

CHESHIRE WIRRAL PARTNERSHIP

# LIFE

magazine

## CEO OF THE YEAR

HSJ AWARDS  
SHEENA CUMISKEY  
CHIEF EXECUTIVE  
OF THE YEAR. Page 2

CWP CELEBRATES PURCHASE OF SPRINGVIEW	4
CQC RATES CWP AS GOOD OVERALL AND OUTSTANDING FOR CARE	6
BUILDING THE RIGHT SUPPORT FOR PEOPLE WITH LEARNING DISABILITIES	8





# FREEDOM TO SPEAK UP GUARDIAN

Dame Eileen Sills, Chief Nurse at Guy's and St Thomas' NHS Foundation Trust, has been appointed as the first National Guardian for the NHS.

As the National Guardian for the freedom to speak up, Dame Eileen will help to lead a cultural change, initially within NHS Trusts and NHS Foundation Trusts, so that healthcare staff always feel confident and supported to raise concerns about patient care.

At CWP, Andrea Hughes, Associate Director of Nursing (Physical Health), and Director of Infection Prevention and Control is our Freedom to Speak Up Guardian. Contact her by email [andrea.hughes@cwp.nhs.uk](mailto:andrea.hughes@cwp.nhs.uk) or call 01244 397643.

## STREET TRIAGE SCOOPS AWARD

Congratulations to the Street Triage team who picked up the award for the best example of collaborative work at the recent North West Coast Innovation awards in December 2015. The team support people with mental health issues who come into contact with the Police and have reduced detentions by 90%.



Avril says: "I am absolutely delighted to have my contribution recognised in this way. I am privileged to work for an organisation that really cares about the people it provides services to and am grateful for the opportunities I have had to make a difference."

Sheena says: "I am deeply humbled. I was unaware that colleagues had nominated me and this really is a reflection of our collective achievements at the Trust."

## NATIONAL RECOGNITION FOR BEING WELL-LED

Two executive leaders at CWP, who have worked within the NHS for over 60 years combined, have been recognised nationally for their compassion, courage and leadership.

Sheena Cumiskey has been named as Chief Executive of the Year at the 2015 Health Service Journal (HSJ) Awards. Whilst local nursing leader Avril Devaney has been awarded an MBE for services in mental health.

Both awards are a huge endorsement of their work over the years in empowering, encouraging and promoting opportunities and support for people with mental health conditions.

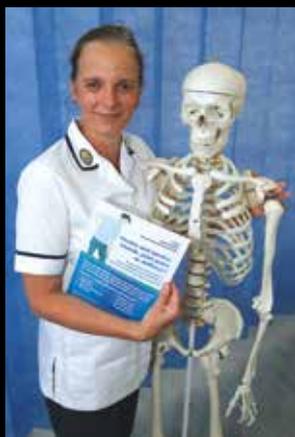


## DIRECT ACCESS TO PHYSIOTHERAPY RATED 'EXCELLENT' BY 99% OF PATIENTS

For the first time, people in West Cheshire are able to book an appointment directly with 'Physiotherapy First' - a joint initiative between two local NHS providers, Cheshire and Wirral Partnership NHS Foundation Trust and the Countess of Chester Hospital Foundation Trust.

Rather than wait for a referral from a GP, the new service introduces physiotherapists as the first contact into GP Practices to improve access to assessment and advice for people with musculoskeletal symptoms affecting their joints, bones, muscles and soft tissues.

Since its launch in January 2015, over 3000 GP appointments have been freed up for other medical problems. 97% of people who accessed the service have had their musculoskeletal issues dealt with appropriately by the physiotherapist, and 99% of patients rated the service as 'excellent'.



## INVOLVEMENT AND RECOVERY - WHAT NEXT?

Almost 50 people came together at an event to discuss the way forward for public and patient participation and recovery at CWP.

The agenda for the day was co-designed by people who have experience of CWP services and staff to make sure all participants had the opportunity to share their ideas and suggestions for the future.

If you would like to get involved in the work of the Trust, register to become a member at [www.cwp.nhs.uk/get-involved](http://www.cwp.nhs.uk/get-involved)



### Cheshire Care Record

To improve patient experience and quality of care, CWP, GPs, hospitals and social care services will share essential information including test results, medications and allergies. The Cheshire Care Record is a collaboration between health and social care services across Cheshire and will give health and social care professionals access to more detailed shared notes than ever before.

### Helping fight Alzheimer's disease

A worldwide study into a new drug to help reduce the damage that Alzheimer's does to the brain is being completed with the help of people who access CWP services. There are only 35 people involved in the trial of this drug across the World and seven of them are with CWP. For more information about upcoming trials that we are involved with visit [www.cwp.nhs.uk](http://www.cwp.nhs.uk)

### National No Smoking Day

To celebrate National No Smoking Day on 9th March 2016, advice and support will be available throughout the Trust to support people to become smoke free and give up cigarettes for good. CWP Nicotine Management Policy celebrates its second anniversary in February.

### Fundraise for CWP

CWP charity aims to make a difference in the lives of people using our services, their carers and families. You can donate money at [www.mydonate.bt.com](http://www.mydonate.bt.com) by searching for 'Cheshire and Wirral Partnership' or hand donations into the cash offices at Bowmere Hospital, Springview Hospital, Ashton House or Macclesfield Hospital. If you would like to fundraise for CWP, contact CWP Finance Team for an application form on 01244 393243.

### National community mental health survey 2016

This month, over 800 people who use community mental health services will be asked what they think about the care they receive. The feedback helps CWP to understand where we perform well and where we can improve.

In 2015, 'overall experience' of services was top in the country for the second year running, with almost a quarter of people rating CWP 10 out of 10.

Taking part in the survey is voluntary, and all answers are confidential. If you have any questions about the survey, please contact PALS on 0800 195 4462.



## CELEBRATING THE PURCHASE AND REFURBISHMENT OF SPRINGVIEW



CWP celebrated the investment of over £15 million into Springview mental health unit with a festive open evening for patients, staff, partners and the general public.

Over 50 guests commemorated the full refurbishment of the building, which has included improving the facilities on all wards and the development of a new, fully operational gym area open to staff and patients.

The evening included a performance from special guests Merseyside Rock Choir, with Christmas decorations and refreshments provided by both staff and patients from the unit.

## THE WEST CHESHIRE WAY

More than 350 people helped celebrate the official launch of 'The West Cheshire Way' during Self Care week at two events in Ellesmere Port and Tarporley.

The West Cheshire Way is a joint initiative across health and social care that will transform services in partnership with local communities. The aim is to make sure care is more joined up, patient-friendly and easy

to access. It will also help people to take better care of themselves and their families by providing self-care information and support.

West Cheshire is one of 50 new care model sites chosen by NHS England to try out new ways of working for the NHS alongside Wirral.



# HEALTHY WIRRAL



Healthy Wirral is a new integrated care programme aiming to reshape the way healthcare is delivered in Wirral.

Wirral is one of 50 new care model sites nationally chosen by NHS England to try out new ways of working for the NHS alongside West Cheshire. It is one of nine partnerships that is integrating primary and acute care systems - joining up GPs, hospitals, community and mental health services.

In January leaders of all Wirral health partners (CWP, Wirral Clinical Commissioning Group, Wirral Council, Wirral Community NHS Trust and Wirral University Teaching Hospital NHS Foundation Trust) formalised the partnership and joint commitment.

## 'STRAND BY ME'

Talking therapies service, Access Sefton, set themselves up in the Strand shopping centre in Bootle to offer local people the opportunity to have a chat about the help and support available.

The service is for people with anxiety, depression and other similar difficulties across Sefton and is delivered in partnership with Insight Healthcare, a not for profit organisation. Both GP and self-referrals are accepted, contact: 0151 955 3210.



## NEW ONLINE HEALTH SUPPORT FOR YOUNG PEOPLE

Young people in West Cheshire are now able to receive mental and physical health support online, thanks to the 5-19 Health and Well-being Service.

'MyWell-being Online' offers useful information and directly connects young people with local health professionals to discuss personal health issues without necessarily needing to be referred into services. Visit [www.MyWell-being.org.uk](http://www.MyWell-being.org.uk)



### Judging value in Healthcare

Lesley Dougan has been invited by the Health Service Journal to join the judging panel for the HSJ Value in Healthcare Awards 2016 to judge the Value and Improvement in Communication category.

Lesley is a Children and Young People's Practitioner / Online Primary Mental Health Worker in Wirral.

### New chief registrar post

Inspired by the Royal College of Physicians Future Hospitals Scheme, CWP is piloting a chief registrar post. Dr Feroze has been appointed for a year to offer tangible opportunities to acquire practical management and leadership skills, along with regular opportunities to reflect on these learning experiences in supervision.

### 'The Big Life Film' project

CWP and The Open Door Centre in Wirral, have launched 'The Big Life Film' project – a short video raising awareness and challenging the stigma around the emotional difficulties faced by many young people. The video was created with a group of young people currently receiving support from mental health services and provides information about the different options available to those who are struggling to cope with mental health challenges.

### Patient First Conference

David Wood, Associate Director of Safe Services, presented 'Human Factors: solutions not problems' at the second Patient First: Preventing Harm, Improving Care conference in London. He is a national advisor for Human Factors for Health Education England.

### Could you be our next governor?

In March we will be looking for three people to fill three vacant seats on our Council of Governors. We need someone who accesses our services, or cares for someone who does, to fill a service user/carer seat, a therapist member of staff to fill our therapies staff seat; and someone who lives outside of Cheshire and Wirral (such as Trafford, Bolton, Warrington or Sefton) for our 'out of area' seat. For more information about these opportunities and the Council of Governors, email [governor@cwps.nhs.uk](mailto:governor@cwps.nhs.uk) or visit [www.cwps.nhs.uk/get-involved](http://www.cwps.nhs.uk/get-involved)

### Emotionally Healthy Schools

Six schools in Cheshire East are taking part in an exciting initiative to support health and well-being needs of young people. CWP will be working alongside Visyon, Just Drop In and The Children's Society to enhance skills and knowledge of staff in the following schools: Middlewich High School, Ruskin High School, Eaton Bank Academy, Oakfield Lodge School, Macclesfield Academy and Poynton High School.

# PROUD TO BE FOR CARE

Overall  
**GOOD**

SAFE

Requires improvement 

EFFECTIVE

Good 

CARING

Outstanding 

RESPONSIVE

Good 

WELL-LED

Good 

CWP has achieved “good” results from the Care Quality Commission following a Trustwide inspection of all services.

CWP Chief Executive, Sheena Cumiskey, says: “We are delighted with the results which are a great reflection on the high quality of care delivered by our services and the professionalism and caring nature of our staff.

“By no means are we complacent. This was a huge team effort and although we are very pleased with the final rating, we are continuously looking at ways to improve our services and be the best we can be. We take all the feedback from the inspection incredibly seriously and would like to assure all patients, carers and families that we are in the process of further defining our action plan, developed following initial feedback from

the inspection, We want to sustain and embed compliance with the CQC regulations and provide even better quality services.

During the inspection, the CQC spoke with 462 employees, 134 patients, talked with 63 carers and met with representatives for other organisations, including commissioners of health services and local authority staff.



# OUTSTANDING

“ Of the 14 core services inspected, inpatient services for people with learning disabilities and/or autism were rated **‘outstanding’** – an extremely rare accomplishment. ”

## Care Quality Commission inspectors said:

“In all the services we inspected, we observed staff to be professional and caring in manner.

Patients were treated with compassion and empathy, and engagement between staff and patients was positive, collaborative and meaningful.

Patients were involved and encouraged to be partners in their care. Staff took time to offer support, discuss treatment and provide information to both patients and their families.”

## Findings we are most proud of:

- ✓ Most patients said they received good care
- ✓ Committed and motivated staff throughout the Trust with good morale
- ✓ Numerous examples of teams having “gone the extra mile” to ensure patients’ needs were being met
- ✓ Trust commitment to improving quality of services supported by good governance structures.



## What others said:



**@wirralct**

Congratulations to @cwpnhs on their “Good” rating from @CareQualityComm a well-deserved result!

**@EastCheshireNHS**

Congratulations to @CWPCChiefExec and all our colleagues @cwpnhs! @cmscnSenate Well done @cwpnhs

**@RayFWalker**

Congratulations on your Good CQC rating - Fantastic result

**@dominiclowie**

@cwpnhs @DrG\_NHS @HazelWatsonNHSE Brilliant!

**@timmcdougall69**

Fantastic – well done everyone!



**Did you know?**

1 in 10 schoolchildren will have a mental health condition, yet less than a third who need support are accessing the services they need.



# FUTURE IN MIND...

Promoting, protecting and improving our children and young people's mental health and wellbeing

Radical plans are in place to transform the services available to support children and young people's mental health and well-being. Developing resilience, promoting better mental health and 'stepping in' to prevent problems worsening have all been identified as key priorities.

**We're investing £14m into a new centre for young people - Ancora House**

Due to complete late summer, the centre will provide inpatient and day patient care for children and young people with severe and/or complex mental health conditions that can't be provided within the community (also known as Tier 4 services).



*Young people from Maple Ward and Pine Lodge in Chester donned hard hats and hi-vis jackets for regular site inspections, tree planting and interior design!*



*Young people 'took over' staff roles for the day at CWP as part of the National Takeover Challenge led by the Children's Commissioner for England.*





Join the conversation using #youngmentalhealth on Twitter.  
@CWPnhs for latest news

@mymindfeed for young people's mental health  
@CWPMYwellbeing for 5-19 year olds.

### CWP welcomes pledge to better mental health for new parents:

CWP welcomes David Cameron's pledge to 'provide every pregnant woman and new mother with specialist NHS help for psychological problems related to childbirth.' CWP provides several 'early help' specialist services to support mums and families and are taking part in national research.



### Consultant psychiatrist appointed as national clinical advisor for CAMHS better access programme:

Dr Andy Cotgrove has been appointed as National Clinical Advisor for CAMHS in the NHS England commissioned the "Achieving Better Access to Mental Health Services by 2020" programme. This will involve developing guidance for commissioners on pathways of care for young people experiencing a mental health crisis.

### Local short stay school rated 'Outstanding' again:

Pine Lodge in Chester has been named 'outstanding' for the third time running by Ofsted. The school supports students accessing in-patient mental health services and houses an on-site educational unit in addition to its regional adolescent psychiatric unit.

### Local clinical psychologist leads national interest group:

Dr Fiona Pender, Consultant Clinical Psychologist and Clinical Director for Wirral CAMHS has been chosen to jointly head up a special interest group that will ensure young people's mental health remains a priority in parliament. The group is led by mental health organisation Positive Practice Collaborative.



*"Mental health and wellbeing of young people needs to be at the forefront of the wider health conversation. This is a great opportunity to ensure that we reinforce the importance of these messages to those that make decisions."*  
Dr Fiona Pender, Clinical Director and Consultant Clinical Psychologist

*"We are absolutely delighted to have Fiona as one of our national leads. The work that she and her team have carried out over recent years has been both innovative and inspiring."*  
Angie Russell, co-director of the Positive Practice Collaborative.



# BUILDING THE RIGHT SUPPORT... FOR PEOPLE WITH LEARNING DISABILITIES

NHS England, the Local Government Association and the Association of Directors of Adult Social Services have launched a national programme to transform care for people with learning disabilities and/or autism over the next three years. 'Building the right support, a national implementation plan' calls for a radical transformation of care across the health and social care system. It emphasises the urgent need to support people to live more independently at home and in the community, rather than in hospital.

A joint transformation plan is being coordinated by NHS England and the Cheshire and Merseyside Transforming Care Partnership for our local area. CWP will play a key role in developing and delivering improved services in partnership with local people who access services, their carers and other health and social care organisations. **Look out for more information and opportunities to get involved!**



“ Inpatient services for people with learning disabilities and/or autism were rated 'oustanding' by CQC. ”

Recent finalists in the Inspirational Leader of the Year category at the NHS Northwest Leadership Recognition Awards 2015. Pictured right to left: Dr Vikram Palanisamy, Michele Bering, Linda Swann, Sharon Vernon and Karen Somers.



## MEET LINDA SWANN SPECIALIST HEALTH FACILITATOR WIRRAL COMMUNITY LEARNING DISABILITY TEAM

Health Facilitators work closely with a number of partner agencies across the healthcare system to support people with learning disabilities to access general health services.

**You've been a Health Facilitator for a long time now. How would you describe your average day?**

There are two of us in CWP Wirral, and together we work to support people in the community that have very complex needs, not just through the direct care, but also through training with partner agencies and working with the likes of GPs, hospital staff and social workers to make sure that people with learning disabilities get the right support in the community.

**What do you enjoy most about your role?**

The best part is the variety – it's so different every day! I also love the fact that we can really improve things for people. Just look at Clare's story: she's a perfect example of someone who we have helped to make small lifestyle changes, and now she's a real role model in the community.

We help vulnerable, and often very unwell people, to get the best possible healthcare right across the system. Seeing how just small steps can lead to huge benefits for someone later down the line is really satisfying.

**What are the main challenges to your role?**

People with learning disabilities still suffer disproportional level of health inequalities.

On average, someone with a learning disability will typically die between 15 and 20 years earlier than someone without.

We're very aware of the current national pressures facing health and social care. This means that it's more important than ever that we address these inequalities by ensuring that all partners work together to see people for who they are rather than just their health conditions.

# MEET CLARE

Clare attends the Cambridge Road Day Centre in Wirral - one of six local day centres where CWP's learning disability health facilitation team delivers Health Promoter training for people with a learning disability. The training consists of a 12 week programme that focuses on topics such as diet, exercise, personal hygiene and staying safe.

Clare is now a trained 'Health Promoter', and is supported by the team to plan and deliver basic health awareness sessions for others in the day centre and wider community to make changes by adopting a healthier lifestyle. She is supported by the team to plan and deliver basic health awareness sessions.

I volunteered to become a Health Promoter because I've always been very healthy, enjoy keeping fit and eating fruit and veg. I am also able to do this as my 'challenge' for my Duke of Edinburgh award.

Every Thursday morning I help with the Healthy Eating sessions at the day centre. I encourage the group to learn more about different types of food and how it affects them. This has helped a lot of people in the group change what they eat. More people are now eating fruit rather than snacks with lots of sugar and fat.

When I became a Health Promoter I joined the health library at St Catherine's Hospital. I'm always thinking of different ways to help people learn; once I brought in a weight vest to show how it feels to gain added weight! I now visit the library and bring back helpful books that we can look at during the Healthy Eating sessions.



I have helped to organise a weekly bike ride in Birkenhead Park every Thursday. This is a good way to have fun outside and get some exercise. I also make sure that everyone has the right safety gear.

For my next exercise project I hope to start a [pedometer] 'step challenge'. This will mean we can all count our steps and try to improve every day.

I recently helped to arrange a healthy coffee morning at the day centre. To prepare for this we made a leaflet and invited local people to join us.

On the day we shared healthy food and drinks like fruit smoothies, and talked to people who live nearby about our Healthy Eating sessions.

On Fridays I go to Leasowe Sport Centre and help people play games like cricket and rounders.

Becoming a Health Promoter has helped me get more involved in things that I enjoy, like exercise and healthy eating and meet new people with the same interests. It has let me help others to learn more about how they can be healthy.

“She's a perfect example of someone who we have helped to make small lifestyle changes, and now she's a real role model in the community.”

### Recognition of service

We held our annual celebration of long service late last year to honour a total of 86 staff who achieved a combined total of 2,308 years of continuous NHS service.



### Staff do their bit in Christmas knit!

Staff at Redesmere in Chester raised more than £200 to support charities throughout the UK as part of Text Santa Christmas Jumper Day.



### Staff Survey winners

Prize winners have been randomly selected from the completed staff surveys with first prize of £100 Love to Shop vouchers going to Dawn Millar, Speech and Language Therapist, second prize £75 vouchers went to Dale Wallace, porter based at Millbrook Unit and third prize went to Tracey Macleod, Ward Clerk from Greenway Assessment & Treatment Unit.



### Inspirational leadership award

The West Joint Therapy Services team, which is an integrated therapy service between the Countess of Chester Hospital and CWP, won the Leonie Kenny Award for Inspirational Leadership at the Countess of Chester's Celebration of Achievement Awards.



### Flu winners

Thank you to all of the CWP staff who received their flu immunisation this winter. Prizes were awarded to every 75th member of staff who was immunised – the award winners were: Hanna Carr, Helen Fishwick, Wendy Clerkin, Rebecca Naden, Andrew Deakin, Henry Barrett, Keira Jarvis, Neil Martin, Carolyn Bainbridge, Karen Anderton, Alannah Spendlove, Clare Smalley, Denise Brace, Carol Pryce, Stephen Levitt, Satwinder Lotay, Lorraine Van Sluis, Joan Wiggins, Karen Case and Suzanne Holmes.



### Academic achievements

Sarah Townson (Cherry Ward) and Sue Jenkins (Saddlebridge) have each achieved a Bachelor of Science with Honours in Professional Practice from Chester University.



### Graduation celebration

Congratulations to the 11 people who have recently graduated from the Dependency Emotional Attachment Programme (DEAP), or The Reduction and Motivation Programme (RAMP) at a ceremony in Macclesfield held at St George's Church in January 2016.



### LD staff are inspirational finalists

CWP's Health Facilitation team celebrates their shortlisting for Inspirational Leader at the NHS North West Leadership Academy Recognition Awards 2015. Pictured right to left: Dr Vikram Palanisamy, Michele Bering, Linda Swann, Sharon Vernon and Karen Somers.



### Going the Extra Mile winner

Congratulations to Donna Readle, liaison psychiatry nurse, based at Arrowe Park Hospital who received an award for her quick thinking and dedication to a passenger who fell ill on a flight home from Mexico. She met with deputy chief executive and director of finance Tim Welch to receive her award.



### Care Wash Packs 2015

Following a staff donation campaign, we distributed over 250 care wash packs to agencies supporting people who are homeless for the second year running. The care packs were delivered to 12 organisations across Cheshire West, Cheshire East and Wirral.



### Shortlisted for 'best brand' award

The 'Get involved and make a difference' brand of leaflets and membership information was developed as a result of co-production with service users, carers, governors and staff from a range of services. The brand was shortlisted for 'Best Visual Brand' at the Association of Healthcare Communications and Marketing (AHCM) awards.



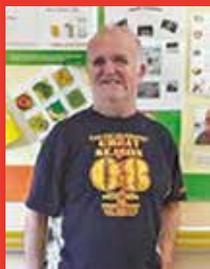
### Time to Talk Day – 4 Feb

Thursday 4 Feb is national Time To Talk Day. Mental health problems affect 1 in 4 people every year, yet too often people are afraid to talk about their experiences because they fear it will affect their jobs or relationships. We work hard to continuously challenge the stigma around mental health and to end the misconceptions. Talking about our health shouldn't be difficult – take five minutes to catch up with someone.



### Healthy eating sessions pay off

Colin Brumfitt, who attends the Cambridge Road Day Centre, Wirral, (a day service venue providing care for people with learning disabilities) has lost over four stone following a CWP healthy eating course.



**New Non-Executive Director, CWP's Council of Governors** has appointed Sarah Reiter to the post of new Non-Executive Director. Sarah will hold the post of Non-Executive Director for a three year term of office until December 2018. Sarah takes the place of Ron Howarth on the Board of Directors following the completion of his final term of office in October 2015.



CWP is a Foundation Trust that provides health services for local people in partnership with other organisations. Our services include mental health services, learning disability services, substance misuse services and physical health services. We have services across Cheshire and Wirral as well as Trafford, Warrington, Bolton and Sefton.