

THE HOPE HEADLINES

OUR MAGAZINE FOR EVERYONE

Welcome to October's Hope Headlines perfect for reading with an Autumn brew!



MUST WATCH
YOUR MONTHLY VIDEO UPDATE



Look out for chocolate treats which include more details on our strategy



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...

Our Hope Strategy

Here at St Andrew's our vision is a society in which everyone living with complex mental health need is heard, valued and has hope for their future.

Our part in achieving this vision is our mission. By 2028 we will be a leader in helping people with complex mental health need transform their lives. To achieve this we must be a Champion, Leading Provider, Expert and Enabled.



We have 12 ambitions to help us achieve this, as illustrated in our new strategy wheel

Our immediate focus

Our focus up to the end of March 2026 is on two key priorities that move us towards achieving our mission:

Priority 1: Getting to Good

Getting to Good is about ensuring we have the fundamentals in place to deliver high-quality services every day, so that everyone knows what to do, why it needs doing and how to do it.

Priority 2: Growth and Innovation

Growth and Innovation is about developing new services, with a focus on helping people to live in the community. We must grow and innovate to remain a thriving, vibrant and relevant Charity.

We all have a responsibility to achieve these two priorities

Everyone has a part to play - please have a think about how you can contribute your ideas on our two current Charity-wide priorities.



LOOKING AFTER YOU

Here's this month's news to make St Andrew's better for everyone...

2024 staff survey results...

Thank you to the 60% (1,871) of colleagues who shared their thoughts in our 2024 Your Voice survey. This year's Employee Engagement score is 63%, which is 10% higher than the last full survey in 2021 (53%) and similar to our snapshot result in 2023 (64%). It was also positive that more than 80% of colleagues responded favourably in three areas, including career progression, diversity and inclusion, and feeling valued by their line manager.

60% response  1,871 of staff

Our employee engagement score is made up of...



PRIDE 56% are proud to work here (+9% since 2021)



ENERGY 73% are energised in their work (no change since 2021)



OPTIMISM 58% are optimistic about our future (+20% since 2021)

63%

Overall engagement score

However, there are some areas we need to work on, including how we hear and listen to feedback, and how we share messages. We are currently working with our employee representatives in our STEER group, to discuss charity-wide themes and solutions. Please speak with your line manager on how to get involved with local action planning.

Autumn vaccine programme...

Every year the COVID-19 and flu vaccines help keep everyone in our hospitals safe. This autumn, please get vaccinated at one of these sessions:

- Northampton: Mon to Fri (ongoing), Pavilion, 8.30am-3.30pm
- Birmingham: Wed 9 Oct, Thurs 10 Oct and every Fri (ongoing), 7am-2.30pm
- Essex: Every Wed from 16 October (ongoing), 8am- 3.30pm
- Patients will be vaccinated locally by our Physical Health Team



October is Speak Up Month!

October is 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.

How can I speak up at St Andrew's?

Simply email our Speak Up inbox which is manned by our Lead Guardian, Angela Shaw at FreedomToSpeakUp@stah.org

Learn more 



SPEAK UP MONTH 2024



LISTEN UP

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Northampton:

- Pavilion, Monday to Friday, 8.30am-3.30pm
- Malcolm Arnold, Tuesday 15 October (AM)
- Lowther, Wednesday 16 October (AM)
- Smyth, Thursday 17 October (AM)

Birmingham:

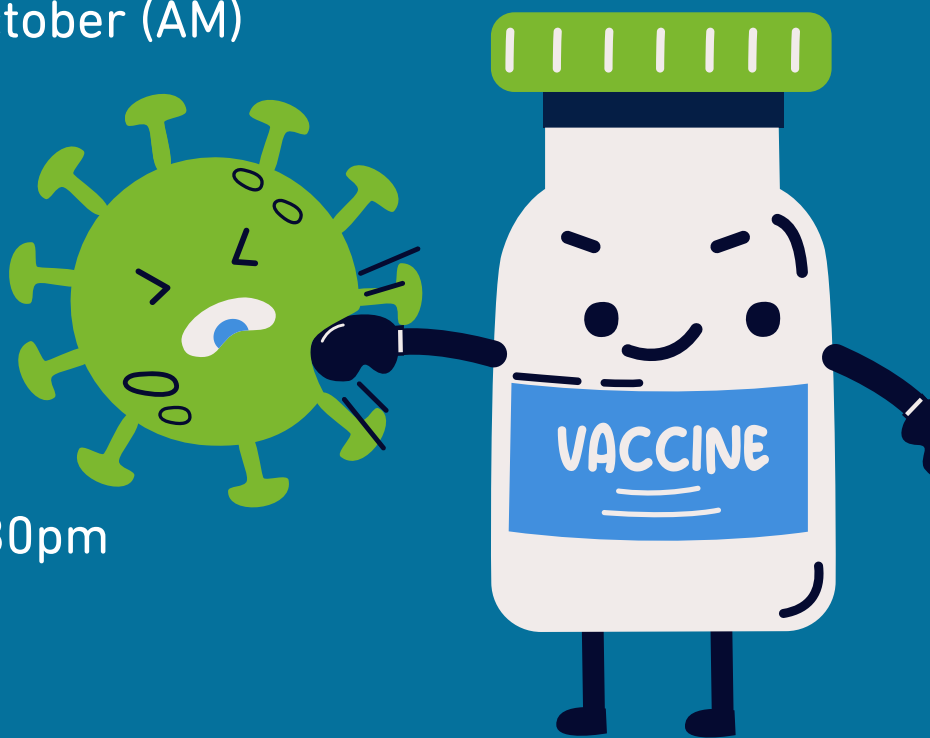
Every Friday, 7am-2.30pm

Essex:

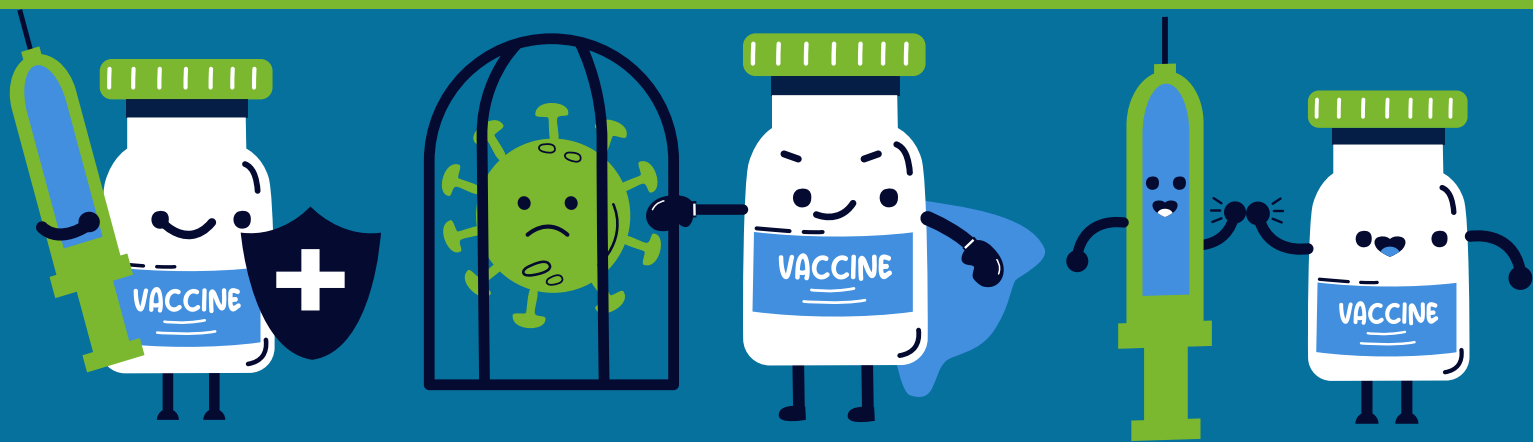
Every Wednesday, 8am-3.30pm

Winslow & Broom:

21 October, 8am-1pm



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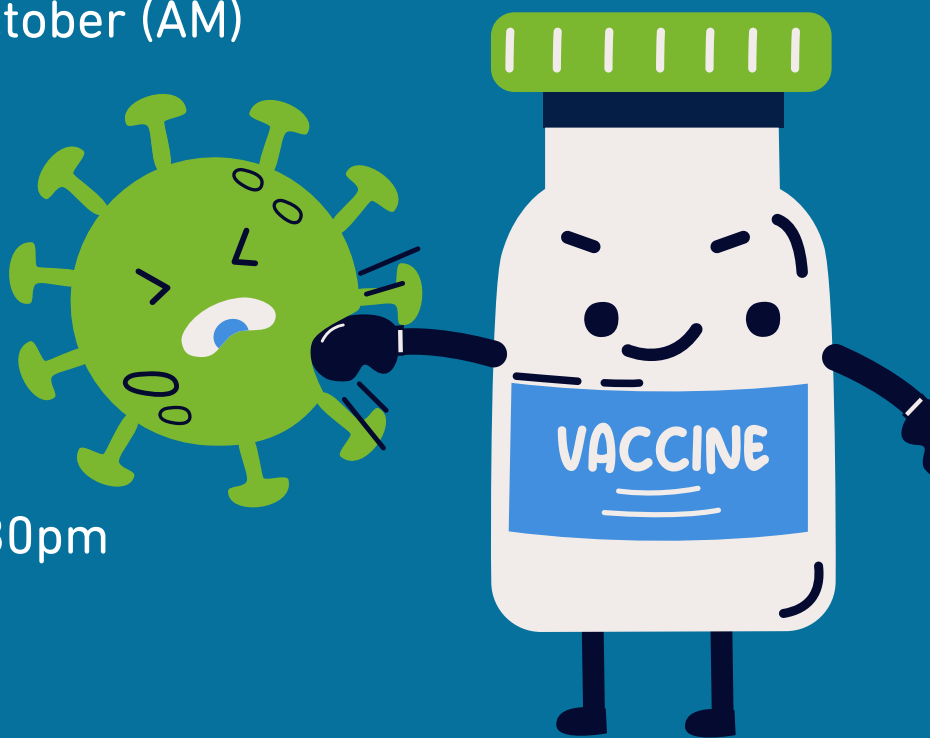
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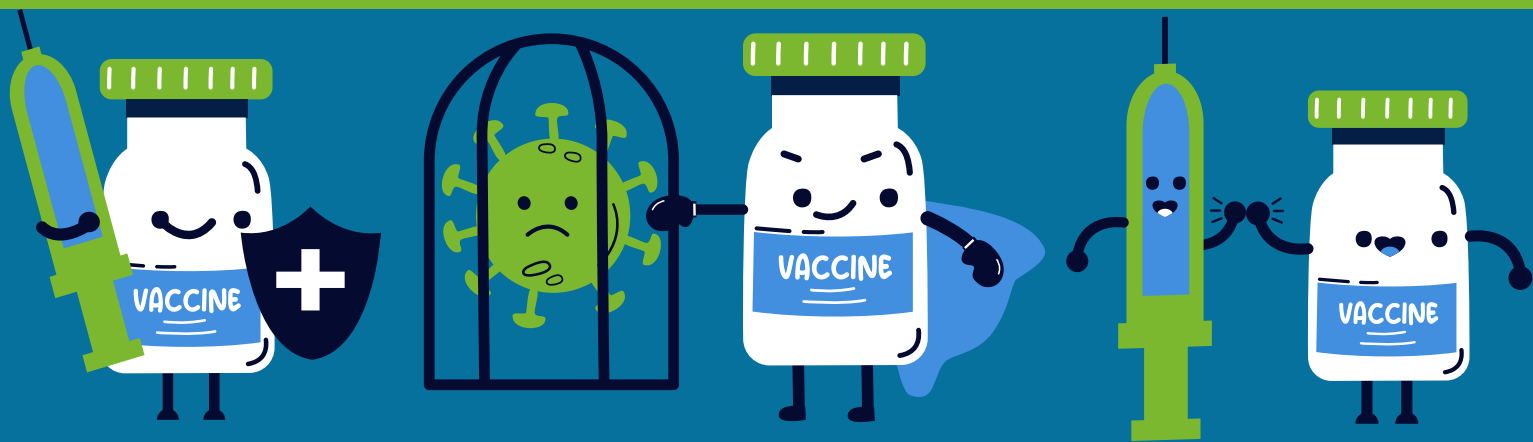
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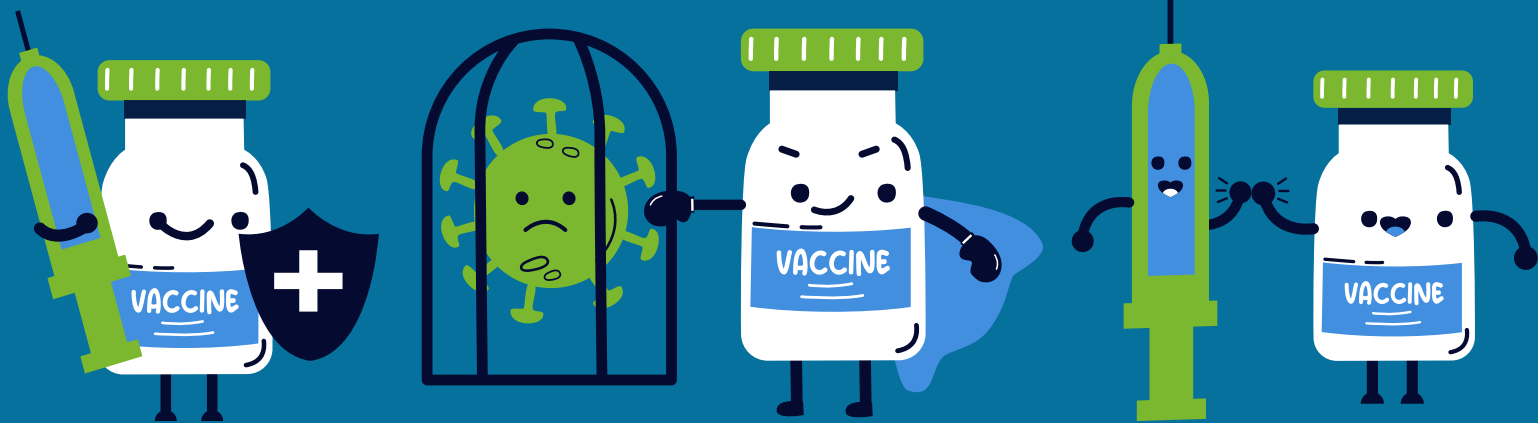
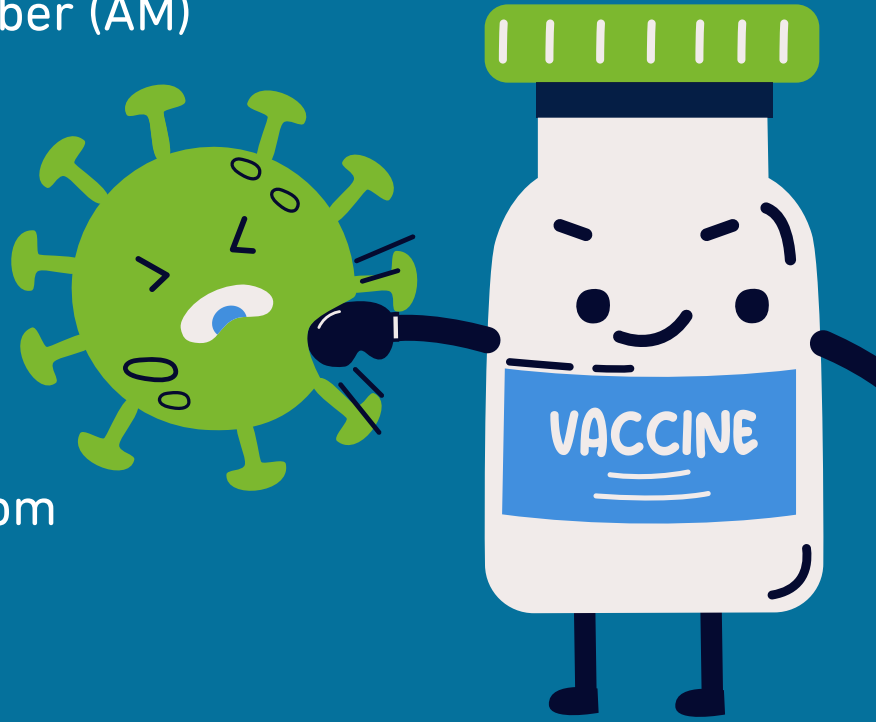
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CELEBRATING COLLEAGUES



Celebrating our Essex stars!

Recognition and celebration was the order of the day at our Essex hospital recently when colleagues came together for a joint CARE Awards and Long Service event.

Our CEO, Vivienne McVey hosted a celebratory presentation and lunch in Essex to recognise the CARE Award winners and those whose dedication has stretched across decades!



 Compassion Jacqueline Robbins Senior Nurse	 Accountability Robin Hassan, General Manager	 Respect Wellington Ganyiwa Senior HCA	 Excellence Clarence Petty Senior HCA
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Did you know that staff, patients and carers can nominate colleagues for a CARE Award?



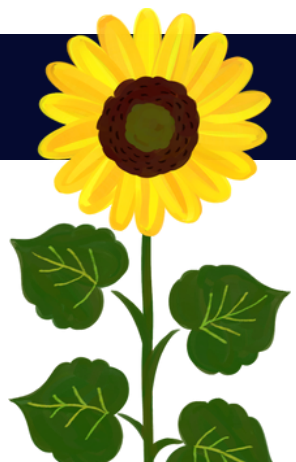
Michelle's London achievements...

If you think running The London Marathon is a big achievement, imagine doing that and then challenging yourself to a 100-mile bike ride and a 2-mile open water swim? Clinical Psychologist, Michelle Huggins, has done just that by completing these three capital classics (The London Marathon, Ride London and Swim Serpentine) and has been awarded with a London Classics medal for her efforts!

Our 2024 Aly Plummer Award winner is...

Congrats to Dan Heap who has been awarded with our 2024 Aly Plummer Award for his dedication to our patients!

Aly, an Occupational Therapist at St Andrew's sadly passed away in 2005 and, for the past 18 years, a person or team in our Neuro Division - who has been truly outstanding - has been awarded The Aly Plummer Award in her memory.



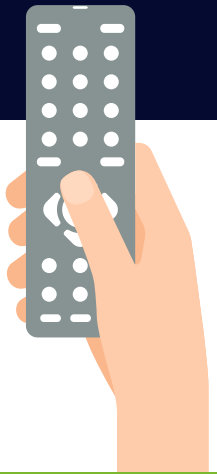
PATIENT NEWS

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

New patient TV rollout complete!

The rollout of new TVs for patients is now complete, with over 900 TVs now connected to our new Airwave system, with on-demand movies, TV shows and significantly more channels. The next phase of the project will bring premium content such as Netflix, Now TV and Disney Plus. However, in order to make this happen, we need to make improvements to our network bandwidth to ensure the channels work correctly - so please bear with us!

Over the coming weeks patients will also spot useful messages on the TV screens - please take a look and let ward staff know what other kind of messaging you would like to see!



New vape trial with patients & staff

Following patient feedback, we're currently trialling different vape options with patients and staff, whose opinions are being reviewed alongside other factors such as cost, safety and strength. Keep a look out for the results of this vape trial, which will hopefully introduce more options!



Patient pay phone update...

Thank you for your patience with our new phone system. We now have a temporary solution in place to transfer external calls to patient pay phones. Our Telephony Team are working on a permanent fix which should be completed within the next few weeks.



World Mental Health Day - 10 October

The theme for this year's World Mental Health Day is Mental Health at Work. The day aims to highlight the connection between mental health and work, raising awareness of stigma and discrimination and reinforcing the need for healthy working environments.

We're exceptionally proud of Tom Cooney, one of our Peer Support Workers, who has shared his story with St Andrew's and the SameYou Foundation for World Mental Health Day. SameYou is a brain injury recovery charity, launched by actress Emilia Clarke MBE after she survived two life-threatening brain haemorrhages.

Tom - who himself has survived two traumatic brain injuries and is exceptionally positive about how work has helped him: "A highlight of my recovery is becoming a Peer Support Worker. It's enabled me to go from being a Service User to becoming a paid member of staff. Successfully completing the Peer Support Worker training course was another high, and gave me affirmation that much of my intellect has not been affected by my brain injuries. My injuries have provided me with exceptional insight of what living with a traumatic brain injury encompasses. This unique 'expert by experience' knowledge has given me a great desire to bring hope and aspiration to the lives of others."



Keep an eye on our social channels to read Tom's story in full!

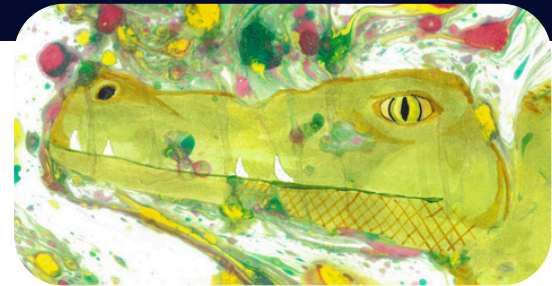
This section includes our favourite patient stories this Autumn...

PATIENT STORIES

A Koestler Arts award winner!

When patient James from Spencer North first learned about the Koestler Arts competition, he quickly got involved!

Congratulations are now due as James has picked up a Silver Award for his stunning crocodile art, which he painted over a marbled background. He was also highly-commended for another piece. Well done James!



Young people visit Hamerton Zoo!

Patients in our CAMHS service recently visited Hamerton Zoo for a fun day out. Ian Bradley, College Teacher said: "The young patients especially enjoyed the tigers who were busy checking out their visitors, and the super-inquisitive meerkats! When leaving, we did a head count to make sure no furry friends were smuggled onto the minibus!"

Industrious work in William Wake

One of our patients in William Wake House has spent the past six years building a model Dodge car (pictured right), by collecting the parts from a monthly magazine.

As well as building cars, he has been a real inspiration to fellow patients and staff working in the Light and Heavy Industry Workshops. Utilising his engineering background, he has also refurbished bikes and engines. The OT Team shared that they are hoping he will soon be running his own training sessions for other patients.



Inspiring hope from Fern Ward

One of our patients on Fern Ward, has shared her road to recovery story to inspire other patients to engage with their treatment. She takes us through her journey from the early days when she arrived anxious, emotional and struggling with her behaviour, through to moving towards discharge.

Key milestones in her journey include the support she received when coming out as a transgender woman, as well as using medication and therapy to support her recovery. She has now moved to a less-restrictive ward and enjoys community leave – including a recent trip to Stratford-upon-Avon to see a Shakespeare play!

She is now looking forward to eventual discharge as she builds on her progress and told us: "My aim is to have a successful career which I'm currently having support with by my MDT. I really feel that my MDT wants the best for me!"

★ NOT ★
ALONE
in my
RECOVERY

This section includes
our favourite
community stories...

COMMUNITY NEWS

The 'raving' success of FestiVol



We recently held our biggest volunteering FestiVol to date, transforming the surroundings of our Workbridge site into a huge carnival-themed festival, which saw the recruitment of 16 new volunteers and many more registering their interest. Hundreds of attendees enjoyed live music, African drumming, a carnival dance troupe, street food, a circus skills workshop and much more!

Dawn Wright, Voluntary Services Manager said: "This is the fourth time we've held FestiVol, and it was the best one yet! It was attended by more charities than ever before, plus Northampton's best bagpipe performer, along with a DJ set carnival float!" Click on the QR code above to watch a highlights video...



A brilliant volunteer recruitment example...

Marina Arthur, who now works at Workbridge, had a career in Business Management for 45 years, but after retiring she decided to visit FestiVol, which led to a whole new world for her.

Marina said: "Making cappuccinos and lattes was very different to managing spreadsheets, KPIs and steering committees, which is what I did in my career, but it was the perfect role for me, although the coffee making did take a while to perfect!" Marina is now based in the garden centre in a permanent role. She added: "Although there is pressure to keep our plants looking good, especially in the wind and rain, it's a different kind of pressure and I love it."

We have over 400 volunteers who bring a special kind of magic to our patients, contributing to their recovery in a variety of ways. To get involved, please contact our Voluntary Services Team at voluntaryservices@stah.org.

Our facilities used by the community...



Thanks to Dominic Carlisle, Senior Occupational Therapist on Fairbairn Ward, this summer, the Old Northamptonians Women's Touch Rugby Team hired our pitches to train and play Touch Rugby, bringing St Andrew's and the community together.

Sam Knights, Team Manager said: "Having access to such a beautiful and private environment provided a perfect backdrop, which helped us to stay fit whilst giving us a much-needed mental health boost. Thank you so much St Andrew's!"

Northamptonshire Health Charity was pleased to recently hold a 'Virtual Wards Patient Feedback' coffee and cake drop-in session at our Workbridge Coffee Shop in Northampton.

The event allowed staff and patients to come together to discuss any improvements that can be made in an open and honest forum, allowing for greater change and improvement to healthcare services.



Miniature donkeys at Workbridge...



Did you know that two four-legged 'supply teachers' have recently been helping our Workbridge learners? The miniature donkeys, Freya and Tallulah, often visit care homes and SEN schools to help with wellbeing. Learner 'Cobblers' John shared that he hadn't seen a donkey since he was a child on the beach at Hunstanton, so he loved receiving a dose of donkey happiness from Freya and Tallulah!

Just like PAT dogs, donkeys provide a special form of therapy. Their gentle nature means they are intuitive and respond to the emotions of the people around them. A perfect therapy for patients and service users!

Matches made in heaven...

Football dominated our Northampton site recently at the annual community football tournament, hosted by Senior Occupational Therapist, Craig Newman. The 11-aside community football tournament brought together mental health teams from the community, including the Bridge Project and the Northampton Town Football Club (NTFC) Community Trust's Disability Programme.

Ex-professional football player Russell Lewis, who made more than 300 appearances as a defender for Northampton Town, helped run the event. Craig said: "It was a thrilling tournament and everyone enjoyed themselves. The patients who played felt a huge sense of pride, accomplishment and personal achievement. Congrats to Loyd Mitchell, who was awarded Player of the Tournament, and helps coach the NTFC Disability Team. Thank you to everyone involved!"



GOAL!

Carers event, hosted by our Carer Governors!



All St Andrew's carers are invited to join a special online event, on Thursday 7 November at 7pm, hosted by our three volunteer Carer Governors. Sandy Howse, Rob Nelson and Oliver Mackaness – will introduce their roles, before encouraging carers to share their experiences. They would like to hear what's going well, what can be improved, and gain an understanding of what additional support carers need and want to see.

To register for this free online event, please email Rebecca Amena on rlamena@stah.org or telephone 01604 616161.

Quote of the month: Michelle Kite, Workbridge Retail Manager

"I could do this job anywhere in the country or even the world, but I choose St Andrew's, knowing that every little thing we do at Workbridge directly or indirectly impacts the people in our care. If I could change one thing it would be that more people know about the amazing work we do at Workbridge."

Here's our latest examples of co-production:

CO-PRODUCTION NEWS

We're committed to ensuring that patients and their carers are at the centre of everything we do. Co-production is about using everyone's diverse knowledge, experience and perspective to drive recovery - whether they're a patient, colleague, carer or another individual. Inga Stewart, who chairs our Co-production Network said: "We are passionate about ensuring St Andrew's has a culture where everyone who uses our services are fully involved in shaping the care we provide."

Co-production in HCA recruitment process...

Patients at our Birmingham hospital recently got involved in the HCA recruitment process. Four patients took part, each writing their own questions to ask candidates, before taking part in an interview panel.

Jane Bostock, General Manager explained: "It's important that the people in our care are involved with decision-making, and have a say in the staff who support them." A patient added: "I enjoyed the interviews. It was nice to meet new people and see if they would be a good support for me in my recovery."



New! Foot Golf course in our grounds



To take part, collect the keys to the green equipment chest from WWH reception!

Head to the lawns outside WWH and put your best foot forward by taking part in a new 9 'hole' Foot Golf course. Foot Golf (or throwing tennis balls if you prefer) is a cross between golf, football and croquet, with a pole being hit to complete each hole.

The project was co-produced with patients and staff from the 'Let's Make it Happen Group' including contributions from OT, Estates and Peer Support. It was completed at zero cost, with recycled items and a heavy dose of passion!

A patient involved in the project said: "I'm really happy to have participated in creating an accessible game that everyone can enjoy."

Patients & staff work together to save lives...

A joint venture by our patients, and our Education and OT Teams, saw the delivery of a recent Water Safety Event in FitzRoy House to raise awareness of the importance of learning and delivering first aid.

Contact Holli Tilbury, Sports & Exercise Therapist, at HATilbury@stah.org to find out more about training in first aid. Well done to everyone involved!



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

STAFF SPOTLIGHTS

Words from two Ward Managers in Neuro...

This month we had a chat with two Ward Managers who work with brain injury patients in our Neuro Division; Charlie Oliver, who has recently moved from Allitsen Ward to Elgar Ward, and Sharonie Fitzhugh, on Tavener Ward:

Hi Charlie, can you please tell us about the patients on Allitsen Ward?

"Sure! The patients have complex brain injuries, and significant physical needs. They also often have severe psychological issues and various comorbidities. Some patients are living with dysphagia following their brain injury and some require PEG feeding, which all require extensive physical care. Nothing is linear with brain injury."



What's most important to you when providing patient care?

"Maintaining a person's dignity following a brain injury is a guiding principle for me, particularly when it comes to personal care. It impacts how I design care plans, conduct conversations and manage patient environments."

Do you have a good example of this?

"Yes, one patient was bed-bound and could be very aggressive during personal care because he didn't understand what was happening. But thanks to the patience from our Nursing Team, and with a lot of support from Speech & Language Therapy, he's now much calmer, spends time in communal spaces, and loves it when PAT dogs visit. It just takes time. Nothing happens quickly."

Charlie - wearing one of her "many hats"!

Do you have any lasting words for us?

"Those who work in our Neuro Division often wear many hats to manage physical, mental and neurological health conditions, so I know it's tough, but it's really important that we do everything we can to help our patients. Patients should always be at the centre of everything we do to give them the best quality of life possible."

Hi Sharonie, can you please explain how the patients on Tavener are different to Allitsen?

"Sure! On Tavener, our whole ethos is around facilitating active rehabilitation. This includes working alongside Occupational Therapists and HCAs to facilitate daily living skills. Whereas, as Charlie explained above, the team on Allitsen Ward support people with both their complex brain injuries, as well as personal care and physical health needs."



How is the environment on Tavener Ward different to other wards?

"On Tavener we have single rooms based on a traditional ward format, but we also have four self-contained flats that encourage independence. We also have facilities to help people develop daily living skills, including cooking, budgeting and shopping."

What's the most important thing for you when caring for our patients?

"The individual patient's goal is what I hold onto; that's the seed, that's what you keep watering to help them flourish."



Have these stories inspired you?

If you've been inspired by Charlie's and Sharonie's stories and would like to become a nurse, we can support you through your nurse training! Simply email Anthony Harris at anthony.harris@stah.org for more information on our Aspire Programme or a Nursing Apprenticeship.

This month's special feature is on Physical Health!

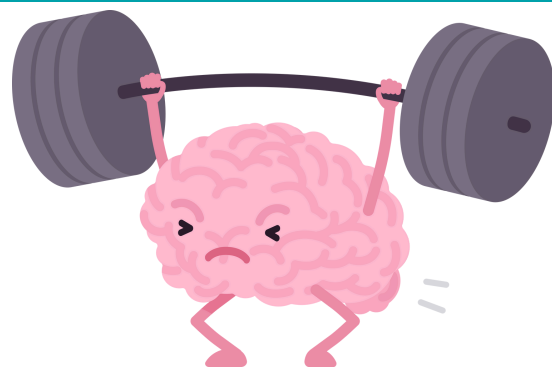
PHYSICAL HEALTH

Our first outpatient physical health service!

In the community, patients diagnosed with a serious mental illness are offered a free, annual physical health check by their GP, as they are vulnerable to physical health problems. However, it's been identified that many patients do not attend their annual physical health check, resulting in health problems not being identified or treated.

St Andrew's recently won a tender from the Northamptonshire Integrated Care Board (ICB) to encourage almost 1,000 patients with a serious mental illness in Northamptonshire to attend a physical health check.

Following the contract being signed and sealed, our Outpatient Team quickly developed a new St Andrew's Outreach Service to fulfil this need, and since July this year we've been providing patients with serious mental illnesses in Northamptonshire with physical health checks, along with health and wellbeing guidance and support.



Did you know that people with a serious mental illness are 4 times more likely to develop physical health conditions?

Dr Catherine Massey, Northants Clinical Director said: "This new St Andrew's Outreach Service will help address health inequalities, by being able to reach "harder to reach" patients, who GP practices have struggle to engage with. We are looking forward to working with St Andrew's to improve both uptake and well-being in the community."

Getting more active together...

Our Physio and Sports & Exercise Teams recently held a special sports and exercise week to improve physical health and get people more active both on and off the wards.

Managing persistent pain

One of the highlights of the week for many of our clinical colleagues was taking a CPD course on Persistent Pain Therapy. Dr Okoro shared: "I learned a variety of practical methods to help my patients understand and overcome their pain. I also learned how to increase my patients' knowledge about pain, which in turn reduces associated fear."



Check out this bank of useful physical health resources from our Physio Team...



New! #HCAActive programme

We are recruiting a team of #HCAActivators to encourage everyone to adopt a culture of healthy, active living that boosts wellbeing.

Head of Physiotherapy, Nick Rayment explains: "We're supporting our HCAs to have fun doing activities that benefit them, their colleagues and the people we care for. We want to encourage everyone to move more by giving them the tools and confidence to boost their mental and physical wellbeing."

We know that motivating ourselves is difficult, but our Physio Team and HCAActivators are equipped to help you spot the 'marginal wins' that, when added up, make positive change happen."

Contact: HCAActive@stah.org to share your ideas and for more information.

BLACK HISTORY MONTH

The theme for this year's Black History Month celebrations is 'Reclaiming the Narrative' and Challenging Stereotypes.

Throughout October, look out for stories from influential people, details of listening sessions and interviews with colleagues.

Our Catering Team will be hosting cultural dining too!

Let's get excited for Christmas!
(yes, we know it's only October!)

Workbridge

7 & 8 Dec - Christmas Craft Fairs

Northampton

5 Dec - Candlelit Concert, Chapel
12 Dec - Christmas Fayre
19 Dec - Christmas Jumper Walk

Birmingham

18 Dec - Carol Service & Jumper Walk
19 Dec - Evening Get-together
20 Dec - Patient Christmas Party
28 Dec - Chill-out Afternoon

Essex

11 Dec - Christmas Jumper Walk
18 Dec - Christmas Party
Date TBC - Carol Service

Halloween events...

Northampton

Enter our 2024 pumpkin carving competition:

- Pumpkins will be available from 21 Oct
- Share your work on our My St Andrew's Facebook page
- Display your creations outside your building

Email
Communications
to sign up

Workbridge Retail

Kids' Halloween Party on 27 Oct
4-6pm - £8.50 per child
email becky.smith@stah.org to book

and...

Join our scary scavenger hunt through the grounds - details TBC.

Plus - Spooktacular Disco - Patient Recreation Club - 31 Oct - 6-8pm.

Pumpkin Hunt 26-31 Oct

In the grounds outside of the café.

£6 per person - includes a free pumpkin!

REDS Recovery College Courses – book today!

Our REDS Recovery College offers recovery-focused, educational courses to support the wellbeing and recovery of those who attend. The courses are mainly for patients (and also count towards meaningful activities), but they are open to everyone, including colleagues and carers. Here's what's coming up between now and Christmas:

PRC: 1.30-3pm

7 Oct - Words Matter
11 Nov - Personal Responsibility
9 Dec - How to Find Hope

FitzRoy: 11am-12pm

17 Oct - Understanding Emotions
21 Nov - 'Bee' Kind, Dignity and Respect
19 Dec - Diversity and Inclusion

WWH: 1.30pm-3pm

3 Oct - What is Acceptance?
7 Nov - Personal ResponsABILITY
5 Dec - Winter Wellness

Essex: 9 October

'Bee' Kind, Dignity and Respect:

10am-11am - Maldon
11.30am-12.30pm - Tiptree
1.30am-2.30pm - Audley

Birmingham:

New dates are being arranged for our Birmingham site, but if you have any specific needs in the meantime, please contact our Recovery College!

How to book...



01604 872705



redsrecoverycollege@stah.org



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



NOMINATE A COLLEAGUE FOR A CARE AWARD TODAY

CARE AWARDS

Our CARE Values are at the heart of everything we do to inspire hope to our people

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!