), an national federation comprising 10 Universities in England, which aims to promote the application of research to professional practice in social work.

Keynote presentations were given by Professor Harry Ferguson, University of Nottingham and Professor Sue White, University of Birmingham. Both presented ways of improving social work with children and families - based upon research.

During the event over eight workshops were held which covered a diverse range of topics, including "Ten years of the Mental Capacity Act; capturing experience" and "The experiences, meanings and challenges of older women's sexualities".

Reflecting on the day one participant said: "As a newly qualified social worker, the day gave me a clear perspective of the importance of using research in my practice".

Professor Steven M Shardlow, Head of the School of Public Policy and Professional Practice, added: "This is an important event which unites academic and professional communities in social work to explore together how to make best use of research and to promote the impact of research".

Are you interested in research and the evidence base for social work?

CareKnowledge provides access to 10 licenced journals from Emerald Publishing which includes Housing Care and Support, Journal of Adult Protection, Journal of Integrated Care, Mental Health Review and many more. Sign up via

workforcedevelopment@ssotp.nhs.uk using CareKnowledge in the subject field. All that is needed is your name, job role and email address.

Library Resources are also available to support Social Workers' research and practice. Use 'My Journals' to find a journal online using an NHS Athens account.

Access for the North via **www.keele.ac.uk/healthlibrary** and the South via **www.sssft.nhs.uk/library**



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The Quality Account is now available to view online! Click [here](#) to read.

Your Staffside

Staffside is the umbrella under which the Trades Unions and professional bodies of the Partnership Trust, including UNISON, RCN, UNITE, CSP, BAOT, SOCAP, BDA, GMB use to collaborate together.

The NHS strongly encourages partnership working between NHS trusts and their Staffsides. Partnership working for the Partnership Trust means the commitment of management and Staffside to work together to resolve issues, aiming to improve both working lives of staff and the services we provide.

Of course management and Staffside don't always agree but an important aspect of our partnership working is that each partner respects the other's differing position and viewpoint while always seeking to find solutions.

At the Partnership Trust we encourage all members of staff to join a Trades Union and in addition we are looking for more union members to become local reps.

In such a big Trust as ours, both geographically and in spread of occupations, we have many areas where there are no local Staffside reps. Local reps are the lifeblood of unions and Staffsides. They offer support and advice to union members and help to raise the voice of their particular area of work.

Local reps can also focus on health and safety or become Union Learning Reps. There is full support and training available through your Union and the Trust is committed through its recognition agreement to enable you to undertake the role.

If you are a Union member and interested in becoming a local rep then please do get in touch with your particular Union or professional body.



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Thank You

Staff at North Staffordshire Wheelchair Services have received thanks for helping to secure a temporary wheelchair for a youngster.

"I contacted your service to see if there was any way in which you can support; and from the first person I spoke to over the telephone for advice, to the prompt action of the referral, to the friendly technicians who visited him at home on two occasions to ensure the wheelchair was a perfect fit, you have been wonderful. Mum is incredibly happy with the support you have given her, and now he is able to attend youth club and see his friends at attend school."

The Trust have received a letter from a recent patient who would like to thank all staff on **Scotia Ward** at **Haywood Hospital**.

"Dear Scotia Ward in patient personnel.

"I wish to convey my heartfelt thanks to all concerned, in my treatment and wellbeing during my recent stay with you.

"I won't name names as I will invariably miss someone out, which would of course not be my intention. I was treated with the utmost respect of which I am very grateful. Once again thank you everyone.

Staff at **Brighton House** have been praised for their care and attention in a short note which reads:

"To all the staff at Brighton House (too numerous to mention by name). A big "thank you" for all you kind care and attention during my stay. I couldn't have asked for better.

"With kind regards and best wishes for the future."

Student social worker Melisa Asbury, who is based at **Moorland House** in Leek, has been praised by telephone by the wife of a service user. She wanted to wish Melissa thanks for her work and commitment and for making the best out of a difficult situation.

To all the staff on **Longton Cottage Ward**.

"We want to say a big thank you for looking after and taking such good care of our Dad!"

Senior podiatrist Lorna Sterne at **Abbey Hulton Clinic** has received a thank you card and box of chocolates for the care she's given to one of her recent service users. The card read:

"Thank you for everything, you always look after me."

A family have taken the time to thank **Health Visitor Beverley Hall** based at Greenhill Health Centre.

"Thank you for taking such care of us, we always knew that you would be there for us with the answer and wise words, we always look forward to seeing you, thank you for being so good to us.

A compliment has been sent for **Debbie Merrill** of the **Family Nurse Partnership service**, who has received a Thank You card from one of her clients thanking her for everything she has done for her and her son over the past 2 years and 9 months.

Julie Bennett, Family Nurse Supervisor, has also received a note from a client thanking her for all her help. The client said: "You're a life saver and we both are very glad we have had your guidance and help."

Staff at **Haywood Hospital's Walk in Centre** have been given a five star rating on NHS choices in a review which reads:

"I visited the walk in centre today with my 14 year old daughter who had a suspected broken finger. We were in and out within one hour. I was very satisfied with the level of professionalism from all the staff. We were seen within ten minutes of arriving, quickly x-rayed and seen with the results. This is a very well managed centre and I'd recommend it as an alternative to A&E for minor injuries."

A relative has written to praise the **District Nursing and Palliative Care Team** from **Shelton Medical Centre**.

"Could I please give my thanks to the wonderful District Nursing and Palliative Care Team from Shelton Medical Centre for the professional, caring and compassionate way they cared for my sister in the last two weeks of her life.

"Knowing that we had such a caring team to support us gave us strength at this difficult time."



Please send all compliments to customerservice@ssotp.nhs.uk who are now recording all compliments for the Trust. A range of selected compliments will be forwarded for inclusion in The Word.