JANE’S STORY
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INTRODUCING THE NHS LONG TERM PLAN

Hello and welcome to the first issue of CWP Life for 2019.

However, before you dive into this edition, I wanted to share with you briefly, my thoughts on an important recent development nationally in the health service.

NHS England published the NHS Long Term Plan (LTP). A document that has been many months in the making, it has implications for all of us at #TeamCWP and presents us with numerous opportunities going forward.

Among the headlines in the LTP, was a pledge that investment in primary, community and mental healthcare will grow faster than the growing overall NHS budget over coming years. This is, of course, reducing the stigma around mental health and achieving parity of esteem is a driving force behind much of our work at CWP.

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With this latest development I am optimistic that we are on the right track for remedying this issue.

The LTP also has, at its heart, a further commitment to partnership working. I am pleased to say that we here at CWP enjoy a number of productive relationships with our local partners and stakeholders. Within the issue of this very magazine, you will see articles about our Starting Well Service (provided with Cheshire West and Chester Council) and our Liaison and Diversion Service (provided with Cheshire Police).

On behalf of myself and the organisation, we are tremendously looking forward to furthering our already-strong partnership working, as we continue to strive to provide the best possible services for our local population.

We will continue to review and consider the LTP over the coming months to establish any other potential implications for CWP. However, for now, all that is left for me to say is I wish you all the very best for the year ahead and I hope that you enjoy this issue of CWP Life!

Sheena Cumiskey, chief executive

TERM PLAN

10-year-old Maddison Ormond-Donnelly has received an invitation to the Trust to meet mental health nurses after telling the Duke and Duchess of Sussex that’s what she wanted to become.

Maddison got the opportunity to tell the royal couple that: “there aren’t enough of them” during their visit to Birkenhead.

Maddison’s mother, Amy Donnelly, a mental health nurse at CWP, said: “It was unbelievable, I couldn’t quite believe that Maddison had met Harry and Meghan.

‘Meghan gave her a little hug and asked what she wanted to do when she grows up; when she said a mental health nurse Meghan took her straight over to Harry.

‘Harry asked her why she wanted to become a mental health nurse, and Maddison told them there aren’t enough of them, and she wanted to care for people with mental health problems. I couldn’t be more proud of her.”

Seeing this unfold on Twitter, director of nursing, Anvil Devaney MBE, invited Maddison, her sister and classmates to come to CWP and meet their healthcare heroes.

ROYAL APPROVAL FOR ASPIRING NURSE

PAPER TEAM WELCOMES NEW LEADS

The Patient and Carer Experience team recently welcomed Philip Makin as the new equality and diversity coordinator, and Catherine de Zwan as the new volunteer lead and team manager.

Philip said: “I’m keen to raise awareness of the nine protected characteristics covered by the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.”

When asked about her new role, Catherine said: “I work with my team to make sure that all our patients, carers, and volunteers have a positive experience every time they come into contact with CWP.

It’s important that our volunteering services are running smoothly too, with volunteers feeling engaged, and staff feeling supported as they work with them.”

CWP PIONEERING NEW MENTAL HEALTH TRIAGE TOOL

We have become one of the first providers of mental health services nationally to launch the National Record Locator Service—a new tool to ensure a more joined-up health and care system.

This tool gives ambulance personnel immediate access to the right mental health services in real-time when supporting a person suffering with a mental health crisis.

PROFESSOR TAJ NATHAN AWARDED PUBLISHING CONTRACT

Two of our consultant psychiatrists have secured national roles. Dr Ian Davidson has been appointed a publishing contract with John Murray publishers. It was awarded to Dr Nathan following his recent success in an essay writing competition.

Dr Nathan said: “I’m hoping to have a first draft of the book completed by the end of 2019, but it is quite a challenge! However, it does help that the origin of violence and understanding its causes is an absolute passion of mine.”

NEW NATIONAL ROLES FOR MENTAL HEALTH EXPERTS

The Centre for Autism, Neuro-Developmental Disorders and Intellectual Disability, CANDDID, is excited to announce its first Annual Conference which will take place on 10th May in Chester. This year’s theme is “Autism Spectrum Conditions”.

The exciting and informative programme includes a number of influential national guest speakers.

The conference is open to all including people with learning disabilities or autism, family carers and support workers, health and social care professionals, commissioners, students and academics.

Further details on the programme, speakers and how to book will appear soon. Search CANDDID at www.cwp.nhs.uk or search @CANDD1 on Twitter.

CONTRACT AWARDED PUBLISHING

PROFESSOR TAJ NATHAN

CONTRACT

AWARDED PUBLISHING

PROFESSOR TAJ NATHAN
GREEN LIGHT FOR NEW MENTAL HEALTH SERVICES

Plans to improve the care of more than 7,000 people in East Cheshire, South Cheshire and Vale Royal who need support every year with serious, long-term mental health problems have received the green light.

Approval was given for the redesign of adult and older people’s specialist mental health services by the three clinical commissioning groups in East Cheshire, South Cheshire and Vale Royal at a Committee in Common held at the end of 2018.

Members of the Cheshire East Health, Adult Social Care and Communities Overview and Scrutiny Committee subsequently confirmed due process had been followed throughout the consultation period, commended the CGGs and Cheshire and Wirral Partnership NHS Foundation Trust (CWP) on the approach to consultation and welcomed the new model of care proposed.

CWP’s enhanced community services will include a new dementia outreach service and 24/7 crisis care, alongside modern inpatient facilities for those that require hospital care.

VIP OPENING FOR CORONATION ROAD

A new integrated workspace for health and care services in Ellesmere Port has been formally opened by Justin Madders, MP for Ellesmere Port and Neston.

Coronation Road Workplace Hub brings together local community services provided by CWP and Cheshire West and Chester Council (CWaC). It is the first step towards developing a fully integrated health and care campus in Ellesmere Port.

Justin Madders MP said: “It was a pleasure to officially open the new offices and good to see an old and dilapidated building brought back into use which will hopefully aid the regeneration of the town centre.

All the extra staff who will now be based there from various different disciplines will hopefully mean patients have a smoother and more co-ordinated experience.”

STRENGTH TO STRENGTH

An integrated Liaison and Diversion Service, with CWP at the heart of it, has proved a great success in its first six months of operation, with a record of 99.7% of service requests being responded to on time.

Gordon Leonard, CWP specialist forensic lead, said: “CWP and the dedicated staff working in the Criminal Justice Liaison team are now providing support screening and assessment for vulnerable adults entering the Criminal justice system. I would like to thank all the dedicated staff and the team manager, Shelly Saunders, for all their hard work and support on this fantastic initiative.”

REAL TIME MENTAL HEALTH SUPPORT FOR LOCAL YOUNG PEOPLE

Young people in West Cheshire aged 11-19 can now access real-time support from a mental health professional through a ‘live chat’ online tool at www.StartingWell.org.uk.

The service is live:

- Monday: 7.30 – 10.00pm
- Tuesday: 6.30 – 10.00pm
- Thursday: 7.00 – 9.30pm
- Friday: 6.30 – 9.30pm
- Sunday: 6.00 – 9.30pm

Val Sturgess, CWP’s head of clinical services for Starting Well, said: “We know that communicating online is the way many young people engage with each other and the wider world. Having this option will support them to discuss things with a mental health professional that otherwise they may not feel comfortable talking about, in a way that suits them.

“Everything about this new service has been co-designed by young people in West Cheshire. We’ve been into a number of local schools to discuss how they want to access health support, and the service has been shaped by their feedback.”

TRAINEE NURSING ASSOCIATES REGISTER WITH NMC

Earlier this year we were delighted to see our first cohort of Trainee Nursing Associates be registered with the Nursing and Midwifery Council (NMC).

CWP became one of only 11 pilot sites across England to pioneer the new nursing associate role in January 2017. Trainees on the course benefited from placements at six NHS organisations, with CWP as the lead organisation for the project in our region.

CWP director of nursing therapies and patient partnership, Avril Devaney, was full of praise for our cohort of trainees.

She said: “Over the past two years it has been a real joy to see our trainee nursing associates develop as people and acquire the necessary skills to become fully qualified. It is particularly pleasing to see so many different people, from a variety of backgrounds, come together with a collective aim of joining one of the most rewarding professions.

“Throughout the duration of their course, our trainees have conducted themselves in a thoroughly professional, yet compassionate manner, fully embracing the person-centred values necessary to succeed in their roles. I am so proud of them and I’m sure they will go on to be great successes in the future.”

FEMALE LEADERS OF THE FUTURE

Julie Seed, deputy director of nursing and quality nursing and quality care directorate at Lancashire Care NHS Foundation Trust, and Dr Freya Ball, Older Person’s Community Mental Health Team, were recently invited to shadow director of nursing, Avril Devaney and medical director, Dr Anushtha Sivanthan after expressing their ambitions to become senior leaders of the future. Avril said: “It was a privilege to have Julie shadow me. The shadowing programme is just one of many things we are doing in the trust to help us to deliver personal, fair and diverse services.”

PRIDE 2019

We are delighted to announce that we are a sponsor of Chester PRIDE 2019! This year’s parade will take place at 12pm on Saturday 10 August at Castle Square, Chester.

Philip Makin, equality and diversity coordinator, says: “It is really exciting that CWP is taking part in Chester Pride 2019 as this fits so well with our E&D objectives. We will be looking for people to get involved in planning our participation and marching in the parade to make it a really inclusive event.”

For more information, visit www.chesterpride.co.uk

LIAISON AND DIVERSION SERVICES FROM STRENGTH TO STRENGTH

An integrated Liaison and Diversion Service, with CWP at the heart of it, has proved a great success in its first six months of operation, with a record of 99.7% of service requests being responded to on time.

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STARTING WELL SERVICE BACKS LOCAL GULP CAMPAIGN

Our Starting Well Service is getting behind a campaign encouraging residents to Give Up Loving Pop (GULP).

The GULP campaign, run by Cheshire West and Chester Council and Food Active, involves working with schools and their pupils to encourage them to make healthy lifestyle choices.

Starting Well colleagues have been visiting local libraries health week to offer advice and answer any questions about having a healthy, balanced diet.
I want my story to help other people who might be going through the same thing as me.

When I was a little girl I felt different to other people.

I have had psychiatry treatment since I was a little girl.

They told my mum that if she did not show me what to do I would not be able to talk.

I wanted to be like other people and move out and see what it was like.

When I moved into supported housing I started to get better.

I used to feel I would die but now I say “I will not die”.

After that time with her I felt confident. It is okay about my mum now. I know my mum loved me.

The coping skills group at CWP has helped me a lot with my feelings.

I’m important, I believe in myself now and I’m a person who is getting better.

Jane is now working to become a volunteer at the trust.

When I moved into supported housing I started to get better.

My brother and I looked after my mum before she died.

I was very upset about my mum. I was angry and bitter. I blamed myself for her death.

I started to see a psychologist.

This was the first time I have ever talked about my feelings.

She said to try and do a little challenge every day.

I started to see a psychologist.

But I thought if I do not go home my mum would not love me.

R.I.P

I was very upset about my mum. I was angry and bitter. I blamed myself for her death.

I started to see a psychologist.

This was the first time I have ever talked about my feelings.

She said to try and do a little challenge every day.

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I’m important, I believe in myself now and I’m a person who is getting better.

Jane is now working to become a volunteer at the trust.
Following a recent inspection from healthcare regulators the Care Quality Commission (CQC), we are delighted to confirm that we have retained our status of Good overall and Outstanding for Caring.

This means we continue to be the only NHS Trust in the local area to be Outstanding for Caring, as well as the only mental health trust in the North West, with this rating.

Chief executive, Sheena Cumiskey, said: “On behalf of CWP, I am absolutely delighted to have been rated outstanding for care once again and even more so, because we are the only trust in our local area with this rating. This really is a tremendous testimony to the hard work and dedication of our staff and our commitment to the care that we provide. I would like to thank all of the hard-working members of #TeamCWP for their efforts and feel that this is the acknowledgement that they deserve”.

Commenting on this, Dr Paul Lelliott, deputy chief inspector and lead on mental health for the CQC, said: “We found the standard of caring to be outstanding. Staff treated people with compassion and respect and were skilled in adapting their approach to the person, and family, they were supporting, even in difficult situations. We also found outstanding practice in children’s and young people’s services both in the hospitals and in the community.”

Leaders are visible in the service and approachable for patients and staff.

There is good multi-disciplinary working taking place within services.

Staff care for patients with compassion and respect. Feedback from patients is positive.

Staff feel supported by their managers and feel they could raise concerns or approach managers for support.

There is a strong commitment to patient and carer involvement.

The trust’s strategy, vision and values underpin a culture that was person centred.

Care is provided in line with national guidance and staff were skilled to deliver care.
We have been recognised as a top performer nationally following the publication of results for the 2018 Community Mental Health Survey.

The survey, which is based on the views of local people accessing community mental health services and published by national healthcare regulators the Care Quality Commission (CQC), identifies CWP as performing “better than expected” when compared to other trusts nationally. This includes the trust landing 9% points above the national average for people who rated its services 9 or 10 out of 10.

People accessing community mental health services in Cheshire and Wirral were asked their views on a number of themes related to their care. Within these categories, we have been established as one of the top three trusts nationally for ‘organising your care’, ‘NHS therapies’ and ‘Your health and social care workers’.

We also feature in the top 20% nationally for ‘care and treatment’, ‘Planning your care’, ‘Reviewing your care’, ‘Medicines’ and ‘support and wellbeing’ – with no scores in the lower 20% for any question.

Glennis Wilkes of Sandbach, Cheshire, who has lived experience of CWP’s local community mental health services, said: “The staff always listen to me and respect my wishes when it comes to my treatment and care. They are always professional and treat me as my own person.”

Avril Devaney MBE, CWP director of nursing, therapies and patient partnerships said: “The fact that this survey is based on the feedback we receive from people accessing our services is incredibly important. In recent years we’ve been identified by the CQC as ‘Outstanding for Caring’, and to have this echoed through our patient experience is particularly pleasing.

“I’d like to congratulate all colleagues at CWP for their unwavering commitment to helping people be the best they can be.”

Further details about the Community Mental Health Survey 2018 can be found at www.cqc.org.uk
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 and physical health services. We have services across Cheshire and Wirral as well as Trafford, Warrington, Bolton, Halton, Liverpool and Sefton.

**Top PLACE to be**

We’re delighted to be the top mental health and learning disability trust within the North for Patient-Led Assessments of the Care Environment (PLACE). Congratulations to Estates and Facilities for scoring above the national average in every category.

**Thank you and farewell!**

After 30 years working for the NHS, we’re saying thank you and farewell to Dr Tania Stanway, consultant perinatal psychiatrist, who retired earlier this month.

**Upcoming mental health forum meetings:**

**West Cheshire:** 1.30pm, 9 April  
Quaker Meeting House, Chester  
www.wcmhf.org

**East Cheshire:** 2pm, 7 May  
Jocelyn Solly Resource Centre, Macclesfield  
Open Minds (Crewe & Nantwich)  
11am, 12 April  
YMCA, Gresty Road, Crewe

**Ancora cycles for Children in Need**

Staff and young people from Ancora House took part in the virtual Rickshaw Challenge for the second year running. They cycled the equivalent of 360 miles and raised £85 for Children.

**Annual wash pack appeal**

The Homeless Service in Wirral managed to provide homeless hostels and drop-in centres with 88 wash packs and various toiletries and mother and baby items following their annual wash pack appeal.

**Dry January success**

Throughout January our Workforce Wellbeing Team held a number of roadshows across the trust where they provided mocktails to promote Dry January! One staff member said: “The non-alcoholic drinks really helped me keep on track!”

**Choice and Medication**

The Choice and Medication website offers patient information about mental health conditions and the treatments available to help make informed decisions about choosing the right medicine.  
Visit www.cwp.nhs.uk/pharmacy

**Archery for Children in Need**

Staff and young people from Ancora House took part in the virtual Rickshaw Challenge for the second year running. They cycled the equivalent of 360 miles and raised £85 for Children.

**Children’s Mental Health Week**

This year’s theme for Children’s Mental Health Week was Healthy: Inside and Out! During the week, staff from Ancora House held a number of healthy diet and exercise sessions for the young people to promote physical and mental health!

**PACE team shortlisted for award**

The PACE team have been shortlisted in the ‘Using Insight for Improvement’ category in the 2018 PENNA Award’s for the work they’ve been doing with the Lived Experience Connectors!

**Going the Extra Mile round up**

Huge congratulations to...

- The Criminal Justice Liaison and Diversion Team
- Leanne Davies, specialist occupational therapist from the Perinatal Mental Health Team
- Rob Morris, community support worker from the Wirral Early Intervention Team
- Paul Bailey, health care support worker from the Vale Royal Community Mental Health Team

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