

CHESHIRE WIRRAL PARTNERSHIP

# LIFE

magazine

## KAT'S STORY...

KAT, IN RECOVERY  
WITH SUPPORT OF  
THE CHESHIRE EAST  
SUBSTANCE MISUSE  
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# NEW STATE OF THE ART FACILITIES FOR CHILDREN AND YOUNG PEOPLE

Building work has begun for a new state of the art Child and Adolescent Mental Health Services (CAMHS) centre next to Bowmere Hospital on the Countess of Chester Health Park.

The £14 million 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).

The two storey unit will have 26 beds across two wards, plus a four bed psychiatric intensive care unit (PICU), an education centre, visiting areas and communal spaces such as an exercise room and multi-faith area. There will also be private gardens and landscaped areas to provide recreational facilities such as outdoor exercise equipment.

It's due to open in May 2016.



"Involving young people in the new build, especially those that have used the service, means that together we can get it right. It's the little things that make the biggest difference."

Bella Cope, Young Advisor



## PURCHASE OF SPRINGVIEW HOSPITAL

Following a £3 million investment, CWP is now the official owner of Springview Hospital. Having previously rented the hospital, the Trust has committed to the future of Wirral's health economy by purchasing the building and land.

CWP is also investing in an improvement project at the hospital, with ward refurbishments currently underway. A celebration event – led by people who access Springview services – will be held in summer to coincide with the launch of the new and improved wards.



## WORKING IN PARTNERSHIP WITH CARERS



CWP has received a second gold star from the national Carers Trust for improving support for unpaid carers and their families.

Since becoming one of the first members of the 'Triangle of Care' scheme, CWP has worked closely with carers and local carer organisations to strengthen the three-way partnership between

people who access services, their carers and health professionals.

Carer awareness training has been co-produced for frontline staff and 49 self-assessment audits have taken place across the Trust to ensure all voices are heard.

The new Care Act (1 April 2015) strengthens the rights of all voluntary and unpaid carers to request a Carers Assessment via the local authority. The aim is to identify carers at an earlier stage, recognise the contribution they make and offer support to enable them to sustain their caring role and support their own health and well-being.

Ruth Hannan, from the Carers Trust, assessed CWP: "There was evidence of strong partnership working with carers and a wide range of local carer organisations."



## ACCESS SEFTON

Launched 1 April, Access Sefton provides improving access to psychological therapies (also known as IAPT services) for people aged 16 or over with mental health problems such as anxiety, stress, feeling low in mood or depression.

Access Sefton replaces the existing IAPT service and will offer a wider range of support. For the first time, people will be able to self-refer into this service as well as be referred by a GP.

CWP is delivering the new service in partnership with Insight Healthcare on behalf of the borough's two clinical commissioning groups.

## VANGUARD AREAS

West Cheshire and Wirral are two of 29 'vanguard' areas chosen by NHS England nationally to develop new models of joined-up services with partners.

Each locality will be expected to establish a new model of care, as set out in the NHS Five Year Forward View, which could be replicated across the country.

In West Cheshire this will be a 'multispecialty community provider' model (MSCP), which looks at how care can be grouped around GP practices,

and in Wirral a 'primary and acute care system' (PACS) which looks at how care can be grouped around a hospital.

Under the multispecialty community provider model, the team at Princeway (Frodsham Health Centre) are working on an early visiting scheme to look at innovative joint working to provide high quality seamless care for the local community.

**Definition:** a group of people leading the way in new developments or ideas



"Patient care usually falls down at points at which the person is passed from hospital back to the GP or vice versa. We don't yet know how our 'vanguard' vision will work in reality but the principles of healthcare professionals knowing each other, trusting each other and sharing the risk to apply common sense and do the right thing for our patients is straight forward."

Dr Jonathan Gregson, Lead GP for Primary Care Cheshire and West Cheshire vanguard area.



## New on-site Pharmacy

A new purpose-built pharmacy is now located in Bowmere Hospital to serve all CWP services trustwide.

## CQC visit 22 June

The Care Quality Commission (CQC) will visit the Trust in the week commencing 22 June 2015, as part of a commitment that all mental health organisations be inspected by December 2015.

The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety by assessing if organisations are safe, caring, effective, responsive and well-led.

Findings and performance ratings will be published later this summer. You can share your experience with the CQC by visiting [www.cqc.org.uk](http://www.cqc.org.uk) or calling 03000 61 61 61.

## 'Excellent' Maple and Oaktrees wards

Maple Ward at Bowmere Hospital and Oaktrees Ward at Springview Hospital have been accredited as excellent by the Royal College of Psychiatrists' Quality Network for Inpatient CAMHS and the Quality Network for Eating Disorders.

These results are obtained through collecting information from patients, carers and staff about standards of care using national clinical audits, surveys and peer-review visits.

## MyMind award-magnet

Mymind.org.uk, a website run by CWP Child and Adolescent Mental Health Service, has won an accolade for innovative access to public services at the recent iNetwork Innovation Awards 2014.

Mymind was also recently commended in both the Innovation in Mental Health category at this year's Health Service Journal (HSJ) Awards and the Innovation in CAMHS category at the Positive Practice in Mental Health Awards 2014.

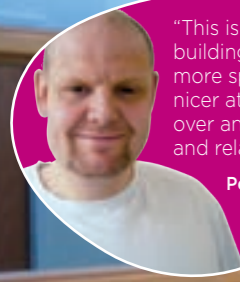
## Health and well-being

CWP introduced the Nicotine Management Policy in February 2014. The aim is to promote both physical and mental health and reduce health inequality for people with mental health conditions.

In March this year, the policy was strengthened and service users and carers are now asked not to bring any cigarettes or lighters with them to inpatient areas. We will provide individual support including nicotine replacement therapy.

If you would like support to stop smoking, contact NHS National Stop Smoking Helpline 0800 088 4332 or visit [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

## OVER £5MILLION INVESTED IN LEARNING DISABILITY SERVICES



"This is a much nicer building to be in with more space, it's got a nicer atmosphere all over and it's calming and relaxed".

Peter Jones

"I helped to get the new unit ready by making the art work for the walls with our Art Tutor."

Paul Heyes

CWP has invested over £5 million to open a new inpatient unit for people with learning disabilities in East Cheshire.

The Alderley Unit has large spacious therapeutic areas, single bedrooms, dedicated family visiting areas, an art therapy room, activity room and gym as well as a light and airy lounge area that looks out on to the countryside.

The décor is themed 'outdoors' with lots of colourful artwork of nature and gardens throughout.

Using best practice guidance, the new low secure 15 bed unit has been built on the Soss Moss Hospital site, near Nether Alderley, to replace existing facilities for people with mild to moderate learning disabilities.

A learning disability affects the way a person understands information and how they communicate - it affects everyday life for the person and their family.



## OPERATION STREET TRIAGE

CWP has teamed up with Cheshire Police to support people with mental health issues that come into contact with the Police.

As part of Operation 'Street Triage' a team of mental health community nurses accompany dedicated police officers to 999 and 101 call-outs to offer advice and support.

By working collaboratively, the aim is to help vulnerable people to receive appropriate support and reduce the number of people

"I struggle with depression and anxiety. One night, I felt that I couldn't cope anymore and got extremely drunk. I ended up having a fight with my Dad and the Police were called. I felt terrible; I didn't want it to happen like that. A specialist nurse came with the Police to speak to me and get down to the cause of the problem. She helped a lot. She set me up at a resource centre in Crewe and now I go there regularly to see a psychiatrist and counsellor. My medication has also been changed and things are looking up."

Dan, service user



being arrested under section 136 of the Mental Health Act or being unnecessarily taken to hospital for treatment. This eases pressure on police and hospital resources and improves the lives of local communities. Since November 2014 the team has reduced detentions by 90%.

## NEW SUPER MEDICAL CENTRE IN CHESTER

A new purpose-built Health Medical Centre has opened called The Fountains. Based at the Fountains Roundabout in Chester, the centre will offer modern facilities and house a range of health services including four GP practices, a pharmacy and several CWP services.

CWP services include two community care teams, musculoskeletal physiotherapy, podiatry (foot health), speech and language, continence, primary mental health services and some child and adolescent mental health services.



### CWPnet

In June there will be a new intranet launched called CWPnet. It will provide staff with a reliable, up to date and easy to use system that enables them to access valuable information to assist them in their role.

### Foot health services

Between December 2014 and March 2015, NHS Western Cheshire Clinical Commissioning Group and CWP conducted a public consultation to redesign podiatry services in West Cheshire. Patients, carers, staff, the wider public and other local organisations were given the opportunity to share their opinions on the proposals through events, meetings or through a questionnaire. The outcome of the consultation will be published in the coming months on both organisations' websites.

### Launch of Schwartz Rounds

CWP is one of over 100 organisations to introduce monthly staff workshops for all staff called 'Schwartz Rounds'. These confidential and supportive workshops encourage staff to share the emotional impact of their work with a positive focus on tough issues and compassionate care. Facilitators are volunteers from a mix of clinical and non-clinical roles. Topics so far have included 'fear of the first call' and 'happy outcomes'.

### High performance in finance

CWP has received an award for the finance team's reaccreditation with the 'Towards Excellence' programme from NHS England. The department gained level 2 reaccreditation for achieving high levels of performance.

### Investing £340k in dementia services

Over £340,000 is being invested into Croft Ward, the 15 bed ward at the Millbrook Unit in Macclesfield. Using nationally recognised guidance, advice from the Alzheimer's Society and feedback from people who access services and their families, the ward is due to re-open this summer.

### Top place to work, top CEO

Our chief executive, Sheena Cumiskey, has been recognised for the second time as an outstanding leader of NHS organisations by the Health Service Journal (HSJ) in their Top 50 Chief Executives 2015 list.

Sheena has led CWP for five years, during which time CWP has been named as one of HSJ's best places to work – twice! She was commended as "a wonderful advocate for the NHS".

## STAFF ROADSHOWS HIT THE MARK

Over 250 staff attended seven roadshows across the Trust to hear about wider plans and local priorities for the next 12 months.

Staff had the opportunity to ask any burning questions they may have and share ideas and experiences with colleagues and members of the senior leadership team. There was also a 'Best we can be' workshop to explore the five Care Quality Commission (CQC) domains.

99% of staff that attended said they felt more informed and that they would attend a future roadshow. Materials and videos are now available on the intranet for those who were unable to attend.

**'Excellent roadshow, great to know what the Trust is working on and to work with colleagues across different services'**

# MY STORY...

**M**y name is Kat and in May 2014 I was introduced to the team who ultimately saved my life.

When I was first referred to the drug service by my mental health worker and GP, I was in complete denial about my drug abuse; I was terrified of having to face up to my issues. I was so scared that I would be judged. The thought of having to open up to someone about things that I still didn't quite understand was very daunting.

When I first arrived at the centre, I was surprised about how relaxed and personal it felt. I met my drug worker and we started my assessment. It was tough, and some of the questions made me feel very vulnerable. My worker could tell this and she made sure that I knew there was no pressure to answer everything and that we were in no rush. She was amazing, she made me feel like I was in a safe environment and I never once felt as though I was judged on any of my experiences. Even ones that were not related to my substance misuse.

My drug worker was involved in every aspect of my care; she would sit in on appointments with the doctors as she understood my struggles of voicing my concerns. The doctor sorted out a stay at a residential detox. The team made sure that everything was sorted and made sure I was kept in in the loop with every decision that was made. I had a say

"I don't think I can find the words to express how grateful I am"

**Kat**

in my treatment, they made me feel as though I was human and not just a case number.

The support didn't stop after my detox; my drug worker would make sure that she kept in regular contact with me to ensure that I was OK. I knew that I could phone or pop in at any time even if I didn't have an appointment. All the staff would always go out of their way to make sure that there was someone to talk to. They never made you feel as though you were pestering or disrupting their work. They taught me that it was ok to open up and start trusting people.

As well as one to one sessions, they also offer many opportunities to partake in groups in the community; this is something that I was very apprehensive about.

My worker put me in touch with members of groups so that I could ask any questions and find out more about the groups. This really helped calm my anxiety.

I don't think I can find the words to express how grateful I am for all the help and support I have received from the service. A year ago I was in a very very dark and lonely place, I felt as though I was worthless. Now, I can go out and feel proud of how far I have come. I no longer feel alone.

**If you would like to tell your story, contact the Communications and Engagement Team on 01244 397393 or [info@cwpc.nhs.uk](mailto:info@cwpc.nhs.uk)**



# MEET THE CHESHIRE EAST SUBSTANCE MISUSE SERVICE

We provide an easy-access service to people in East Cheshire whose drug or alcohol use is a problem.

The service promotes recovery through early intervention and prevention for people of all ages. Referral is accepted from any source with the consent of the individual being referred – people can also self-refer.

Catherine House, Eaton Street, Crewe, CW2 7EG, 01270 216118

The Barnabas Centre, 15 Brook Street, Macclesfield, SK11 7AA, 01625 422100



**Louisa Flaxman**  
Recovery Coordinator:

"I have the best of both worlds as my role sees that I have contact with people in services as well as working alongside partner agencies. I like troubleshooting and getting new things set up – but the best bit is being part of people's 'lightbulb moment'."



**Debi Tornetta-Carroll**  
Harm Reduction Support Worker:

"It's tough working with competing priorities every day, but I really enjoy brief interventions and motivational stuff – finding out why people use and supporting them to cut down and eventually stop altogether."



**Rob Sayburn**  
Recovery Coordinator



**Janine Sayce**  
Harm Reduction Nurse

"I offer general health advice and check-ups to look out for wider health issues - my role is to reduce risk and harm by supporting people to use safely."

There's a lot of ill feeling towards people who use substances, but the reality is people who access our service aren't bad people, it is often that they have just made some bad choices or taken the wrong door."



**Dalisay Snoxell (Del)**  
Team Administrator:

"We are often the first point of contact for the service – it's not your run of the mill admin job, it's very varied and you meet people from all walks of life."

With a small child and baby on the way, I appreciate the work-life balance my role provides."



**Tara Vaughn**  
Case Manager:

"I help to maintain the service and oversee risk assessments, care plans and other paperwork, as well as see clients."

Our work can be stressful at times, but there's never a day I dread coming into work. It's a brilliant team and we are supportive of one another."



**Yvonne Hughes**  
Safer Family Lead

"I lead on safeguarding for under 18s."

I love that my role helps to ensure that babies and young people are protected."

This specialist substance misuse service has been commissioned by Cheshire East Council and is provided collaboratively with a range of partners including: Acorn, Catch22, Changing Lanes, Expanding Futures and Intuitive Thinking Skills.

**For more information on the service, please visit [www.cwpc.nhs.uk](http://www.cwpc.nhs.uk) to download a leaflet**



**Stepping  
Stones**

# THE BEST WE CAN BE

*"Leading in partnership to improve health and well-being by providing high quality care"*



**Sheena Cumiskey**  
Chief Executive

I am passionate about person centred care and helping people to be the best that they can be. We need to make sure that people are at the heart of all that we do and that services are structured around individual needs.

In the 5 Year Forward View, the government set out national goals to prevent poor health, empower people and engage communities. We are really well placed and keen to achieve this locally with two core focuses to help us do that - our Zero Harm campaign and our approach to more joined up services. By Zero Harm, we mean that we're focusing on quality and making continuous improvements to reduce avoidable harm and make care even more safe and effective.

We work in a complex and challenging environment that is rapidly changing. Thankfully, people are now living longer, but this means that

we need to keep shifting and transforming our services to make sure that we can meet changing health needs of local people. This includes long term and age-related conditions.

We cover a large area, have complex commissioning arrangements with ongoing financial pressures, so we need to look at new ways of delivering services through collaborative partnerships and new models of care. To help us do this, we are focussed on developing people, looking at how we use our resources and better use of technology.

Funding for mental health services is high on the national agenda and we are also working with our commissioners to encourage investment in services to provide adequate and effective care that supports local needs and national guidance.



*"As an organisation, we want to support our staff to ensure continuous improvement in patient care. We want to make certain that the people who access our service receive the best possible outcomes."*

**Dr Anushta Sivananthan** – Consultant Psychiatrist and joint Medical Director (Compliance, Quality and Assurance)

**Commissioner:** the organisations who pay us to provide services – for CWP that's primarily NHS England, NHS Clinical Commissioning Groups (CCGs) and local authorities or councils.

**CWP FACTS:**

- Serve a population of 1,024,028
- 266,114 service users a year
- 28,498 out of hours contacts
- Around 15,000 members
- Around 3,400 staff
- 147 community teams
- 65 sites
- 23 inpatient units.



**Save the date:**  
Learn more about the Trust and plans at our Annual Members' Meeting and Big Book of Best Practice Event, 1st October, West Cheshire (venue to be confirmed).  
For latest news and events see [www.cwp.nhs.uk](http://www.cwp.nhs.uk)



#CWPZeroHarm

First health Trust to implement Young Advisors.

Invested £5 million into inpatient facilities for people with learning disabilities.

Average waiting time for early intervention referral is better than average at 15 days, the northwest average is 22.

Have highest levels of therapy input of all adult acute wards in the northwest.

Re-appointed as lead provider for substance misuse services in Cheshire East.



# MAKE A DIFFERENCE AND GET INVOLVED



We involve local people in the work of CWP to help improve our services – that means anyone and everyone who has an interest in the work of CWP.

Our aim is to involve lots of people who have recently used CWP services, as well as their carers and families. We want to make sure that a variety of voices are heard and current experience is learned from.

## What kind of things could I do?

Member	Volunteer	Involvement representative	Governor
Register your interest in the Trust and get regular news and information.	Work alongside staff to help deliver a service and support peers.	Use your experience to help develop services.	Oversee how the Trust is run.



### Meet Chris Lynch

I've always struggled with my mental health for as long as I can remember, but I really feel like I've come a long

way over the last four years. I've been lucky though as I've got help and support from so many places. One of those places has been CWP.

After a manic episode about four years ago I first came into contact with CWP. Once the mania subsided I fell back into a depressive state and started battling with my anxiety again, but I eventually managed to get back on track again. Even though I was now back under the care of my GP I decided to become a member of CWP.

Being a member was a great way to keep up to date with CWP, there was so much I liked about the trust but there were also things I felt could be improved, looked at or done better. I found out about becoming an Involvement Rep. It was great, I started by sitting on Interview panels, I think it is a brilliant way to ensure great future care.

Everyone who gets a job at CWP has a service user on their interview panel and being on the panel is far from a token gesture. You are fully trained, able to choose and ask whatever questions you feel are appropriate and your scores of the candidate are equal to the professionals you sit alongside.

I've also taken part in compliance visits and I attend the Challenging Stigma working group but there are many more opportunities available and many other ways to contribute.

I think it's important for people to have the opportunity to give back if they want

to and when they feel ready - you really can help shape the way things are done. It's something you can ease yourself into gently and there is always so much support along the way.

I see my contributions as part of my recovery, doing things with the trust with their help has increased my skill set, helped boost my confidence and taught me a lot about myself. This has also transferred to other parts of my life.

The most recent step in my journey is becoming a Service User Governor, a role I've had for a little over six months and one I'm getting to understand a lot better now.

It's really important for people that have used services, if they can or feel they want to, or would like to, to get involved and help shape the trust for those that will use it in future. There are so many ways to get involved, each brings its own unique rewards.

## Your Governors

PUBLIC		STAFF		APPOINTED		SERVICE USER AND CARER	
Mike Robinson Cheshire West	Peter Wilkinson Cheshire East	Christina Evans Nursing	Janie Shaw Nursing	Iain Stewart Wirral CCG	John Wray Cheshire East	Ann McGrath Cheshire West	Anna Usherwood Cheshire East
Richard Agar Wirral	Rob Robertson Cheshire West	Jill Doble Therapies	Kathy Bullen Clinical psych	Maurice Lea O'Mahoney Staffside	Pam Smith West Cheshire CCG	Brian Couch Cheshire East	Chris Lynch Wirral
Stanley Mayne Wirral	Steven Buckley Therapies	Philip Mook Non-clinical	Phil Gilchrist Wirral	Ken Wilson Universities	Deborah Bennett Cheshire East	Fergie McQuarrie Wirral	Helen Hall West Cheshire
					Phil Jarrold Cheshire East	Richard Harland Wirral	

## Summer election

There will be 8 seats available on the Council of Governors in the summer election:

- 1 member of the public from Wirral
- 1 member of the public from out of area
- 3 service users / carers (any area)
- 1 staff therapies
- 1 staff nursing
- 1 staff medical

If you are interested in becoming a governor and would like more information, or would like to contact an existing governor to share your story:

**Telephone:** 01244 393143 **Email:** [governor@cwps.nhs.uk](mailto:governor@cwps.nhs.uk) **Visit:** [www.cwps.nhs.uk](http://www.cwps.nhs.uk)

If you would like to contribute an article for a future magazine, contact the Communications and Engagement Team on **01244 397393** or **info@cwps.nhs.uk**



### Digby the dog joins the team

Young people at Adcote House's Health and Education Assessment Unit will now be getting visits from Digby, after the 4 year old pug passed his Pets as Therapy (PAT) assessment with flying colours.



### Graduation congratulations

Congratulations to Maryrose Livesey, Specialist Practitioner in Occupational Health, who graduated from the University of Chester in November with a first class degree in Bachelor of Science (Hons) in Specialist Public Health.

**Fellow congratulations**  
Dianne Jones has been made a Fellow of the Institute of Health Visiting at the conferment at Church House, Westminster.



**Take a load off!**  
Domestic staff at Victoria Central Health Centre have got together to purchase two new benches after being regularly asked if there was anywhere to sit while people waited for their taxis. The benches were bought with money from book sales, clothing sales, making greetings cards and filling a swear box!



**Partnership award winners**  
The West Cheshire Integrated Health and Social Care team has been named joint winner of the "Learning Together in Health and Social Care Project - Integrated Working Project" Award in recognition for partnership working to raise the standard of community care for older patients in the region.

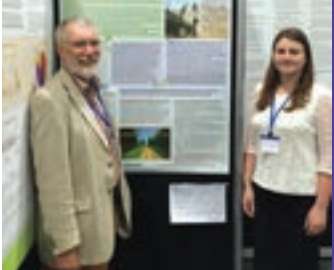


**Pedometer Challenge**  
From January to March 90 staff across CWP took part in the Pedometer Challenge, clocking up 45,829,053 steps, the equivalent of 21,699 miles - Chester to Tasmania and back as the crow flies! The winning team was Birkenhead Adult Mental Health Service with a total score of an amazing 3,678,561 (1,742 miles).

**1st prize poster**  
Dr Sabarinath Radhakrishnan was awarded first prize for a poster produced by the team of Dr Radhakrishnan, Dr Hassan Salih, Dr Matthew Cahill at a joint meeting of the Welsh Psychiatric Society and the Royal College of Psychiatrists in Wales.



**Showcase in Vienna**  
Dr Azubike Orji and Dr Micheline Tremblay attended the 23rd European Congress of Psychiatry in Vienna to showcase the outcome of audit work. The work was a joint effort with Martin Dowler and Dr Pat Mottram from the Research and Effectiveness Service.



**Quality and Safety in Paris**  
Dr Ian Davidson and Clair Jones from the Complex Recovery Assessment and Consultation (CRAC) Team attended the International Forum for Quality and Safety in Health, in Paris, to present to over 3000 delegates from 70 countries.



**Dementia Awareness Week 2015**  
Staff and service users on Cherry Ward, Bowmere did 'something new' and chose to make pizzas instead of the usual cakes. They did everything from scratch including making and kneading the dough!

**Brain Injury Awareness Day**  
CWP's acquired brain injury service worked with Head Injured People in Cheshire (HIP) to promote Brain Injury Awareness week (18-22 May). The team had a day of funky hairstyles as well as offering relaxing treatments to staff.



**Time to Talk Day**  
On 5 February, people were encouraged to take five minutes to have a brew, catch up with their friends and colleagues and ask, 'How are you?'



**Groundbreaking work on Alzheimer's vaccine**  
Dr Pat Mottram has received an Associate Award for 'Making things happen in commercial research' from the National Institute of Health Research Comprehensive Research Network. Dr Mottram's team are working on safer medication for dementia and to slow down the progression of Alzheimer's disease.



**Team goes the extra mile:**  
There was a double celebration for the Learning Disability Community Team in Birkenhead, as the efforts of both an individual practitioner (Mark Weaver) and the team were recognised in CWP's Going the Extra Mile awards. The team shared lunch with chief executive Sheena Cumiskey at their base in Ashton House.



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.