

THE HOPE HEADLINES

OUR MAGAZINE FOR EVERYONE: NOVEMBER ISSUE

Welcome to November's Hope Headlines to enjoy with your favourite brew!

In this magazine 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...

How are we Getting to Good?

Our mission is to be a leader in helping people with complex mental health needs transform their lives, and to help us achieve this we have two strategic priorities until March 2026, which are Getting to Good, and Growth and Innovation. There are many key ingredients which will help us Get to Good including:

- Our new Champion Strategy, which is about hearing the voices of our patients and carers.
- Reviewing our estate to ensure the people in our care are in the best environments to enable their recovery.
- Our Ward Manager and HCA development programmes, aimed at improving the quality of care we deliver by focusing on our frontline staff.



To help deliver our Champion Strategy, we've recruited five new Champion Leads, who are all experts by lived or learnt experience.

Another key ingredient are our Quality Fundamentals. These set out critical actions, which when carried out will deliver high-quality care. Aligning our Individual Performance & Development Reviews (IPDRs) to these fundamentals will be a vital step in helping everyone understand the role they play in achieving our wider objectives.

To help with this, there is a new Objectives Library in SAP tailored to each individual MDT role in our inpatient services. For example, the objectives of a HCA are different to the objectives of an Assistant Psychologist. These are available for all employees to view, so we can understand how we are Getting to Good, together. If you're outside of Clinical Services, you can add your own objectives of how you and your team can contribute to Getting to Good.



"The new Objectives Library in SAP means that I can sit down with each member of my team and easily take into account their personal growth objectives, alongside ensuring we are covering the fundamentals critical to ensure that we 'Get to Good' as a charity."

Amos Njugunah, Ward Manager

"The new Objectives Library in SAP is a game-changer!"

Amos Njugunah,
Ward Manager

Complete your quality conversations with your manager by Friday 29 November!

Our Pay Award

We're proposing* a second pay rise to bring the total salary increase for 24/25 to 5.5%.

*This proposal has been sent to our Unions for approval. We will update colleagues with further details as soon as we have them.



SECTOR NEWS

This section includes updates from the wider healthcare sector...

The Autumn UK Budget: Our reaction

In the Autumn UK Budget statement, the Government outlined plans to expand and transform mental health services, but we believe there is more to be done. Mental health accounts for 20% of all ill health but only gets 10% of NHS spend, and more and more vulnerable people are slipping through the net.

Reacting to the budget statement, our Executive Medical Director, Dr Sanjith Kamath, said:

"We are pleased to see the Government is continuing its efforts to expand and transform mental health and social care services, but it's important that we do not lose sight of the most vulnerable people who are living with really complex mental health conditions. We have to shift the focus of our efforts - as well as putting funding into resources aimed at treating people in mental health crisis, we must also tackle the root causes that are significantly impacting their lives."



Change NHS: Build a health service fit for the future



The Government is seeking your views on how we can make a health service fit for the future. To do this, they have launched 'Change NHS: help build a health service fit for the future', a national conversation to develop the 10-Year Health Plan, which will be launched next year.

This presents a great opportunity for everyone at St Andrew's to share their views, to try and influence change at the heart of the Government, and position ourselves as a leader in the field of complex mental healthcare.

Over the coming weeks we will be running sessions where staff, patients and carers, can share their views on the future of the NHS. We will then collate your feedback to send on behalf of our charity ahead of the closing date on Thursday December 5, 2024.

It starts with a conversation...

October was national Speak Up Month - an opportunity to raise awareness of the difference speaking up makes to those who work in healthcare and the patients they support.

This year, across the country Freedom to Speak Up Guardians have handled more cases than ever before, which is a credit to the efforts made to foster trust and break down barriers to speaking up. Four fifths of those who gave feedback to their Guardian about their speaking up experience said that they would speak up again.

But what exactly is speaking up? Who can you talk to and what happens when you reach out? People come to their Guardians for a number of reasons - these include concerns around inappropriate behaviour and attitudes and workers' safety and wellbeing. The Guardian's role is to listen and ensure action is taken.

SPEAK UP MONTH 2024



LISTEN UP

How can I speak up at St Andrew's?

Email our Speak Up inbox which is manned by our Lead Guardian, Angela Shaw at FreedomToSpeakUp@stah.org or speak to one of our Guardians: Marie Bannister; Mandy Chidzidki; Lisa Green; Janelle Leone or John Stamp.

Want to be featured in our team spotlight section?
Please get in touch!

TEAM SPOTLIGHTS

A focus on our Medico-Legal, Outpatient Team

Following the article in last month's Hope Headlines about our new outreach physical health check service, this month we're shining a spotlight on a different part of our Outpatient Services Team, called Medico-Legal, which provides expert mental health reports to a wide range of criminal and civil proceedings.

What are Medico-Legal reports?

Medico-Legal reports give an unbiased, expert opinion based on civil and criminal case evidence, including road traffic accidents, family and military proceedings, fitness to plead, diminished responsibility and mental state when offending.

Who requires Medico-Legal reports?

Our Medico-Legal service customers include legal teams, solicitors, the courts (barristers and judges), coroners, the Crown Prosecution Service (CPS) and the police.

Who supplies the reports?

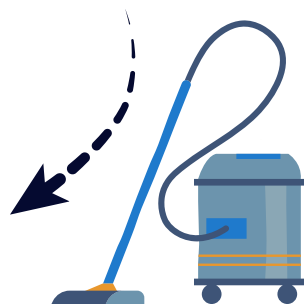
We have over 30 mental health medical professionals across our charity who medically assess individuals involved in the instructed civil and criminal proceedings.



Our outpatient Team is a growing service, which is seeing our charity extend our reach further into the community across the UK.

A focus on our Housekeeping Team

To keep our areas spick and span, our Housekeeping Team have recently added 20 new vacuum cleaners and five industrial floor cleaners to their collection!



Housekeeping Team Leader, Petra said the most valuable thing about her team is: "Doing the best job possible at washing clothes, towels and bedding, so the ward staff can fully concentrate on the rest of a patient's wellbeing."

Cleaner Appreciation Day

It was recently a day of celebration when the Housekeeping Team came together to receive a certificate and cookie as a thank you for their amazing work.

Watch this fun video which marked the occasion!



Did you know that around 12,000 freshly laundered towels are delivered to our wards every month!

We've recently invested in a new Deep Cleaning Team with four colleagues. The team performs enhanced cleaning across our Northampton site, with every ward being serviced periodically!



PATIENT NEWS

This section includes news most relevant to our patients...

Nov
18-22

Meaningful Activities Week



Meaningful Activities Week!

Look out for the launch of a brand new campaign to raise understanding and awareness of the importance of Meaningful Activities for our patients. Between 18-22 November, staff and patients will be able to enjoy pop-up roadshows across our charity - including in Birmingham and Essex.

Why are we doing this?

We want our staff to have a better understanding of the importance of meaningful activities. Plus this is a great opportunity to share details of what spaces, resources and opportunities we have to engage our patients. The campaign is also a reminder of the importance of documenting all meaningful activities onto RiO. Every activity counts!

What is a Meaningful Activity?

As well as clinical assessments and therapy sessions, meaningful activities include actions that contribute to physical health, hobbies and creative projects, vocational and educational study, spiritual time and personal care.

"We all have a responsibility to ensure our patients are taking part in activities which contribute towards their overall wellbeing." Jackie Branston, Head of OT

REDS Courses - book today!

Our REDS Recovery College offers educational courses to support the wellbeing of those who attend. The courses are focused on our patients (and also count towards meaningful activities), but they are open to everyone! Courses held at central locations are detailed below. Many courses are also ward-based, so look out for local posters or contact the team directly to arrange additional sessions:

PRC: 1.30-3pm

11 Nov - Personal ResponsABILITY
9 Dec - How to Find Hope

FitzRoy: 11am-12pm

21 Nov - 'Bee' Kind, Dignity and Respect
19 Dec - Diversity and Inclusion

WWH: 1.30pm-3pm

5 Dec - Winter Wellness

Winslow:

10 Dec - Introduction to Autism and Power of Language & Attitude

Essex & Birmingham - 18-22 Nov

Your REDS Team will be onsite during Meaningful Activities Week

St Andrew's HEALTHCARE

"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

Contact REDS to book...

01604 872705

redsrecoverycollege@stah.org

This section includes our favourite patient-inspired stories...

PATIENT STORIES



Co-produced courtyard makeovers!

Following feedback from patients, more ward courtyards were recently given a makeover with fun and bright murals, including a painted underwater scene on Maple Ward, a cliff-top scene on Mackaness Ward and a graffiti-inspired graphic on Bracken Ward - with new garden furniture thrown in for good measure!



The artwork and new furniture choices were fully co-produced with each ward with input and ideas from the patients, after they expressed they'd like the courtyards to be more appealing and therapeutic.



There are plans in place to roll-out similar designs on other medium secure wards next year, including Willow, Rose, Robinson, Pritchard, Cranford and Fairbairn. Other wards that have already received a courtyard make-over include Fern, Berry, Marsh, Meadow, Oak, Brook, Sunley - again all designs were co-produced with patients.

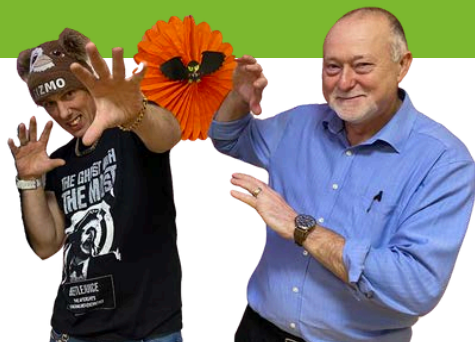


"our patients absolutely love the finished design, which includes things that mean the most to them, like nature, animals, sports and theatre. The individuals in our care are really proud of it!"

Deputy Ward Manager on Bracken Ward, Adekunle Bakare

Chris with Lead Psychologist Keith "Rock Star" Jenkins

Rock DJ for Halloween...



Helping patients find their passions and develop life skills is an important part of their recovery journeys. Chris on Tavener Ward has a huge passion for music, so he enjoys practising his DJ skills and mixing up magic on his decks.

Chris recently showcased his talents at the ROCK Club Halloween Party in Great Houghton, providing a spooky mix of tracks which had service users and staff from facilities across Northamptonshire, including St Andrew's, dancing and singing along.

'ROCK' is an acronym of founding partners; Richardson Partnership, Oakleaf Care, Christchurch Court and Kemsley (St Andrew's).

Fang-tastic party at PRC

The atmosphere at the Northampton Patient Recreation Club (PRC) Halloween Party, was decidedly spooky with some incredible outfits made by and for the patients. Around 70 patients got in the spirit - dancing, posing dramatically in our photo booth and enjoying a selection of games and crafts. There was a terrific vibe to the evening that everyone enjoyed. Thanks to all involved!



For the full Halloween line up, check out page 7!



Q2 CARE and Long Service Awards



Our Great Hall was recently packed with smiling faces and the roof was lifted with applause as our Q2 CARE Award winners and finalists, alongside our long-serving colleagues, were recognised and celebrated with a presentation, certificates and a delicious lunch.

	Compassion Rosalee Reading Social Care Assistant		Accountability Claire Francis HR Coordinator		Respect James Brown Senior TI		Excellence Abigail Ralph Sports Therapist
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Our CEO Vivienne said it's one of the "highlights of my calendar" as she is able to spend time with and recognise so many colleagues.

The event was also attended by two patients from Tavener Ward, who shared their recovery stories and thanked the teams at St Andrew's who have made such a difference to their lives and, above all, inspired them to find hope. Entertainment was provided by the brilliant duet, Rustic Dreams featuring our very own Essential Skills Facilitator, Dan French. Congratulations to everyone celebrated - you're our shining stars!



NOMINATE A COLLEAGUE FOR A CARE AWARD TODAY

Spooky season at St Andrew's!

Double, double, toil and trouble; fire burn, and caldron bubble... colleagues and patients across our charity got rather spooky for Halloween this year, as shown in these photos.

Celebrations included our annual pumpkin carving competition, themed-parties, fancy dress, games galore, spooky discos, cupcake decorating and scavenger hunts around our grounds. We loved seeing your photos from the frightening festivities - next stop Christmas! Please share your celebrations on our My St Andrew's Facebook page!



Congratulations to Willow Ward who won the prize for the best pumpkin!





This section includes
our favourite
community stories...

COMMUNITY NEWS



Watch all the
videos on this
playlist



This year's theme for Black History Month was "Reclaiming Narratives," and marks a significant shift towards recognising and correcting the narratives of black history and culture. It underscores a commitment to correcting historical inaccuracies and showcasing the untold success stories and the full complexity of black heritage.

Staff across our charity have recorded videos, sharing their thoughts on what Black History Month means to them and how they are reclaiming narratives, plus they give a few cultural insights too. A huge thank you to everyone involved in bringing these to life - they really are worth watching!

Our Diversity, Inclusion Coordinator, Janelle Leone shared: "Hearing the stories and understanding the messages behind Black History Month has been inspirational. I'd love more people to get involved in our staff networks so everyone can have a say in what's happening and they way it happens here at St Andrew's, so we can continue to celebrate our unique diversity."



If you want to get involved in one of our staff networks, email Janelle: jmleone@stah.org

Every little helps!



Essex Technical Instructor, Louise Walsh, has been working with Tesco's Community Partnership scheme to secure some much-appreciated funding for patient activities. The supermarket kindly donated money towards our Halloween Party in Essex, as part of them supporting local communities. Louise said, "this is the start of a beautiful partnership between ourselves and Tesco, who are excited to help our patients. They also kindly donated biscuits and hot drinks - thank you Tesco!"



Wards turned pink



People across our charity recently wore pink to raise funds and awareness for the charity Breast Cancer Now. Oak Ward held a pink afternoon tea party and our Birmingham site organised a one-mile pink courtyard walk! Sylvia Duffy, HCA on Oak Ward said: "Patients and staff learnt all about breast cancer awareness from our very knowledgeable Selfcare Therapy Practitioner, Vicky Kelly. Thank you Vicky for sharing how we should all get anything new or unusual checked out."

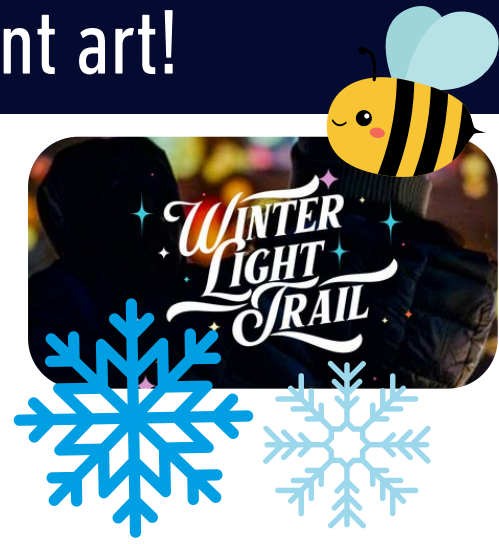
Bowling for Your Voice winners

Staff in our Low Secure, Specialist Rehabilitation and CAMHS Division recently enjoyed an outing to Tenpin Bowling, courtesy of the £200 they won in our Your Voice Survey response rate prize draw. Michelle Huggins, Consultant Psychologist said: "It was fun to see how our confidence changed during the games - it was a great team outing that bought everyone together - thank you!"



Lighting up Northampton with patient art!

Art therapy is just one of many different approaches that we use to connect with our patients. Because art plays such an important part in people's recovery journeys, once again, Delapré Abbey asked our patients if they could create artwork for their annual Winter Light Trail. Workbridge, our Occupational Therapy Team and CAMHS College worked closely with our patients and together they have created more than 50 pieces of bee-themed art from patients across our divisions.



We were asked to create bee-themed artwork to mark the Abbey's beehives and our co-production logo. The magical event officially opens to the public on Friday, November 22. We've been promised a discount code so staff and patients can visit at a reduced rate. Standby and we'll share it as soon as we have it!

AAC Awareness Month - Speech & Language

AAC Awareness Month is celebrated in October each year. It began as a way to raise awareness about Augmentative and Alternative Communication (AAC). AAC encompasses a wide range of communication that people use to express their thoughts, needs and ideas, which provides a lifeline to communicate, connect, and engage with the world. This can include, but is not limited to, gestures, facial expressions, eye gaze, and communication devices like tablets with language software. It can also include paper-based options such as a communication book or communication cards.

OT Dan Heap works with patient to use a tablet to communicate.



While some patients may need to use alternative communication for their everyday needs, others may only require it in crisis mode. As Speech & Language Therapy Assistant Matty Straw explains: "The tools and techniques we can use provide a bit of extra scaffolding to offer support when most needed."



A video about voice banking featuring a former patient.



To find out more, contact our Speech & Language Therapy Team or visit their page on The Hub to access Top Tips on using AAC with your patients.

Celebrating funds raised for Huntington's Disease

Our Neuro Division recently held a celebration event in the Lowther Social Hub, to present funds - raised by patients - to members of the Huntington's Disease Association for their vital work.

The funds raised will go towards helping people living with Huntington's Disease to live a better life. The Association provides care and support services for people living with Huntington's disease, educates families and professionals, and champions people's rights.

The event was attended by patients and staff, along with representatives from Dysphagia Solution Machines, who make drinks machines that dispense thickened drinks, which we hope to showcase at our Winter Wonderland event on Thursday 12 December!



A new waggy tail in town!

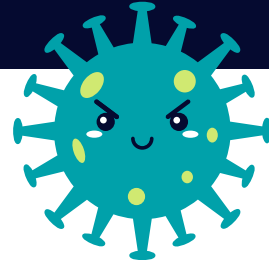
A big welcome to our new Pets As Therapy dog - Kylo! Kylo is the pawfect dog for the job and we know that little face will bring joy and companionship to the people in our care, along with our other 400-plus volunteers, who between them bring a special kind of selfless magic to our patients each day..

COLLEAGUE NEWS

This section includes the latest colleague activities and news...

Fighting infection together...

Pixy Strazds, our Deputy Director of Infection Prevention and Control (IPC) recently attended an IPC Society Gala Dinner and met Professor Sir Jonathan Van-Tam (pictured), the former Deputy Medical Officer for England. The purpose of the dinner was to celebrate and inspire attendees to become world-leading IPC specialists. It also served as a great reminder of how important vaccines are to fight infection. Please do get vaccinated at one of the following sessions:



- Northampton: Monday to Friday, Pavilion, 8.30am-3.30pm
- Birmingham: Every Friday, 7am-2.30pm
- Essex: Every Wednesday, 8am-3.30pm

VOUCHER

Everyone who gets vaccinated will be entered into a monthly Amazon voucher prize draw!

95 years young - Happy Birthday Mary!

Back in 1929 the Wall Street Crash news may have eclipsed the humbler story of a special lady entering this world; our very own Mary Oxley, who has just celebrated her 95th birthday. Mary has been a volunteer at St Andrew's for 22 years, which makes her not only the oldest, but also one of our longest-serving volunteers. She still volunteers her time with us as well as going into care homes to fight loneliness. In celebration, the Volunteering Team threw a special afternoon tea! Congratulations Mary - we appreciate you!



Fans of plans - the new Shift Planner

Getting to Good

Having the right people in the right place, at the right time, is a juggling act for most organisations. Here at St Andrew's we want to ensure that our wards are efficiently staffed, to provide both the right quality of care, and a safe environment, to help patients through their recovery journeys. Welcome our new shift planner! 12 wards have been piloting a more robust, well-thought-out planner that provides a consistent narrative on what staffing looks like, at any point in the day.

All wards on the pilot used the same A3 paper-based shift planning template (with minor local changes as necessary) for staff to record when something changes or happens throughout the shift, including changes to staffing, and new alerts.



Feedback has been really positive. Ward Manager, Lauren Beard said: "At first, I was sceptical as we had a planner that was doing the job for us. However, the more we used this bigger and broader method, the more the benefits became visible."

Following this successful trial, the planner will soon be rolled-out across our charity. Contact your Quality Matron for more details.

Zoe's positive response

Zoe Smith, Teacher in our St Andrew's College (and local councillor) recently made arrangements with the local authority to breastfeed during a West Northamptonshire council meeting in Northampton's Guildhall. Zoe said she felt it was "really important" women in political roles were not faced with a choice between parenting and representing their constituents. Zoe said: "It is lovely to see the positive response from members of the public and constituents."



It was a great month for positive media coverage!

MEDIA COVERAGE

World Mental Health Day - we were on the BBC!

On World Mental Health Day, the BBC and other outlets covered the story that Workbridge, our vocational education arm, has been awarded a £60,000 grant from West Northamptonshire Council (WNC), as part of a wider initiative aimed at enhancing local skills and fostering positive change within the community. This funding, provided through central Government's UK Shared Prosperity Fund (UKSPF), will support Workbridge's efforts to deliver a wellbeing support and essential skills programme for our learners.



In the same story, Dr Inga Stewart, Head of Progressive Neuro Conditions, discussed mental health in the workplace. She shared: "More needs to be done to support people in the workplace to prevent work-related mental health conditions, but I also think it's OK for us to normalise saying 'no'. We should be empowering people to put their mental health first."

On the same day, Thomas Cooney, one of our Peer Support Workers, shared his personal story about how he has suffered two traumatic brain injuries in his life, and that he now uses his experiences to help other people at our charity.

Read more...



A head start at Headfest

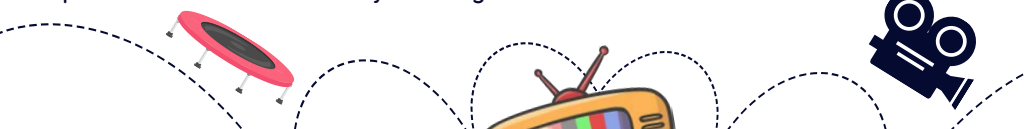
Children's feelings and how to deal with them were top of the agenda at this year's Headfest, held at Northampton University. Headfest welcomed pupils from across the county and teacher Paula O'Meara from our LightBulb programme held a session with children about recognising their emotions and talking to someone when things feel overwhelming.



Paula said: "For children, identifying how they're feeling and why can be especially challenging, which is why our sessions have become so important to schools. Teachers are now starting to recognise that delivering pastoral care to our young people is just as important as their education. Anxious and stressed kids will not learn, so we firmly believe that we need to create a positive and supporting culture for our children so they are eager for their education."

Bouncing on to German TV

Members of our OT and Sports Therapy team, along with an amazing patient from Lower Harlestone are going to be on German TV to talk about our Rebound Therapy Sessions. ARD is like the BBC in Germany and they recently visited us for a Rebound trampoline session. This is very exciting for all involved!



We're going to be on telly!



The Tropical Tunnel in our Northampton Workbridge garden has been bringing pleasure to our service users and staff alike since it opened last year.

Now it's set to enchant the nation as it features on BBC Two's legendary Gardener's World show! Tune in from 8pm on Friday, November 8 - or see it on catch up!

Christmas dates for your diary!



Northampton

- 5 Dec - Christmas by Candlelight, Chapel
- 12 Dec - Winter Wonderland, Main Building
- 17 Dec - Christmas Jumper Walk
- 18 Dec - Christmas Lunch, Great Hall
- 18 Dec - Christmas Party, FitzRoy
- 19 Dec - PRC Christmas Disco, Tompkins
- 19 Dec - Carol Service, Chapel
- 23 Dec - Carol Celebrations (FitzRoy & WWH)

Birmingham

- 13 Dec - Festive Quiz
- 18 Dec - Carol Service & Jumper Walk
- 19 Dec - Festive Get-together
- 20 Dec - Christmas Party

Essex

- 11 Dec - Christmas Jumper Walk
- 16 Dec - Carol Service
- 18 Dec - Christmas Party

Workbridge

- 28 Nov, 5 Dec & 12 Dec
Wreath Making Classes
- 1 Dec
Christmas Pawty (dogs!)
- 7 & 8 Dec
Christmas Craft Fairs
- 15, 22, 23 & 24 Dec
Breakfast with Santa



Other festive information...



Festive lunch: On Wednesday 18 December our Catering Team are offering a special festive lunch for teams to enjoy in The Great Hall at our Northampton site (£14.95 for three courses). To book, please contact Frances Cooper (fcooper@stah.org) in our Estates and Facilities Team.

Food for staff over Xmas: For staff working on Christmas Day, Boxing Day and New Year's Day, a special festive lunch and dinner will once again be provided at all sites. Chocolates will also be delivered to all teams during the run up to Christmas.

Christmas Trees: If you would like to order a potted Christmas tree for your ward or area, please contact Marina Arthur (MARthur@stah.org) at Workbridge with your cost centre and size choice: 60-100cm (£28) or 100-150cm (£35).



Keep up to date with more of our latest news...

Weekly email update

MUST READ 

YOUR WEEKLY EMAIL UPDATE

MUST WATCH 

YOUR MONTHLY VIDEO UPDATE

Monthly video update

Overtime available!



Would you like to work additional shifts?

Check Loop for shifts or speak to the General Manager in your division.

Remember confidential support is available 24 hours a day, simply call 0800 019 3453

GOT A STORY TO SHARE?



communications@stah.org

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