We Put Quality First
We Focus on People
We Take Responsibility

Supporting Social Work and Social Care Practice

Service User and Carer Experience Surveys April 2016

HOW ARE YOU?
Over the last few months the Trust has been focusing on direction of travel for not just our services but the wider health economy across all of Staffordshire and Stoke-on-Trent.

At its March meeting last week, the Trust Board signed off our organisational strategy and objectives for the next 12 months. The 2016/17 objectives are aligned to our strategic goals and are available to view on the intranet. These will now be included in the appraisal paperwork for inclusion in appraisal discussions with your line managers.

We will be submitting our One Year Operation Plan to NHS England later this month also, and again this reflects our continued role in providing high quality community health and social care.

In addition to our own plans, we have been supporting our health and social care provider and commissioner partners as part of the Staffordshire-wide transformation programme called Together We’re Better.

The aim of the programme is to transform health and social care services so that it better meets the needs of local people in Staffordshire and Stoke-on-Trent and improves everyone’s lives. I would like to take the opportunity to welcoming John MacDonald and Penny Harris who will be leading the programme over the coming months.

I recognise and understand too well the challenges we face as an organisation and which staff are dealing with on a daily basis and I would like to personally thank all staff in East Staffordshire who have rallied to ensure patients are safe and cared for following the delay of transfer to Virgin Care.

Your tolerance in working through an extended transition period, while establishing a more permanent solution over the next few weeks, is to be admired and is much appreciated.

Thank you to those teams and individuals who have worked with external colleagues in recent weeks to explore ways of working differently across health visiting. This piece of work will now be continued internally and we look forward to working closer with the teams more locally.

Factual accuracy checks on our draft report from the Care Quality Commission are continuing and will be fed back within the timescale of 10 working days. Thank you to those services and teams who have been carrying out this work. We hope to receive our final report in May and will, of course, ensure all staff are informed and updated about its publication.

I am pleased front-line teams have been finalising their business continuity plans and I recently sat in on a meeting of the out of hours district nursing team at Bradwell Hospital where their plan was reviewed and issues resolved.

Finally, work is ongoing to bridge our financial gap and develop cost improvement plans and I welcome the high level of engagement received from staff, especially those working in the community on the front-line. There is still clearly a long way to go over the next year and I look forward to hearing more ideas and innovations to help improve efficiencies during the coming months.

Geraint Griffiths
Deputy Chief Executive
Public Health England is encouraging over 18s to take the ‘One You’ quiz to help you get back to a healthier you.

Our lifestyles can be unhealthier than we think. It is important for our health and wellbeing to keep active and stay healthy. Take the quiz here and see how you score.

The Partnership Trust **Staff Health and Wellbeing Support and Occupational Health Service** can help keep your body and mind healthy at work and at home. Find out more about how the service can help you on the intranet.

The Trust’s **Together4Health** lifestyle service is available to all residents in Staffordshire who want support in stopping smoking, losing weight or drinking less alcohol.

Take the quiz today and take the first steps to a healthier you!

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**Service User and Carer Experience Surveys**

It is important that all those who access the services provided by the Trust have the opportunity to provide feedback on their experience and tell us what is working well and what can be improved.

Ahead of the new reporting year the service user and carer experience team have reviewed the Trust’s experience surveys, taking into account comments and feedback from staff and service users.

The updated surveys are available on the Trust’s website [here](#).

If you have any queries regarding the surveys please contact the service user and carer experience team directly on **0300 123 1161 ext 1706** or **userandcarerexperience@ssotp.nhs.uk**

The service user and carer experience team thank staff for their continued support in capturing valuable feedback from service users and carers, ensuring the best possible outcomes through high quality and safe services.
Social workers and social work teams in England are being invited to enter the annual celebration of the profession, with the 2016 Social Worker of the Year Awards open for entries.

The aims of the Social Worker of the Year Awards are to:

- Give recognition to the challenging work of qualified social workers
- Promote best practice in the profession and celebrate success
- Improve understanding of the range of work which social workers undertake
- Celebrate and promote diversity and equal opportunities in social care

The awards are open to qualified social workers in England and nominations will be accepted until 5pm on Friday 22 July.

Individual practitioners and social work teams can nominate themselves for 15 different categories across children’s and adults’ social services. Award categories include Adult Social Worker of the Year, Practice Educator of the Year, Newly Qualified Social Worker of the Year and Team Leader of the Year.

We’re encouraging social care staff from across the Partnership to celebrate the high quality work they do by nominating themselves. Click here for more information.
Staff from the Partnership Trust, along with members of the public, have knitted over 120 ‘twiddle mitts’ for patients with Dementia at the Haywood Hospital.

The mitts are knitted cuffs with added accessories and textures which patients can hold and ‘twiddle’ to provide stimulation and help combat any restlessness and agitation a person with dementia may experience during a visit to hospital.

‘Star knitters’ and members of the public who contributed mitts handed over their creations to patients at the hospital recently.

For instructions on how to knit a mitt, click here.

Please drop any knitted mitts at the memory mitt collection point, Admin Civic Offices or contact Lisa Duncan for collection lisa.duncan@ssotp.nhs.uk
Frail care praised by emergency care experts

Experts in emergency care have praised Partnership Trust services which support patients to be discharged from hospital quickly or avoid an admission in the first place.

Representatives from the national Emergency Care Improvement Programme (ECIP) visited the Trust during March as well as the Royal Stoke Hospital to review services in place and offer support for development.

Colleagues from ECIP heard and witnessed how the Trust is delivering improvements to care for more patients before they reach crisis point and need an acute hospital bed.

The team was impressed at the bed based step up model and Exemplar programme which has been established at Haywood Hospital and seen an increase in throughput of patients and a reduction in length of stay for patients.

A letter to the North Staffordshire Health economy System Resilience Group, which jointly manages emergency care across the patch, said: “The sub-acute frailty model at the Hayward Hospital was excellent. It was a therapy and nursing-led model, with leadership provided by excellent Advanced Nurse Practitioners.”

The letter added: “Their understanding of frailty, the ability to assess and treat frail elderly patients in a timely way that avoided the risks of decompensation was exemplary.

“As with the whole system, teams felt that there was further opportunity to discharge earlier if there was more capacity in the home based rehabilitation teams and more domiciliary care provision.”

Experts are to now look at ways in which to connect frailty as a model across the community, primary care and the acute sector.

Healthwatch Survey

On behalf of the Staffordshire Carers Partnership, Healthwatch Staffordshire is undertaking research into the transition of carers support services following the commissioning of the Carers Hub by Staffordshire County Council.

The Carers Hub was introduced to ensure a single point of contact to coordinate and improve access to local information and support for carers and professionals, which acts as a host for a number of services.

Healthwatch want to hear from Partnership Trust staff about their experience of the service during the transition period.
Thank You

The Community Intervention Service (CIS) based in Lichfield and Tamworth have received high praise from a couple who recently received support from the service. “We would like to pass on our huge thanks and praise for all their help and support during our time of need. Coming into our home environment during the evenings, all members of the team were very professional, proficient and polite at all times. “It is a reassurance to know they are available during the night if we ever need support in the future. An excellent service.”

Customer Service Officer Jo Davies has been thanked by a recent service user for ‘all her help’ with an enquiry she had regarding one of the services. The lady thanked Jo and said she ‘could not have resolved the issue without her help’.

The Stoke Health Visiting team have been thanked by a service user for being ‘really supportive’ and for ‘nothing being too much trouble’.

The Living Independently Staffordshire team based in Stafford received a thank you phone call from a recent patient who wanted them to know she was ‘very grateful’ for the support from the team and she appreciated ‘all that had be done’ for her.

The Pain Management team in East Staffordshire have received several notes of thanks from users of the service. “I cannot thank you enough for the help that you’ve given me. Things are a lot clearer in my mind now about how my pain affects me and I’m definitely getting better in body and soul.”

“Many thanks for delivering such a useful and friendly programme. I think we have all found something to help us cope.”

“Many thanks for sharing all your knowledge with us. It has been really helpful.”

The staff on Grange Ward, Haywood Hospital have been thanked for restoring the confidence of a recent patient.

Mindful Moment

“A smile is the light in your window that tells others that there is a caring, sharing person inside.”

Denis Waitley

Submit your mindful moment to Kieron Murphy, Director of Operations on email kieron.murphy@ssotp.nhs.uk or his EA jayne.garrett@ssotp.nhs.uk

**SUPPORTING OUR VALUES**

Staff can now log their own compliments on the Safeguard database. Please click here for a guide on entering compliments from patients/service users.

When forwarding compliments please ensure specific details of the message are included so that all messages can be passed on, and credit can be given, to the correct teams.