



# **Delivering Excellence Awards 2013**





The Delivering Excellence Staff Awards Ceremony is one of the main highlights of the year for our Trust and an opportunity to recognise and value our staff. Previously, this has been combined with the Annual Members' Meeting, but this year it is being held as a separate event.

I was delighted to be involved in judging this year's nominations for the individual awards and as a member of the panel on a number of Quality Visits. The individual categories attracted the best response we have ever had, with nearly 100 nominations being forwarded by staff in recognition of the excellent work done by colleagues; showing how much our staff value each other's commitments.

This year we also introduced the 'Unsung Hero' category, for which nominations were invited from patients and carers. All the nominees were worthy of recognition and it was no easy task for the judges to single out the winning entries and finalists.

As in previous years, the team awards are based on the last season of Quality Visits, in which teams were asked to evidence quality in patient safety, clinical effectiveness, patient experience and demonstrating the Trust Values, with teams who have been awarded gold in three consecutive seasons receiving a platinum award.

I'm sure you would like to join me in wishing congratulations to all the winners and thank everyone who submitted a nomination.

**Steve Trenchard**  
Chief Executive

## Judging Panel:



**Steve Trenchard**  
Chief executive



**Alan Baines**  
Chairman



**Graham Gillham**  
Director of  
Corporate &  
Legal Affairs



**Clare Grainger**  
Head of Quality  
and Performance



**Lew Hall**  
Lead Governor



**José Rodgers**  
Carer

## Long Service Award

### 40 years or more!

This is the first year we have invited our long service staff to attend the Delivering Excellence Awards Ceremony to recognise their fantastic achievement of working within the NHS for 40 years and more.

- Dr Majjiga Reddy, Locum Consultant
- Fitzroy Brown, Community Psychiatric Nurse
- Graham Gillham, Director of Corporate and Legal Affairs
- Lynda Baldwin, Housekeeper
- Margaret Smith, Telephonist/Clerk
- Phyllis Newton, Community Staff Nurse
- Susan Sarga, Facilities Support
- Susan Wilkins, Nursery Nurse Children's Specialist Services.

## Platinum Teams of 2013

This award is to celebrate the success of our teams who have been accredited with their Platinum Award from our Quality Visits.

- Amber Valley Older Adult CMHT and Erewash Older Adult CMHT
- Audrey House
- Bolsover/Clay Cross Locality Team
- Care Management Team
- Chesterfield Central Locality Pathfinder and Recovery Team
- Chesterfield Older People's Community Mental Health Team
- Child and Adolescent Mental Health Services (CAMHS) Liaison Team
- Derby City Community Learning Disabilities Team
- Dovedale Day Hospital
- Erewash Community Learning Disabilities Team
- Erewash Recovery Team
- Estates and Facilities Department
- Finance Directorate
- Hospital Alcohol Liaison Team (HALT)
- Information Management and Technology Team
- Kedleston Low Secure Unit
- Learning Disability Assessment, Treatment and Support Service
- Memory Clinic
- Mental Health Liaison Team
- Midway Day Hospital
- North East Derbyshire Older People's Community Mental Health Team
- Nursing & Quality Governance
- Occupational Therapy and Recreation Service
- South Derbyshire Community Learning Disabilities Team
- Specialist Community Alcohol Misuse Service (SCAMS)
- Tissington House
- Ward 1, London Road Community Hospital
- Ward 2, London Road Community Hospital
- Ward 33, Radbourne Unit
- Workforce and Organisational Development.



### **Winner: Children's Community Specialist Nursing Service**

The moderation panel liked this team's approach to education training for other professionals and the effective partnerships with the University of Derby and the University of Nottingham which was showcased during the quality visit.

The quality team liked the robust integrated pathways showing compliance with national and Trust standards with comprehensive evidence of education used in support of practice. The panel also liked the use of peer support in order to strengthen understanding of national and local guidance and policy.

The compassion and professionalism of the team remains core to the service delivery and they stand as a quality mark for all other services, both at a regional and national basis. The expertise of the service is firmly embedded within the training and education of children's nursing and specialist paediatric services.

### **Finalist: Hospital Alcohol Liaison Team (HALT)**

The moderation panel nominated this team for their effective working which was showcased as "we deliver excellence - working together with the Royal Derby Hospital and the Community Alcohol Services to reduce the number of alcohol related admissions and reduce the cost to the NHS, without compromising patient safety."

The team showed how it had reduced the number of admissions and gave all the facts and figures to demonstrate the savings this had made. The team works in partnership with the community services and is based at the Royal Derby Hospital. Every patient who is referred is assessed and given time, to determine the plan of care, which is tailored to their individual needs.

This is a small team which demonstrated effectiveness at its best. The moderation panel shortlisted this team for an award for their effective care. The team scored maximum points for each strand of quality at the time of the quality visit had high levels of compliance with all the core standards, including sickness absence levels of 0% (period June 2013) and Individual performance Review (IPR) completion at 100% (period June 2013).



### **Winner: South Derbyshire Community Learning Disabilities Team**

The moderation panel liked how this team demonstrated the safety strand of quality through its person centred risk assessment processes and its consideration of safeguarding vulnerable adults and children.

The quality team heard first hand from service users how input from this team had improved outcomes for them and their families. The team focuses on evidence based practice to ensure care is safely delivered. The quality team said: "They are a credit to the Trust and deserve to be recognised for their outstanding achievements". The team had secured monies from commissioners to develop postural support for one service user which had changed their life dramatically. The team offers assessments for carers' health needs.

### **Finalist: Audrey House**

The moderation panel nominated this team for their initiative on 'keeping patients safe in the community'. The team engages with patients and their families in understanding the need to manage risks in the context of individual mental health presentations. The team has a very person centred approach and has used numerous initiatives to support patients in the community, engaging with patients and working with them to develop a Health & Well-being Programme.

The team has a very inclusive approach to recovery. The quality team particularly like the 'Audrey House Has Got Talent' programme which is an excellent initiative to support patients, demonstrating their talents as part of the recovery agenda.



# Patient Experience Award

## **Winner: Ward 33, Radbourne Unit**

What sets this ward team apart from others is that they 'are very outward looking' and demonstrate they learn from adversity. As set out in this report the work on physical healthcare came as a result of a member of the ward team attending a conference. The link between physical good health and mental good health is clearly understood by this team and it is now sharing what it has done with other ward teams. This is a pattern for this ward; it is innovative and creative and has an openness and transparency about sharing best practice.

The moderation panel concluded that this ward team has demonstrated, over the seasons, continuous quality improvement at its best. Every patient has a personal health planner booklet. The team is researching physical health check tools that it can use and has introduced routine health screening checks. The moderation team liked how this work was also benefiting staff, who have been encouraged to maintain their own physical health.

## **Finalist: North East Derbyshire Older Peoples CMHT**

The moderation panel liked this team's patient centred approach, which was evident throughout the report from the quality visit. The team members are very flexible in their approach to ensure each individual patient's care is uniquely tailored to their needs.

The best testimony of the quality visit programme came from three students who were at different stages of their placements. All three could not speak highly enough of the time the team had given to them, describing the experience as "the best they had". The students had no trouble in completing their competencies in this very busy team, speaking of how inspiring the staff were and how they go the extra mile over and over again to ensure patients receive the best quality of care.

This is a compassionate team which really demonstrates the meaning of putting patients at the heart of everything we do. The moderation panel nominate this team for their caring, compassionate and patient centred approach to all they do.

## Team of the Year

### **Winner: Estates & Facilities Department**

This team has been nominated for shortlisting by all members of the moderation panel based on achieving the highest score in each strand of quality. The report states that “a wide variety of areas were showcased, all with a clear link to the patient in the centre of all that is done”.

This is a team who contribute in so many ways across all three strands of quality, for example:

- **Patient Safety:** clearing the snow in winter to make sure patients can move around safely.
- **Patient Experience:** making sure the environment is clean and welcoming.
- **Effectiveness:** reviewing markets and building good relationships with commissioners.

With over 300 staff this team maintain year after year a strong team working ethos going the extra mile both in work and outside of work contributing to fund raising events. They support the clinical services and are very valued for their hard work and commitment to patients. “The quality team recognises the excellent work and the department now needs to make sure that its leadership, innovation and quality of service get the wider recognition it deserves!”

### **Finalist: Electroconvulsive Therapy (ECT) Team**

The ECT Team’s focus on the safety of patients who attend for this treatment was evident throughout the quality visit. Patients with physical health problems are treated in the theatres and the team have developed their own infection control audit tool to use alongside the trust one. This is a very small team, which achieves very high standards of safe patient care.

As well as this, the Senior Nurse explained she wants to promote a positive image and change attitudes towards ECT and the stigma it attracts, particularly the way in which it is portrayed by the media. This team has strong nurse leadership and was described by the quality visit team as a ‘flagship’ of the Trust.

### **Finalist: Ward 1, London Road Community Hospital**

The judging panel has nominated this team for the learning they have taken on from the leadership event on strengthening the care culture. This is contributing to the overall effectiveness of this hard working ward team. The nursing assistants and student nurses provide challenge to existing practice which is welcomed and embraced. The nurses on Agenda for Change bands 6 and 7 lead by example and this team have high expectations of all the nurses who work on this ward. There is excellent leadership provided by senior staff on the ward. The ward demonstrated high quality care at its best throughout the visit. The staff have a great sense of pride in all they do and continue to learn and develop.

The quality team particularly liked the work showcased by the occupational therapy team who provide a wide range of activities. The exercise group operates in accordance with National Institute of Clinical Excellence (NICE) guidance. The Occupational Therapists have a ‘Vision for the Future’ and are working with physiotherapists to implement these ideas. The quality team was impressed by the Social Activity Volunteers Initiatives (SAVI) and heard that more volunteers had been recruited to help with activities.

## Innovation Award

This award gives staff a platform to showcase their innovative ideas to deliver continuous improvements in service quality. This may be something directly related to your area of work or a trust wide initiative that you are not able to take forward yourself.



### **Winner: Debbi Cook, Physiotherapist & Jackie Hallam, Occupational Therapist**

During a recent Quality Visit Debbi and Jackie spoke about their work with 'Harry' who is 61 years old, alert, gregarious and chatty who happens to love having a bath. He also has profound and multiple disabilities which, together with gravity, have conspired to make this simple pleasure a frightening and painful activity due to a lack of appropriate equipment to support him in the water. Staff have previously tried various approaches using cushions filled with sand and polystyrene that had to be shaped by staff and pumped to extract unwanted air. This added to Harry's anxiety and discomfort and frustrated staff who wanted to help him to have a bath in comfort.

Then, a 'eureka' moment occurred whilst Jackie was at a NAIDEX National exhibition and visited a stall belonging to Specialised Orthotic Services (SOS), a company who make moulded seats. The company had been making moulded bath supports for children so Jackie asked them if they were prepared to look at something larger. Following a combined assessment with Harry, Debbi, Jackie and the SOS representative, the first adult bath moulds in the country were developed. Harry chose the colour and pattern on the mould and doesn't have to worry about punctures or having to stay in a sling whilst being bathed. The mould is easy to lift in and out of the bath so much safer for staff moving and handling. The outcomes are that Harry LOVES his bath support, he can finally relax in the water safe and supported. His carers also love it as it much easier for them to help him and other people are being referred to have bath moulds.



### **Finalist: Louise Wilson, Lead Nurse, Rebecca Mace & Karen Dunne, Registered Nurses**

Louise, Rebecca and Karen have been working on the development of falls assessment and monitoring processes. A specific Falls Observation Pathway has now been ratified by the group and will be available for use across all inpatient areas of Derbyshire Healthcare. Ongoing development of the existing falls assessment tool resulted in an innovative approach to identifying specific risk factors that will be used Trust-wide (in-patient areas and community). This work impacts directly on the areas these staff work in, but also across the wider Trust and into the wider health community.

These staff have made and demonstrated a firm commitment to improving patient outcomes in relation to falls prevention and management. They have given up their own time along with being supported by their local managers to attend meetings when they have been on shift. They have made the effort to check meeting notes, make comments on draft forms, keeping the collaborative process going; the ultimate vision - improving outcomes for patients.



### **Finalist: Gary Main, Senior Counsellor & Judith Forrest, CBT Psychotherapist**

Gary and Judith work part-time for the Trust in Her Majesty's Prison/Young Offender Institution Swinfen Hall. They set up the Improving Access to Psychological Therapies (IAPT) service there from scratch, starting in November 2010, without clerical or administrative support. Work in prison has a number of difficulties beyond the simple fact of the hard to engage, damaged and generally deprived prison population.

A chance meeting in the library on the Kingsway Site with Debbie Allen in Summer 2012 introduced Gary and Judith to the concept of Schwartz Rounds and they embraced the idea with enthusiasm, feeling that of all staff who had need of the opportunity to share 'difficult emotional and social issues' arising from care, in a confidential, supportive, non-judgemental environment, their prison colleagues, from all areas, were prime candidates.

# **Inspirational Leader Award**

For inspiring and motivating staff in the delivery of excellent services.



## **Winner: Liz Bates, Facilities General Manager**

Liz leads a large team of Facilities staff very well. The support she offers to colleagues has been noticed by the team who nominated her for this Inspirational Leader Award. She is a great person to speak to about any concerns colleagues may have and fosters a 'can-do' attitude throughout her service.

After the publication of the Francis Report Liz considered how she could implement the recommendations made at service level to the highest standard. This was based on a patient centred approach and putting the Trust Values in action, which was valued by patients, carers and staff across the Trust. Colleagues who nominated Liz for this award are "very proud to work alongside her".

Liz you really are an inspiration – congratulations!



## **Finalist: Dr Joanne Kennedy, Consultant Child and Adolescent Psychiatrist**

Jo's delivery of good quality leadership, skills in people management, negotiating abilities and a vision of how the service should look have all been noticed by colleagues who have nominated her for this award. Her experience as a consultant allows Jo to support and empower her colleagues.

Colleagues nominated Jo for playing a major part in developing the child safeguarding training and support to a very high standard. She has brought strong leadership to the Medical Staff Committee achieving a clear focus, inspiring and motivating doctors to participate actively in the organisation and bringing an inclusive approach.



## **Finalist: Louise Williamson, Estates Strategy Project Manager**

Louise has coordinated, managed and operationalised the planning and realisation of numerous estates relocation programmes over the year that has involved complex project management skills. Her ability to engage stakeholders, formulate communication strategies and respond to pressures and challenges has shown positive and effective outcomes for both staff and service users. Louise will go the extra mile to ensure all project deliverables are addressed and met. She works over and above her contract to let removers into buildings at early times of the day to ensure the smooth running of plans.



## Chairman's Award

This award is for an outstanding volunteer who has dedicated their own time to putting our patients first.



### **Winner: Mr Andrew Turner, Volunteer**

Mr (the Mister is important to Andrew) Andrew Turner is a gentleman who uses Parkwood Day Service for adults with learning disabilities. Over the past two years Andrew he has become someone who the Learning Disability Strategic Health facilitation Team has come to rely upon for support – he is called their “8th team member”.

He has his own witty and amusing style and is always appreciated by the audience. Andrew also supported the team with sessions to people with learning disabilities, including having discussions with the Strategic Health Authority about priorities for the health of people with learning disabilities in Derbyshire. Andrew considers other people's views and helps to put these forward. He represents people with learning disabilities and helps to highlight their care needs with providers who need to make 'reasonable adjustments'. He gives up other activities in order to support us and it would be a proud moment (there will be tears) for us if Andrew received this award.



### **Finalist: Julia Williamson & Ian Brek Robertson, Volunteer**

Julia and Brek are now in recovery. Between them they spent 40 years in active addiction. They were introduced to recovery by Derbyshire Healthcare staff and have been volunteering for the Trust for the last 12 months. Both give their own time in order to help others in recovery and attempt to build bridges with mainstream treatment services in order to promote recovery and engage service users within their own community.



Julia and Brek volunteer five days per week and have consistently been a source of support to those choosing recovery. They run an allotment every Monday afternoon and Friday morning, drop-in sessions and attend appointments with service users' benefits agencies/housing to help them with practical issues.

Julia runs a group in Foston Hall Prison once a week and also works with the police on their night time economy operations in pubs and clubs. Once a sniffer dog identifies someone who is carrying drugs they are assessed by Julia in the back of a police van. Both Julia and Brek have been to the job centre to share their stories with the staff in order to break down the stereotypes that some people have of people who use drugs.



### **Finalist: Simon Rose, Volunteer**

From early discussions and over the past twelve months Simon has been the person who worked in a peer relationship as a volunteer with the education team and Health Care Assistants to inspire, develop and sustain a programme of education: 'Strengthening the Care Compassionate Culture'.

Simon's lived experiences of our services have been invaluable to the work of the team. Simon's contributions have been exemplary and the impact of his involvement and influence has been enormous. He has worked with over one quarter of our Health Care Assistants to share his narratives and explore the meaning of compassionate nursing behaviours through his ability to humanise and personalise their learning to take back into practice.

The feedback from all seventy of our Health Care Assistants who have been through this programme has been that Simon has enabled them to translate the Trust Values into their daily work in a way they have not done before! Simon's experiences have informed the development of our Nursing Carer Handbook, the Education Framework and the way in which patient involvement has been a true involvement.

## Chief Executive's Award

For 'going the extra mile' and making exceptional contributions to patient care and service delivery.



### **Winner: Denise Clark, Occupational Therapy Assistant**

Denise is an extremely hard working member of her team, who certainly epitomises "going the extra mile" for our patients. She has excellent skills in the practical groups which she runs, and is able to respond sensitively to individual's needs. Denise has suggested individual ways of working with patients to meet their needs, and has offered to take on the extra work herself. Her innovative support has enabled people to regain independence skills, after she has spent time supporting them in getting up, bathing, dressing, and in supporting people to develop daily routines.

Denise has worked with individual members of ward staff in supporting people on the ward and has also taken this further by supporting individual patients to build on their leisure interests. Recently, Denise's insight into an individual's former interests enabled Denise to work closely with the person to build on this interest at a time when the person felt utterly hopeless of recovery. Denise's support enabled the person to regain hope, and to work towards regaining their independence. Denise then went further, in researching community opportunities for the person to pursue their interest, offering personal support to the person in getting involved in charitable work based around their interest. Denise used her own free time to attend meetings and to go with the person to places to facilitate this development.



### **Finalist: Ashley Toon, Media & Communications Officer**

On completing an apprenticeship in Business & Administration, Ashley returned to the Media & Communications Team in February 2013, during a period of change, in which the team had become significantly depleted. He took on this challenge almost single-handedly, building on the team's reputation and providing an excellent service. He is helpful, approachable and produces fantastic work. He maintains extremely high standards and is respected by patients, governors, staff and the public – 'we have no idea how he manages it all - Ashley IS Comms!!'

Ashley's attitude is exemplary. In spite of the huge amount of pressure he is often under Ashley always displays a 'can do' attitude. Ashley is also continuing his professional development in his own time (supported by the Trust), always going the extra mile to improve standards within the Media & Communications Team, and develop his own skills. He always has time for others, is hugely supportive of his colleagues, and despite working all hours he always has a smile!



### **Finalist: Rita Ogden, Health Care Assistant**

Rita shows a care and concern for patients on the ward above and beyond the daily responsibilities of her job. She will readily go the extra mile in supporting and encouraging individual service users.

Rita has worked with an Occupational Therapy Assistants to offer individual support to patients with very low motivation, encouraging and helping people to be able to get up in the morning, and manage to bathe and dress. Rita is good at thinking of ways to help someone and doesn't give up on anyone. She works helpfully with the ward team, and with other professionals, and will take up extra activities which need doing.

Rita shows a good knowledge of all the patients in her care on the ward, acknowledging each person as an individual, and deals with people kindly and with respect. She works extremely hard, with willingness, bringing to her work a 'can-do' attitude. Her presence on the ward is a definite asset to her colleagues. They say that "she's helpful, very consistent, and altogether brilliant!".

# **Unsung Hero Award**

A member of staff who has made a real difference to a patient and/or carer's life!



## **Winner: Wendy Slater, Care Programme Approach (CPA) and Core Care Standards (CCS) Manager**

Wendy has been a strong and loyal supporter of mental health carers for many years. She has been a constant in an ever changing Trust and has always been reliable and supportive. She regularly attends the Mental Health Carers Forum meetings across the county and has advice and practical suggestions to make which solve carers' problems and supports them when they are distressed or anxious. Wendy has a wonderful warm personality and is extremely generous. She has set up a 'Who Cares' newsletter and is responsible for a host of informative leaflets and literature.

Wendy also chairs meetings of the carers' sub-group of the 'Stakeholder Committee', ensuring that they are helpful, constructive and productive. Carers feel that they are being listened to seriously and Wendy is determined to make their lives as easy as possible. She talks 'human' and tailors her use of words so they are understandable to all and jargon-free so immediately there is a rapport with stressed carers. Put that with an obvious sincerity and belief in what she does, and the Trust has someone who is well worthy of the award of "Unsung Hero".



## **Finalist: Angela Hadfield, Health Care Assistant**

"Ange" has an ability to communicate with patients who don't engage well with other nursing staff. She always takes the ladies at Melbourne House out on trips whenever possible which is appreciated very much! Angela is also a very reassuring person to have around on the ward – nothing is ever too much trouble!



## **Finalist: Kevin Houldsworth, Mental Health Therapist**

Kevin has been highlighted by his patients for the "excellent and life changing psychotherapy" work he has done with them over the past 12 years.

Attendees at a recent three day psychotherapy programme and self-help group have received a lot of well appreciated professional support and friendship for the past few years. There are so many people that he has helped over the years; his door has always been open and he has always been approachable when patients have been faced with their most difficult times.



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