

THE HOPE HEADLINES

OUR MAGAZINE FOR EVERYONE

W E L C O M E

to August's Hope Headlines!

Perfect for reading
with a cup of tea!

Investing in our frontline staff

A new development programme is being rolled-out to support Ward Managers to improve and embed their leadership and management skills.

The eight module course includes leading high quality care., compassionate leadership, team dynamics, personal resilience, team culture and business and commerciality. It has been developed with subject matter experts from across our charity, including our patients.



Nigel Woodcock, Learning and Development Manager said:

"This innovative programme will help ensure our Ward Managers have the leadership and clinical expertise required to meet the challenges and demands of delivering high-quality mental healthcare."

Fantastic feedback

The response from our first cohort of learners on the new development programme has been really positive! Eloise and Veecash share their views:

“ I now understand how my management style impacts others. I have also learnt that there are areas which I need to work on that don't always come naturally to me, and these will help improve my leadership skills and how others perceive me.”

Eloise Anderson, Danbury Ward

“ I can already see how the programme is going to help me adopt new strategies and approaches that will prioritise patient care. I believe the programme will improve my work, my ward and my career.”

Veecash Jeeawock, Frinton Ward

The Hope Headlines is now more than just a magazine for colleagues, as it's aimed at patients and carers too, so a BIG welcome to our new readers!

You'll find stories of recovery and hope, alongside features that showcase the achievements and activities of everyone in our charity. The magazine also brings our strategy to life and keeps you updated with our latest news.

If you would like to contribute to a future edition please email communications@stah.org

In this issue...

- Performance update
- Staff spotlights
- Patient & carer news
- Community stories
- Olympic achievements
- Plus much, much more!



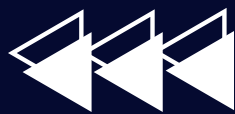
GOT A STORY TO SHARE?

Email...

communications@stah.org

COLLEAGUE NEWS

This section of the magazine includes our favourite staff stories in August...



Celebrating culture on Tallis



Staff on Tallis recently came together to celebrate the diversity of every individual on the ward. Traditional food from different cultures was shared by both day and night staff, including fresh fish, meats, curries and vegetables.

Ward Manager, Ola Olujitan said: "I organised the celebration as a small token of my thanks and appreciation for the fantastic work my team do to support our brain injury patients."

Keeping it in the family



Meet the Wozniaks; mum, dad, and their two sons, who all work at our Northampton hospital. Jacek (dad) joined us in 2004 and works as a Logistics Assistant. His wife, Agata, joined 3 years later as a Hotel Services Assistant.

Hearing good things from their parents led to their eldest son Kamil joining us in 2013. He is now a Personal Assistant within our MS Division. Feeling left out, younger sibling Raf joined us last year as a Receptionist in WWH. If you walk around our hospital in Northampton, you are likely to spot a Wozniak!



Violet: Working with mental illness

Violet Skinner, Recovery Partner, has shared some of the challenges she faces from being employed whilst living with mental illness, and why it's the small things that make the biggest impact to people living with visible and non-visible differences.

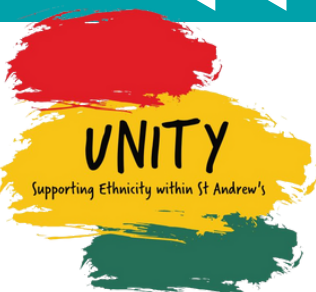


Violet said: "I'm autistic and I've got borderline personality disorder, so I'm very sensitive to noises and sounds. St Andrew's has been really supportive of me, and I'm so thankful for the reasonable adjustments that have been made to make being at work that little bit easier."

[Scan the QR code to watch Violet's story](#)



Celebrating South Asian History Month



Staff across our charity recently celebrated South Asian History Month with themed-food and cultural dress. We caught up with some of our South Asian colleagues to learn more. Click on the QR codes (left) to watch the videos...

Each month we highlight staff and their roles. Want to be featured? Get in touch...

STAFF SPOTLIGHTS

Cat Vichare, our new Director of Nursing

Cat is a familiar face at St Andrew's having spent the past 8 years in different roles around the charity from Modern Matron and Clinical Lead in Birmingham, to Clinical Director in Outpatients' Services. Here's what she recently told us before starting her new role as Director of Nursing:

What will keep you busy in your new role?

Bringing our diverse nursing workforce together as one professional and passionate group. My vision is having a Nursing Team who feel accountable for the care they deliver and empowered to challenge practices that do not support our vision to inspire hope.

What are you most looking forward to in your new role?

I can't wait to link in with all of our nurses and I hope I'm able to bring their different viewpoints and experiences together to ensure our patients, whether on a ward, in the community, or at home, so everyone has a positive experience of being in our care.

What gets you up in the morning?

Firstly, it's my cat Luna! After that, I'm motivated by the difference I can make. I know I hold a great amount of power to change people's lives, and I would never waste a single day where I can use my voice to help someone else find theirs.



Lovely Luna!



Emma Bloomfield, Senior OT in Essex



This month we also had a chat with Emma Bloomfield, Senior OT in Essex, who's worked at St Andrew's for almost a decade. Here's what we found out:

Hi Emma, what led you to train as an Occupational Therapist?

From an early age I knew I wanted to help people. Once I found out what being an OT entailed, I knew it was for me and I haven't looked back.

What do you like most about your job?

I love the variety, the patients I work with and the difference I can make. My colleagues are like family, which makes coming to work even more appealing.

What's most challenging about your role?

Although I like a challenge, some days can be extremely hard due to the complex nature of the job, which can take its toll, but we have a great team in Essex and we always get each other through.

What's the most interesting thing you've done at St Andrew's?

Training opportunities have often enabled me to develop my understanding of mental illnesses, behaviours and treatment options. I love to learn, so this has always been one of the most interesting aspects of my role.

Our purpose is to give hope - how do you give hope to our patients?

I believe that OTs foster hope in many ways, as we use meaningful, individualised therapies to engage with patients. We help patients identify and achieve their own goals, giving them hope to succeed.

PATIENT NEWS

This section of the magazine includes the latest news most relevant for our patients...



Patient phone update

Thank you for your patience while we continue to roll-out our new phone system. At the moment payphones are only working for outgoing calls, but we are currently looking for a temporary fix to allow incoming calls. Please reach out to ward staff if you are having any phone issues. We hope to have everything resolved soon.

REDS Recovery College

Our team at REDS Recovery College have a wide range of courses available to patients, staff and carers. Sessions are held every week on wards - look out for local divisional posters with what's on in your area. For more information on courses available, please speak to your local Recovery Partner, or visit page 11 of this magazine.

Your local Recovery Partners

These three members of our REDS Recovery College are dedicated to helping you and your ward...



Estelle Randle

Essex, LSC, Bracken,
Fairbairn, Maple &
Willow



Jo York

Neuro,
Winslow &
Rose



Violet Skinner

LDA &
Birmingham



Temporary closures in Workbridge

We are currently undertaking some maintenance and cleaning in Workbridge, which means some areas are closed for the next couple of weeks. Whilst the work is taking place:

- if your sessions are usually held in The Arts Hub (next to Daily Bread), they will be held in The Braye Centre (room 13)
- sessions in the Creative Arts Studio are not taking place at this time. We will let you know as soon as they are back up and running.



'Triangle of Care' scheme



We're now working towards the Carers Trust's 'Triangle of Care' accreditation scheme, which was launched in 2010 as an alliance between carers, patients and staff. By joining the scheme we can improve the support we offer the family, friends and loved ones of the people in our care. Our Patient and Carer Team are overseeing the accreditation - please visit our website (www.stah.org) for more information and to get involved.

This section includes our favourite patient stories in August...

PATIENT STORIES

Snowdon summit success



Congrats to a young patient who recently reached the summit of Mount Snowdon. The student and her care team set off early from Smyth House to take on the challenge. They walked for an impressive 5 ½ hours, covering 7.5 miles! This is not the first strenuous hike the young person has accomplished; earlier this year they tackled Chrome Hill in the Peak District as part of their Duke of Edinburgh Award.

Ian Bradley, Teacher within our college said: "This was a phenomenal achievement, and it shows that with the right support in place patients can enjoy quite different meaningful activities."

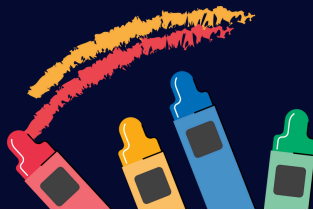


Art brings meaning to Liam

Liam is 27 years old, and he loves animals, movies, sci-fi, and being outdoors. He lives with Huntington's Disease, and since being in the care of our specialist brain injury unit, he has embraced all of the therapies and activities on offer.

Liam likes anything creative and has been working with Alison Williams, one of our TIs, trying his hand at everything art-related from leaf-rubbing, marbling, t-shirt design, paper crafting and felting. Alison works within our team of Occupational Therapists (OTs), who strive to see beyond diagnoses to help patients achieve their goals.

“We support Liam to achieve something every week he can be proud of” (Alison)



“The sessions are fun and interactive. My art makes me happy. I quite like getting messy too!” (Liam)

Patients celebrate together



Eighty (yes 80!) patients recently partied in style at PRC's end of summer party, which included a live DJ set, games galore, popcorn, a dance floor and a fantastic BBQ! The celebration also coincided with the third anniversary of PRC being back open, following its closure during the COVID pandemic.

The club simply would not happen, without the unwavering support of PRC Royalty, Ken Ainsworth and his team of magnificent volunteers. It was truly heart-warming to see so many patients having a boogie, throwing shapes on the dancefloor and catching up with friends.



Here's an update on how we are performing so far this year...

PERFORMANCE

At St Andrew's our purpose is Hope. As such, we believe it's important to measure the impact we make to our patients and their recovery, along with sharing our progress on becoming a leader in treating people with complex mental health issues..

Since January we've discharged 221 patients, with over two-thirds moving to a lower level of security

69% of patients moved to a lower level of security (either at home or in a community placement) and 33% moved to an identical level of security, often closer to home.

our Quality of care is improving

We continue to get feedback from patients through My Voice with an average score of 7 out of 10. Our Low Secure and Specialist Rehab (excluding CAMHS) Division is achieving particularly positive results with an average score of 8.4 out of 10.

Incidents of violence have been below average for the past 4 months and seclusion rates have significantly reduced over the past 10 months. These figures reflect continuing progress in our efforts to provide least restrictive care in a safe and effective manner across our charity.

Strong clinical performance

Clinical supervision was at 94% for July across our clinical services. Enhanced observation compliance also remains strong with 99% completion and 90% being on-time. The number of overdue complaints has dropped every month for the past 6 months.

New Service opens - Billing Lodge, Northampton



In September Billing Lodge is reopening as a new single-occupancy Supported Transition Service (STS) to support patients with complex and challenging needs, which makes it difficult for them to be supported alongside other individuals in a traditional ward-based hospital environment.

Billing Lodge has been fully refurbished to create a bespoke environment for a female patient in our LD / ASD Division. The environment will offer the space for her to learn and develop the daily living skills required to support her transition to community living, closer to her home.

"This is another exciting step forward for St Andrew's as we continue to develop, with commissioning and home clinical teams, much-needed bespoke environments for people who need individualised care."

Jacky Horwood, Head of Service Development

SECTOR NEWS

This section include sector news that positively impacts mental healthcare...

The HOPE(S) Model

We're working with Mersey Care NHS Foundation Trust to train clinical staff on a new person-centred model of care, called HOPE(S), to help embed least restrictive practices and interventions, and to minimise the use of long-term segregation for every person in our care.

Why is this training important?

- Mersey Care has been commissioned by NHS England to deliver a national programme on using the model, which is also being endorsed by the CQC.
- It's important for our patients (and carers), that we help them to recover without excessive use of restrictive practices or long-term segregation.
- It's important for our staff to work in a skilled team, and in a safe and supportive environment.
- It's important for our charity to re-establish our reputation as being able to manage complexity in a least restrictive way.

So far over 50 St Andrew's staff have been trained on the new model. Please email Tracey Wade, HOPE(S) Consultant Practitioner at twade@stah.org to sign-up to the training.

Chloe Annan, our Deputy Director of Quality said:

"The model has been described as 'a relentlessly positive' approach to supporting people in long-term segregation, so we're welcoming the training with open arms, as it aligns exactly with what we want to achieve for our patients. All Clinical Teams and MDTs should be using this framework, so please do enroll in the training!"

New NHS mental health service

People in crisis with mental health problems can now access support through NHS 111. The number connects to a local team of call handlers with mental health training, alongside nurses and clinicians who are available around the clock.

The team can organise a mental health assessment, send out a crisis team and signpost to help available in the local area. This is such great news for the community!



Healthwatch visit Northampton site

Healthwatch help people to get the best out of their local health and social care services, whilst ensuring that people are at the heart of patient care. Together with IMPACT, they recently visited our Northampton site to have an in-depth look at our different services, as well as to hear the experiences of patients, families, carers and staff.

The visitors were impressed by the passion displayed by our staff and the provision of services for those with mental ill-health. They acknowledged that meaningful activities on and off the wards were well-delivered, but that activities could happen more frequently. Look out for a charity-wide Meaningful Activity week in November, which will help with this!

Read more on our website www.stah.org

This section includes
our latest
co-production news...

CO-PRODUCTION NEWS

What is co-production?

Co-production is about using everyone's diverse knowledge, experience and perspective to drive recovery - whether they be a patient, service user, staff member, carer or another individual. Here's two of our most recent examples:

The Essex Premiership



Our Essex site are running a fun points-based competition, called the Essex Premiership to encourage staff and patients to work together to make positive changes. This could be to improve levels of meaningful activity, through games and activities, along with increasing the number of CARE Award nominations and hitting local targets.

Each ward has its own team name - complete with a mascot! There's even an opportunity to challenge Service Director Tony Miller for extra points. There's a monthly prize for the winning team, plus the accolade of their flag being displayed in reception, a trophy and an end of season awards ceremony.



Associate Director of Nursing, Beth Phillips said: "It's a brilliant way to bring staff and patients together to contribute to delivering the best patient care." The Premiership was officially launched at the Summer Party with a song and parade from team captains. Check it out by clicking on the QR code (top right)...



Creativity against racism

We're proud to have a vast multicultural population of staff, patients and carers, and there's no place for racial or religious hate here.

To bring this mindset to life, staff and patients on Naseby Ward wished to express their thoughts creatively. They loved the idea of a poster, but had the dilemma of too many ideas to squeeze in! So a patient came up with a concept that allowed them to combine two ideas into one with a 3D optical illusion. It was a hugely ambitious undertaking, but one that the patients embraced.

Technical Instructor, Rob Hellewell explains more in the video (follow the QR code to watch). Rob said: "It's been incredible to see the project come alive from the seed of an idea." A patient added: "It brings me so much joy - I will remember the time we spent on this project for the rest of my life."



GOT A STORY TO SHARE?

Email... 

communications@stah.org

This section includes our favourite community stories, involving patients, carers and staff...

COMMUNITY NEWS

After a year of focusing on recovery and hope, staff and patients across our charity have been letting their hair down at a number of summer celebrations. Here's the scoop...

Party-time in Essex!

First up was a festival-themed summer party in Essex, with karaoke, face-art, a BBQ, giant card game, musical mats and loads more!

Tony Miller, Service Director said: "The summer party is a highlight of the Essex calendar. A special well-done to the Essex OT Team for their hard-work, creativity and the best fancy dress costumes I've ever seen!"

One patient said the party was "pretty awesome" and another patient added: "I've won so many prizes today. Thank you!"



Summer fun in Birmingham!



The summer party in Birmingham soon followed with live music, inflatables, mocktails, doughnuts and ice-cream. We particularly enjoyed the jellybean roulette and the 'Beat the Buzzer' game.

A patient said: "My favourite part of today's celebration is the inflatable games, as I can have fun and feel like a big kid again!"

Thank you to everyone involved in making the day a success!

Low secure carer event

Our LSC Division held a summer party for patients and carers in the 'Secret Garden' in Northampton, with a silent disco and patient performances.

Ellie Johnston, Social Worker said: "We have some incredibly talented patients whose skills brought a party atmosphere to the event. Patients loved spending quality time with their loved ones. It was a fantastic day!"



Festival fun in Neuro!



Most recently our Neuro Division enjoyed a music-themed summer party in Lowther courtyard, with games galore, a 'bar' and live performances.

Bianca Bhathal, Service Director said: "All of our wards coming together at celebrations like this helps build a brilliant community spirit across our division."

This month's special feature is Paris 2024 Olympics-themed!



OLYMPICS SPECIAL

CAMHS lifeguard inspired by olympics

Holli Tilbury in our Sports and Exercise Team recently trained one of our young patients (pictured right) to qualify as a lifeguard!

Holli said: "I'm super proud of her and the effort she put into the course, which involved a mixture of theory and practical work, including water work, rescue skills and first aid."

The patient added: "I've always been an active person, as it helps with my mental health, so I got involved with swimming at St Andrew's as soon as I could. I've since trained as a lifeguard as I love making a difference. When I'm discharged, I hope to get a lifeguard job in the community. I've loved watching this year's Olympics in Paris, as I find the swimmers and their achievements really inspiring."

If you or a patient you know would like to become a lifeguard, please contact Holli at hatilbury@stah.org for all the details.



DID YOU KNOW?

St Andrew's is an approved lifeguard assessment centre, which means we can train staff and patients to qualify as lifeguards.

WWH patients going for gold!



Tom Bodkin, Sport & Exercise Therapist, recently ran an Olympics-themed swimming session in William Wake House - which was enjoyed by patients on Fairbairn, Hawkins, Robinson and Cranford wards.

The purpose of the themed-session was to promote the benefits of physical activity in the water, whilst embracing the Olympic sporting spirit. Bronze, silver and gold medals were up for grabs, which our patients loved.

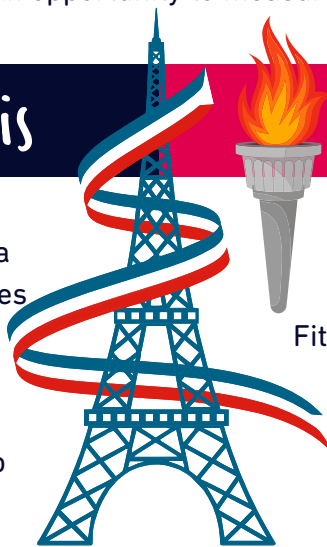
Tom said: "Each patient that took part won an athlete-worthy medal for their efforts. I always tell patients that every race is an opportunity to measure themselves against their own potential."



Hawkins 'travel' to Paris

Hawkins Ward held a month-long sporting challenge, which involved patients completing a number of activities to cover the distance it takes to travel from St Andrew's to Paris.

The activities included walking, running and swimming a staggering 333 miles! Well done to everyone involved - we're so impressed.



FitzRoy torch relay!

Nine wards also took part in their own Olympics event, with a ward-to-ward torch relay, which involved completing a lap of FitzRoy carrying a paper torch and ward flags.

Themed face-painting was offered and motivational music was played to get everyone in a sporty and competitive mood!

Sports & Exercise Week!

9-13 September
Northampton site
open to patients & staff

Visit The Hub or
email Nick Rayment
for more details,
including the full
timetable

nrayment@stah.org



Community Football Tournament

Friday 13 September

12noon – 4pm

The Sports Field



Food and refreshments available.

Contact [Craig Newman](#) for further details...



"I meet lots of new friends who
are on a similar recovery journey
to myself. I feel safe at PRC."

Pop along to PRC!

- Held in the same building as Tompkins cafe every Thursday, between 6-8pm.
- Run by our Peer Support team, staff, volunteers and people in our care.
- A relaxed and informal social club environment for patients to come along and have fun!

Email Ken Ainsworth for more details at kainsworth@stah.org

#wearestah



REDS Recovery Courses - open to all!



REDS courses are open to everyone, including staff, patients, carers and the public:

Here's what's coming up:

- | | |
|-------------|-------------------------|
| 9 September | Resilience |
| 7 October | Words Matter |
| 11 November | Personal Responsibility |
| 9 December | How to Find Hope |

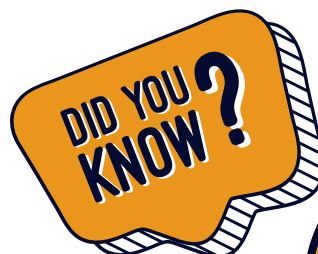
Courses are held in the PRC, Northampton from 1:30-3pm.

How to book...

Phone: [01604 872705](tel:01604872705)

Email: redsrecoverycollege@stah.org

Staff can book via SAP. Patients can call REDS or ask staff to get in touch on their behalf.



COURSES COUNT
TOWARDS MEANINGFUL
ACTIVITIES FOR PATIENTS
AND CPD FOR STAFF!

For public courses (over 18 years old) search REDS Recovery College on [Eventbrite.co.uk](https://www.eventbrite.co.uk) or scan the QR code (left).



Watch the trailer!



Voluntary Services
Part of St Andrew's Healthcare



St Andrew's HEALTHCARE



Saturday 7 September
12.30 – 3.30pm

Come join us and other charities at Workbridge to find out about local volunteering opportunities

FREE ENTRY AND FREE PARKING - WWW.STAH.ORG/FESTIVOL



One of our many great benefits is the Cycle2Work scheme. The Cycle2Work window is open all year and offers the opportunity to cost-efficiently obtain a fully-maintained bike and qualifying equipment.

To celebrate a summer of cycling, when you join Cycle2Work before 30 September 2024, you will automatically be entered into a prize draw to win a Haven Holiday!

Learn more 



FOOT-GOLF!



COMING SOON OUTSIDE WWH

GOT A STORY TO SHARE?



email: communications@stah.org

Visit our website or social media channels for more of our latest news!