

## Valued Service Award



### Recognising any valued health or care services in the community

#### Age UK Teesside

Service Manager, Paula Taylor, nominated Age UK Teesside for their valued work in the community across Teesside. The nomination is to recognise the outstanding contribution the team make to clients and their families as well as the positive difference it makes in the communities we serve.

We deliver a range of services across the 4 boroughs and in the South Tees we run Dementia Advice Services, Befriending services, Digital support, Carers support, Health and Wellbeing activities (including walk and talk sessions) Hoarding support and welfare benefits advice. All projects deliver a responsive and holistic service and enable older people to live full and independent lives. We particularly focus on the individual wellbeing to ensure that clients' needs are at the centre of our approach. By offering a bespoke and blended offer to clients we know that AUKT makes a positive difference to the lives of our older people and we those we engage with.

We know, from client feedback, that whether we have assisted someone to claim entitlements to enable them to be more financially comfortable or supported an individual to access a group or activity, that this make a huge difference to those who may be lonely, isolated, suffering with poor mental health, facing financial adversity, coming to terms with a dementia diagnosis or struggling to negotiate the on-line world.

The approach has always been person centred- across all projects and we encourage participant feedback at all stages of involvement. Individual health and wellbeing is central to Age UK Teesside activities and we understand that this differs from person to person. We therefore offer a range of groups and activities, all concerned with wellbeing but each having a specific aim. We have adapted what we offer, for example, in Middlesbrough following Covid, as we recognised increased levels of anxiety amongst clients and have therefore provided peer led social groups for those experiencing increased anxiety and decreased levels of confidence.



## Carers Together

Emma Cooper, Chief Operating Officer, has nominated Carers Together for the work they do in supporting carers in South Tees Trust Hospitals.

Carers Together have been delivering services in James Cook Hospital and Primary Care Hospitals for a number of years. We also sit on the council of governors at James Cook Hospital ensuring that the trust delivers services which meet the needs of carers. As part of our Secondary Care Hospital Liaison Service we have been supporting hospitals to identify and support carers of patients in hospital settings prior to patient discharge and also patients who are carers themselves. We have developed, in collaboration with James Cook Hospital, a 'Hospital Discharge: A guide for Carers' booklet, which is designed to support carers for someone in hospital, to outline their rights, introduce them to support available and aims to make the discharge process as smooth as possible. We have also been supporting the hospitals to re-introduce a Carers Passport so carers can easily be identified on wards and be supported which includes flexible visiting hours, discounted parking and refreshments. We hold monthly drop ins at Redcar Primary Care Hospital for carers and staff to promote the offer to carers and how they can be supported. We help carers to feel prepared for their caring role upon the cared for person being discharged from hospital and once they are in the community to prevent a re-admission to hospital. This includes working closely with hospital staff, social work teams and external stakeholders. We offer relevant support to carers to help them sustain their caring role, where it is their wish to do so, when the cared for person is discharged from hospital. The diverse nature of the local population is taken into consideration when delivering support services to carers. We develop ways for carers' voices to be heard at a strategic level to inform the development of carer friendly policies and procedures for hospital staff and new referral pathways. We ensure that when a carer needs treatment themselves, their carer status and its implications are taken into account.

Throughout the years of delivering carers support in hospital, carers needs are more recognised amongst health professionals and board members. The Trust is keen to develop their support to staff who are carers and link in with our Working Carers project. They continue to review their offer to carers which ultimately results in carers needs being shared across the Trust and with wider partners.

## **Diabetic Eye Screening Programme, South Tees NHS Foundation Trust**



Julie Emmerton, the South Tees DESP Failsafe Officer, has nominated the South Tees Diabetic Eye Screening Programme (DESP) who are responsible for delivery of eye screening for over 30,000 diabetic patients across Redcar and Cleveland, Middlesbrough and Hambleton and Richmondshire. The service started over 15 years ago with the main aim of reducing sight loss in the working age population of diabetic patients. The services across the country are very proud to say that they have achieved this. The screening programme for South Tees takes cameras out into community venues to allow screening closer to home and ensure the best uptake of the service that can be achieved which is currently over 81% for South Tees DESP and the national target is 75%.

As the service has grown the service has adapted to that need by identifying locations across the region that better serve those patients, often listening to patient views. In total we now offer screening in ten locations with four in Hambleton and Richmond and six covering Redcar & Cleveland and Middlesbrough. During the pandemic we continued to offer screening to our higher risk patients to help reduce the incidence of progressive eye disease and to minimise any sight loss. Coming out of the pandemic within less than 2 years we have managed to screen all patients and return to normal service. We know from patient feedback that they appreciate this and that they are happy they are being seen as there is a theme of patients reporting they are not getting the diabetic yearly checks as they used to pre-pandemic and feel safer knowing that at least their eyesight is being monitored. The service also trained staff to carry out slit lamp examinations on patients who were unable to be screened by camera and this reduces the need for those patients to be referred into the hospital eye service and that has enabled the capacity to increase from one slit lamp clinic a month across Middlesbrough and Hambleton and Richmondshire to once weekly clinics at both locations.

## **James Cook Medicine Physiotherapy Team, South Tees Hospitals NHS Foundation Trust**

Line Manager, Siobhan Kelly, has nominated the physiotherapy team for the medical wards at James Cook Hospital. They support all patients across the six wards that we look after and support the wider MDT as best they can.

Patients across the medical wards have benefited from this service. The team are fully flexible and always try and meet the demands of the sometimes stretched service under difficult circumstances. They approach and talk to patients in a



lovely manner and give their time to listen to patients. They have a lot of responsibility as a team to help with patient flow and assessing and treating patients while they are an in-patient. The areas they cover have expanded over the last year and they always work hard to see and treat multiple patients every day (on average 70/80 patients a day).

The patients really appreciate when physiotherapy take time out of their busy day to sit and listen to the patients. Physios approach every patient with 'patient centred care' at the core of their treatment and plan. They always, where appropriate, put patients at the core of their decisions and listen to the patient's wishes. Physiotherapy team approach their job and time spent with patients with a lighthearted approach. This often allows the patient to laugh and share stories with therapy staff. Physiotherapy team are always happy to help the wider MDT with any questions they have or training on the ward for equipment/moving and handling or acute chest care.

### **Meadowvale Homecare**

Meadowvale Homecare has been nominated by its Registered Manager, Ebony-May Lewis.

We are a domiciliary care service who work by the mantra 'Your care, your choices' and this is fundamentally important to all of our care workers. We are not just here to work, we are here to care and achieve this with the highest of standards. Delivering bespoke care to clients in and around Redcar and Cleveland and Middlesbrough, all of our packages are tailored specifically to the individual and their needs. We use the strengths and goals of our clients as foundations to build upon looking after not only physical needs but those attached to health and well-being. Holding high respect and regard for dignity, independence and choice we listen to what you have to say whilst delivering the very best care.

We are always going the extra mile examples being:

- Arranging coffee mornings
- Arranging client parties and get togethers to combat social isolation
- Chairing registered managers networks to improve the collaborative working between services and providing support to other managers and other services
- Arranging Wag & Co and becoming a sponsor to combat social isolation
- We have become dementia friendly
- We have worked alongside outside agencies to provide our staff with additional training to help them have the knowledge needed if they ever



needed it in their own lives or at work – agencies being Cleveland police, Cleveland fire brigade, eva womans aid, age uk, carers together.

- Arranging community trips and social gatherings such as Pantomimes at Middlesbrough theatre, Coach trips to Whitby, Trips to Middlesbrough football club supported by the MFC foundation.

The clients we have assisted would not have normally been able to attend these visits and outings without support and time volunteered by our service.

We are continually improving the lives of others with our work and also with what we are doing as extra. To provide that all round excellent service that our clients deserve.

### **Rheumatology OPD & Day Unit, South Tees NHS Foundation Trust**

This nomination has been submitted by Kendra Evans, a patient in the department, but also works there approximately once per month as a Staff Nurse via NHSP.

The staff never stop being genuinely lovely, caring and helpful. I only attend approximately once every 12 months as a patient and it can be a very busy clinic, with long delays to see certain doctors on occasion. I have quite a unique perspective being able to see it from both sides. The service offered never decreases even on incredibly busy or problematic days, or when there's limited staffing. Nothing is too much of a problem and they are passionate about their department too - there's always a raffle or a football card on the go to try and raise funds for the patient outdoor space or other amenities.

On a personal level, I actively look for shifts in this department as I love working there. As a bank nurse, some departments can feel "alien" and often it ends up as a negative experience but I have only ever had positive experiences in this department and do not hesitate to work there when I am able. Patients always give positive feedback even when things don't go their way as any concerns are always dealt with immediately and explanations offered. Where possible, solutions are given that day although it's not always possible.

Seeing the high standard of care and compassion which is in place every day is really encouraging, and being able to get the feedback from patients who use the department that they too believe things have improved is really encouraging. I'm not great at writing things like this, but I do really believe that Rheumatology OPD at James Cook deserve recognition for always going that bit further for their patients and staff.



## Reach & Respond, Beyond Housing

Reach & Respond provides a range of services helping people stay happy, healthy and independent in their own homes. Our services range from technology solutions to welfare calls/visits. We provide customers and their family with the reassurance that no matter what the emergency or when it happens, someone will be there to help. With just the push of a button, our response team are here 24/7, 365 days a year. Independence is something we all cherish and want to keep as long as possible. When circumstances change, some extra support to stay safe while living independently may be needed.

Our partnership with Redcar & Cleveland Borough Council started 10 years ago when we were successful in the bid for the Telecare contract, the contract starting with just over 750 customers. Through our shared objectives, regular communication and collaborative problem solving. We have expanded the service to over 2200 customers in local community. Each person that is commissioned on to the Telecare service, can be empowered to remain living independently in their own home, instead of going into care or being admitted to hospital.

The partnership which we have, was formed due to a common goal of helping customers in our community, and is built on open communication and mutual respect. Through our collaborative approach, we have been able to offer training to improve practices for Social Workers, Physiotherapists and Mental Health & Wellbeing Practitioners within Redcar & Cleveland Council. We initiated comprehensive training programs aimed at equipping them with the latest knowledge necessary for effective assessments, by raising awareness of the benefits that each piece of equipment can offer to our customers. Healthcare professionals realised that the service is more than just button and box, and how the equipment could be used for more variety. We explained how door sensors are able to be used to assist in domestic violence cases, as it records information of when people arrive/leave. How we can help with people who are lonely, as we offer welfare calls, daily visits, and a befriending service.

This collaboration has allowed for increased choice and control available to our customers. Offering innovative solutions has allowed for self-management over personalised care. The technology available has provided our customers with more options and greater autonomy over their care plans.



We believe Reach & Respond have achieved successful integration, through the commissioning and delivery of coordinated, joined up and seamless services to support people to live healthy, independent, and dignified lives and which improves outcomes for the population as a whole. Everyone should receive the right care, in the right place, at the right time.

### **RCBC Social Prescribing Team**

The team has been nominated by Jane Cousins. This service covers 3 Primary Care Networks– East Cleveland, Eston and Redcar Coastal, has 9 operational staff members in the team, alongside a Team Leader/Team Manager.

We take weekly referrals from 17 GP Surgeries – GP's, Nurses, Admin Teams, and a wide network of organisations, such as DWP, Social Care, Community Therapies alongside self-referrals and proactive community outreach.

Since its inception, this team have supported and empowered 5000+ patients to access the help and support needed to improve their health and wellbeing. The team links people into the following areas of support: Social activities, Transport access, Dementia, Carers, Sensory, Digital, Employment and Training, Advocacy, Social Care, Housing, Mental Health, Addiction, Lifestyle Changes, Benefits/financial wellbeing, Home Safety, Befriending and more.

The service provides a holistic, individualised, person-centred support journey, empowering each person to address what matters most to them to improve their health and wellbeing. The team have worked tirelessly to raise awareness of this vital service with partners and communities so all residents, who may benefit from this service can have timely access, if needed, to positively benefit their health and wellbeing and quality of life. Summary:

Long may this exceptional work continue.

### **Stoma Team, South Tees Hospitals NHS Foundation Trust**

The Stoma Team has been nominated by Rebecca Metcalfe. The stoma team at JCUH was developed in 2019 and They provide care and psychological support for new and existing stoma patients in an empathetic manner, using a patient centred approach. Numerous patients have benefitted from the introduction of the service in a fast-paced department. The team, consisting of 4 staff members work throughout the trust reviewing inpatients and counselling outpatients preoperatively and also trouble shooting complications of those patients that



have been discharged. Nothing is too much trouble, even when they were short staffed, down to 2 members, due to team sickness the service provided never changed and is always of a high, first-class standard. They ensure availability for this group of patients 6 out of 7 days a week. This has ensured patients learn a new way of living with substantial change quickly and in turn the length of hospital stay is reduced.

In a fast-paced surgical department often the ward nurses have to prioritise their workload accordingly, often basic needs like stoma care is downgraded due to high levels of patient acuity. The introduction of the stoma team has allowed these patients to receive stoma training and counselling in a timely fashion. The experience of these patients has improved substantially resulting in extremely positive outcomes.

Not only has patient experience improved but staff learning has also improved with a dedicated and experienced team available to support both staff and patients. Majority, if not all stoma patients will be reviewed during a hospital stay as standard. Other wards/staff, not experienced with this group of patients are able to seek advice from the team and they are always willing and able to provide support and advice.

### **Teesside Hospice**

Teesside Hospice has been nominated by Linda Finch. They support & care for patients & their families on palliative & end of life care and beyond. My husband was a patient and spent time on palliative care & end of life.

They gave emotional and practical help & support to my husband, myself and family. Created a home from home atmosphere allowing my husband's final weeks to be calm, pain free and a dignified peaceful passing, with myself and family to be there with him. Nothing is too much trouble, they go above and beyond to make such a difficult time more bearable.

There isn't enough words to say the difference they made to all our lives and experience at such a difficult time, and are still helping with emotional and grief support. We were valued, listened too, treated with dignity respect and cared for like family. They enhance the lives of all who come to them.



### **Ward 7 Sisters & Staff, South Tees Hospitals NHS Foundation Trust**



This nomination has been submitted by Vikram Garud, Consultant Surgeon.

I would like to nominate Sister Jackie Brown & Team on ward 7 that looks after complex surgical patients. Ward 7 has the heaviest workload amongst any of the wards at JCUH and receives the most complex postoperative upper and lower GI cancer patients including step downs from ITU. This was also the ward that showed exemplary resilience during COVID. Jackie and her team despite the enormous challenges faced have truly provided top class care to our patients and undoubtedly deserve recognition for the superb outcomes that would not have been possible without truly outstanding leadership and supporting staff that have imbibed the selfless approach always putting the patients need above all else.

As a group of consultants we feel confident that our patients needs and welfare are always paramount to Jackie's team and ward 7 has truly set an example for other teams to follow.

### **Woodside Wellbeing & Dementia Hub**

The Hub has been nominated by Pam Banks, Pauline Simpson and Ann Falconer who are all carers who access the Hub.

I am the wife/sole carer to a service user who attends the hub 3 or 4 times per week and has a diagnosis of Alzheimer's disease. I would like to nominate the team who work at the Dementia and Wellbeing hub. The support is provided to people with mental health issues both organic and functional service users, they provide care for service users and valuable support for carers so it enables them to stay in the community for longer rather than needing 24 hour care.

My husband has severe FT dementia with aphasia and I am his sole carer. I am nominating the team at Woodside, they are truly lifesavers. I attend a group on Wednesdays with my husband. I was alone and didn't know where to turn. They scooped me up and cared for us both and haven't stopped. SUPERSTARS.

The Wellbeing hub is based within the Woodside Centre Cavendish Road, Middlesbrough. They help people with dementia, mental problems, lonely people and most of all in my case a carer. It's a safe and welcoming place you can drop in any time and has plenty of activities



The attendees keep increasing, and over 70 people attend to various activities that are spread out through the week. This gives the service users chance to see each other play games, singing, reminiscing, arts and crafts, knitting, quizzes and overall socialising with their friends. Whilst staff occupy our loved ones and we know they are been cared for, us carers are able to have some time to ourselves in a relaxed environment in the hub or even join in if we want to and have some light hearted fun.

The team at Woodside welcome all in need to their door. They have a full programme of activities for both users and carers, all are welcome to join in. There are a few different groups in Middlesbrough for dementia, I have tried a few but Woodside stands out and is my lifeline. The Wednesday group has developed into something very special, only possible because of the support and teamwork at Woodside. I will not miss my Wednesday, it is my safety net as I know it is for other users. We walk into a warm welcome and my husband is ushered to a seat with activities. All planned and staff to take care of them. The special thing that they do so well is care for the carer too. I am cared for for those two hours, given copious amounts of tea and snacks and allowed to just breathe. Those 2 hours are my sustenance for the week until next Wednesday. Thank you just isn't enough.

There are over 70 people who use the hub regularly. They welcome everyone . There is also access to Carers together representative's and services. There will always be someone there to listen to your problems, make you tea and coffee, even biscuits and toast (my favourite). They look after patients with dementia with games and puzzles and quizzes to stimulate their brain. It is my husband's favourite place. He has little memory but everyday he asks if we're going to the hub. We carers that go have a what's group called Wednesday girls and every Wednesday we meet at the hub and have a good old chat about our trials and tribulations of the week and swop fails and successes of looking after someone with dementia. Rucksanna Aslam Hub Co-ordinator always seems to know if anyone has a problem and is quick to offer help and compassion, tea and sympathy. It is a safe haven for dementia patient and their carers who know they could safely make a doctors appointment or do a little shopping and know their husband/wife/partner is in safe hands. The whole group do a wonderful job and I cannot praise them enough. We can even ring them during the day if we felt we needed a chat.

The longer we have attended the service the more I value how important it is to our lives, I feel it is my life line and look forward to attending as much as we can.



From attending I am now part of a support group with other carers so we can support each other any time of day/night. If it wasn't for the staff holding the sessions and been so welcoming to make us feel comfortable enough to be so open with each other, i would likely feel more alone.

Overall, staff have enriched both our lives, i am able to enjoy our life as it is now through knowing the staff always are there to support, listen, care and respect myself and my husband. It is something me and my husband can do together having fun when I join in activities and it is something where I am allowed to be myself and have time out. In the words of my husband who does not instigate much conversation, he has a poor short/long term memory and lives in the moment, he often says 'I love the hub', and it is the first thing he mentions on a morning asking if we are going as it is his favourite place, therefore it is mine too. Allegedly people 'don't live well with Dementia they live with Dementia', but I believe from the bottom of my heart the hub enriches our lives to 'live well with Dementia' and I could never thank them enough.

I know that our group of carers are very vocal within Woodside. Always telling them how appreciated and vital we feel their service is to us. We can only feel the benefit of their very special service because they offer the whole package. Care for the dementia or mental health sufferer and also for the carer in a one stop shop at the same time. Perfect for us carers, we don't have the energy or motivation for self-care often.