

Providing services across Cambridgeshire,
Luton, Norfolk, Peterborough and Suffolk

Keeping in Touch

Issue 19 - March 2016

Partnership with Norwich City Community Sports Foundation
launched during televised Premiership match



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Welcome to the latest edition of Keeping in Touch

Inside, you'll read about a range of exciting redesign programmes underway, with the involvement of partners and service users, to improve outcomes for the communities we serve across East Anglia. Together with various awards received by staff and the excellent results we have received – for the third year running – from the national staff survey, the newsletter provides some very real examples of how community services are playing a vital role in your local NHS.

If you are interested in leading in the development of community services, we are looking to recruit a new Non Executive Director to our Board - further details on the back page. We would be interested to hear from you.

Any organisation is only as good as the people who work for it. I would like to take this opportunity to thank our staff who work incredibly hard across Cambridgeshire, Luton, Norfolk, Peterborough and Suffolk to provide high quality care within a culture which enables innovation and transformation to flourish.

Matthew Winn, Chief Executive
Email: matthew.winn@ccs.nhs.uk



Matthew Winn with our latest Shine a Light winner Komal Bhuchhada - see page 9

To contact the Trust's local Patient Advice and Liaison Service, call:

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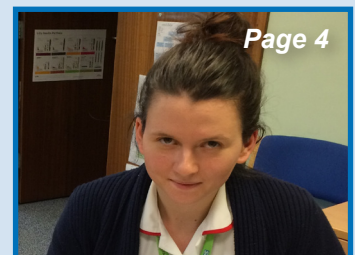
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www.cambscommunityservices.nhs.uk

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Psychologist receives Practitioner of the Year Award

Dr Jill Winegardner is to receive the Practitioner of the Year Award from the British Psychological Society's Professional Practice Board, on 27 April.

Six years ago Dr Jill Winegardner came to England to work in the NHS, as a lead clinical psychologist at the Oliver Zangwill Centre for Neuropsychological Rehabilitation in Ely. This move was as a result of no longer being able to do the kind of brain injury rehabilitation she wanted to do in the USA.

Dr Winegardner said: "I am delighted to accept this award. My work at the OZC has taught me the value of working in a solid team, and I think this award reflects the integrity and creativity of my team, including our founder Professor Barbara Wilson, without whom this would not have been possible. I am grateful to Cambridgeshire Community Services NHS Trust for supporting the holistic neuropsychological rehabilitation here that is not possible in the US.

Before coming to Britain Jill founded and directed the Cleveland Metro Brain Injury Rehabilitation Programme in Ohio, before helping to establish neuropsychology in Nicaragua and working in a brain injury rehabilitation clinic in California.

"Although I miss the California coast, I was happy to trade it to work in a health system founded on principles of access and fairness to all."

Andrew Bateman, said: "In this the 20th anniversary year of the founding of the OZC it is great to see that Jill and the work of her team is continuing to catch the attention of important professional organisations.

"The Centre's reputation nationally and internationally is something the Trust celebrates as an important part of its portfolio of highly specialist services, and we are really proud of Jill and the work that she has done for the service."

This award is made each year by the Society's Professional Practice Board to recognise, promote and reward good practice by Charter led members of the Society.



Dr Jill Winegardner

OZC receives 'Highly Commended' award

People with brain injuries can sometimes behave in ways that are difficult for people without specialised training to understand. So a small team at the Oliver Zangwill Centre (OZC) shone a light on the important role of support workers.

James Pamment, assistant psychologist at the OZC created a research poster on support worker training, which was not only showcased at a recent conference but received a Highly Commended award too.

James said: "We recently worked with a team of support workers to help them understand the challenging behaviours shown by one client with brain injury, and to develop strategies to reduce these behaviours.

"It was lovely for that piece of work to have been recognised and highly commended. Of course, the real credit for this goes to the client's dedicated and hard-working support team. The case really shows what fantastic results can come from collaborative working."

The conference was jointly run by the Vocational Rehabilitation Association, the Case Manager Society UK and the British Association of Brain Injury Case Managers. Delegates voted for the poster using a specially designed app.

James said: "Speaking to the delegates about my poster they really highlighted their feelings that support workers are often an under utilised resource, especially given how much face to face time they have with patients."



James Pamment

Services are provided 'Better Together'!

The five year 'Better Together' programme in Luton is driving forward exciting plans to develop integrated services across the NHS, Borough Council, voluntary and community sector.

CCS is the 'Co-ordinating Provider Organisation' for the Better Together Integrated Teams initiative. Our Care Co-ordinators are supporting clinicians and professionals from primary care, hospital, community services, social care, and the voluntary sector come together to develop multi-disciplinary care plans for some of our frailest patients, particularly those living with complex long-term conditions. The focus of the integrated teams is on preventative care and early intervention to help maintain people's independence and avoid hospital admissions where this is clinically appropriate.

The coming weeks and months will see a number of developmental team building workshops, operational meetings and a quarterly Provider Forum with colleagues

across the integrated multi-disciplinary teams to identify what is working well, resolve any challenges and identify further opportunities for collaborative working.

We'll also continue to work closely with colleagues from Keech Hospice to ensure the integrated MDTs work collaboratively with the hospice's My Care Coordination Team which co-ordinates services for palliative care patients and their families.



Our Luton based MDT Care Co-ordinators

It's early days for the Integrated Teams but we're seeing positive benefits already. Opposite are just two comments from patients who have been successfully supported by the integrated teams:

An 84 year old, living alone and prone to falls said "The integrated team helped me sort out my problems with the care agency, and I now feel safer using the new rota stand ordered by the Occupational Therapist. I am very thankful for this."

An 85 year old living with his wife with visits four times a day from carers explained "I was very happy with how the team arranged for a physiotherapist to come out to carry out an assessment which I have been battling to do for a very long time. The team chased the things which I find difficult to do alone and it is nice to know someone is there to help me."

Luton services selected to pilot new Primary Care Home Model

Our community health services for adults have joined forces with local GPs to trial a new model of care from April 2016 which aims to significantly improve the quality of care and patients' experience.

The Primary Care Home Model pilot project, launched at the National Association of Primary Care's (NAPC) annual conference in late 2015, will be tested in 15 locations across the country. Bruce Luter, our Assistant Director of Business Development and Strategy, together with representatives from the other 14 sites and the NAPC met with Nick Seddon, health advisor to the Prime Minister at 10 Downing Street recently to share their exciting aspirations for this model.



Linda Sharkey, Service Director of Luton Children and Adult Community Health Services said: "We are delighted to have been selected to test this new model which aims to deliver seamless and personalised health care. It is testament to the integrated

working that is already taking place in Luton as part of the Better Together programme that we were successful in the rigorous selection process. Our focus will be on working with participating GP practices to deliver the best health outcomes in two areas: medicines management and diabetes care."

Dr Nina Pearson, Chair of Luton Clinical Commissioning Group and a Luton GP said: "The Primary Care Home Model builds on the already strong working relationships between GP practices, community services, social care, mental health and the voluntary sector in Luton. It provides new opportunities to work differently for the benefit of patients, their families and carers and equally important improve the working lives of all the staff involved. We will get access to all the evolving knowledge and expertise nationally as well as delivering our own unique Luton solutions."



Save the Date - Children's Market Place



Children's Market Place

A free event, where providers can display information about the services they provide and meet others working across the borough.

Professionals working in children's services, head teachers, etc are welcome to drop in during the day to learn more about the work we do.

For more information contact nora.donohoe@nhs.net

The Market Place will give us the opportunity to:

- build on work so we can identify opportunities for improved integration
- work more effectively together
- highlight particular areas of expertise
- identify where we are duplicating services.

22 March 2016
10am - 4pm
Futures House
The Moakes, Luton Bedfordshire LU3 3QB

Contribution Community Services NHS Trust, delivering excellence in children and adults community health services across Luton

We're hosting a Children's Market Place on 22 March 2016 (10.00 am – 4.00 pm) in collaboration with Luton Borough Council to showcase the fantastic health and social care services delivered across Luton.

This free event is being held at Futures House, Luton and is open to staff across all providers of children's services. Building on existing successful integrated working arrangements, the Market Place will enable providers to display information about their services, share best practice, and review

opportunities for greater integration and reducing any duplication.

We'll use all of the outcomes from discussions on the day to inform the work we're taking forward with partners to transform services to create holistic and flexible high quality care for children, young people and their families.

We're looking forward to a really exciting day – to find out more contact: nora.donohoe@nhs.net

Health and social care leaders enhance their skills through new collaborative

Health and social care leaders working on the Better Together programme in Luton are enhancing their skills as part of a Kings Fund collaborative leadership programme.

The programme will equip our leaders with essential tools and methods to build stronger, more integrated ways of working, as well as developing leadership capabilities across the partners. The goal is to enable improvement and innovation across the system by sharing a common vision of improving health and health outcomes for communities.

The Luton Leadership Collaborative is focusing on developing the future rapid response service model, using learning from the Winter Crisis Response Service. We'll be setting up an event for partners in the coming weeks to engage a wider audience in the development of this service model.

Members of the collaborative (left to right in photo below) are:

- CCS service manager for Rapid Response, Tracy Fitzsimmons and head of business development, Augustina Williams
- Anne Adams, service manager for Virgin Healthcare
- Marilyn George, integrated operations manager for both Luton Borough Council and the Luton and Dunstable Hospital
- Paul Lindars, head of primary care development at Luton Clinical Commissioning Group.
- Gail Robinson, clinical group manager for Luton Services at the East London Foundation Trust (not shown in photograph).



Welcome to Danielle!

Undergraduate student Danielle McLaughlan is currently being mentored via the Acute Care Community Team in Luton, as part of the Trust's student placement scheme.

Danielle (23) started her 9-week placement with the team on 4 January 2016. She is studying for her Adult Nursing BA Hons Degree with the University of Bedfordshire

and she is mid way through her second year of a three year undergraduate course.

Danielle said "My placement has made everything I have been learning at University make sense. Before I came here the anatomy and physiology were mumbo jumbo – now I can see how it all fits in.

"I have had the chance to experience so much, and I have

had a good opportunity to go and see what all the teams do and get out to all the different clinics. The teams have been very welcoming and more than happy to have me join them. There are lots of resources for learning. I didn't know anything about work in the community and I've learnt so much."



Danielle
McLaughlan

Integrating children's community health services in Cambridgeshire

Developing integrated pathways across our Healthy Child Programme (HCP) and CYP Specialist Services is a high priority.

The illustration below shows the generic pathway which has been developed by clinicians across our CYP services in Cambridgeshire and will form a blueprint for other CYP pathways in this locality.

All children receive a Universal offer, as at present, delivered by us in collaboration with partners in a range of venues in the community and in family homes. If a clinician in the HCP identifies that a child or family needs to access targeted or specialist services, where necessary, a clinical triage system will ensure access to appropriate specialist services.



To address the holistic needs of the child and family, the Family Common Assessment Framework will be used, wherever appropriate, and all clinicians are adopting a Making Every Contact Count (MECC) approach to their work.

For children and young people with complex needs, there will be a Multi Disciplinary Team (MDT) approach to joining up their care. This will ensure that, from the outset, all appropriate clinicians are involved and clinical care is organised together with the family's involvement. This approach recognises feedback from families that they have too many appointments with separate clinicians at present.

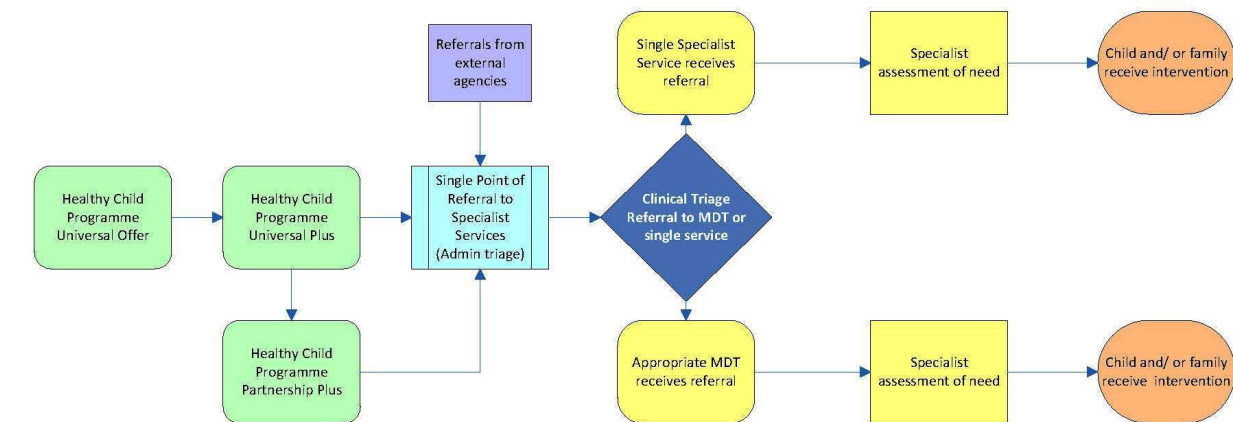
Two pathways have been selected by clinicians to test this approach before wider rollout. These pilots, which commenced in January, are:

- an MDT pilot for the Cerebral Palsy and Complex Physical Needs pathway, and
- the Attention Deficit Hyperactivity Disorder and Autistic Spectrum Disorder (ADHD/ ASD) Pathway.

Outcomes for both pilots will be shared later this year. We will also seek to develop our pathways (including the generic pathway shown below) to become more integrated with partners existing multi-disciplinary pathways over time.

CYP (Cambs) Generic Pathway Design from the Healthy Child Programme through to Specialist Services

A model with increasing support for increasing levels of need, but not a model based on referral from one area to another, instead support always begins with the child and family as a base on which other support is built where needed.



The Healthy Child Programme is the bedrock of services for all children. Children with identified specialist needs will follow the pathway through a single point of access to clinical triage if appropriate. The child will then have a specialist assessment. Children with complex needs will have a Multi Disciplinary Team (MDT) to co-ordinate their care. There will be a mechanism for children to return to the care of the HCP.

Partnership with Norwich City Community Sports Foundation launched

In December we officially launched our partnership with Norwich City's Community Sports Foundation with a half-time presentation during the televised Norwich City vs Everton premier ship match.

We have partnered with the football club to deliver healthy lifestyle courses to children and their parents as part of the Norfolk Healthy Child Programme. For example, the eight-week HENRY (Health, Exercise and Nutrition for the Really Young) programme offers help, activities and advice for families with children aged five or under.



Heather Jenkins, John Peberdy and Ann Foley (in centre behind board) with members of Norwich City Community Sports Foundation

The foundation also runs Fit4It courses for 7-12 year olds with a higher than average body mass index, where a group of coaches help children with the tools to maintain a healthy weight at home.

Attending the presentation from CCS were Heather Jenkins, school health support assistant, Children and Young People's Health Services unit manager John Peberdy and Norfolk Healthy Child Programme operational lead Anne Foley, who were joined by representatives from the Norwich City Community Sports Foundation and children taking part in the Fit4It programme.

Children's staff help launch 'The Case for Play'

Two members of staff from our Cambridgeshire Children's Nursing Team were invited to Westminster to help launch a new report into opportunities for play for disabled children.

Mags Hirst, play specialist and Julia McLean, community children's nursing team leader, attended the launch of Sense's 'The Case for Play' public inquiry, which aims to remove the barriers which can stop children with disabilities being able to access playgrounds and play settings.

Last year, Mags had been asked by Sense, the national charity for people with sensory impairments or complex needs, to attend a round table event where professionals involved with the care of disabled children were asked about the barriers to play in their local areas. The report found that 51% of families with a disabled child had been intentionally excluded from play settings by play providers and that 81% of families had experienced difficulties in accessing mainstream playgroups.

The event in London, hosted by the Chair of the Inquiry, Lord David Blunkett, saw families with disabled children, play specialists and professionals – and even some CBeebies celebrities – mix with MPs to promote the report, which recommends an increase in investment in play opportunities for children with complex needs.

Mag said: "It was great to see MPs taking an interest in this issue, while surrounded by a number of small children taking over the Houses of Parliament with their sensory toys and lights!"



Julia McLean and Mags Hirst

Celebration for King's Lynn one stop sexual health clinic

King's Lynn's former passport office celebrated its transformation into a one stop shop for contraception and sexual health on 18 February.

Staff and colleagues from partner organisations gathered at the iCaSH Norfolk hub, Vancouver House, which has been refurbished into a bespoke, and accessible environment.

Before cutting the ribbon Jo Swo, Welfare, community and diversity officer at University of East Anglia said that



Jo Swo cuts the ribbon to open Vancouver House

clinics like Vancouver House, run by the Trust, were a great asset to young people.

She said: "I was thoroughly impressed with the clinic in King's Lynn, everyone was so friendly and welcoming. I'm so happy to see that councils are now investing more time and money into these vital services for young people, that we're now understanding that in order to provide young people with the services and advice they need to have sex safely, you need to have friendly and open clinics."

Ellen Ballantyne, service manager, iCaSH Norfolk said: "It was great to have so many join us at our official opening. Everyone has settled in well to Vancouver House and the team have worked really hard to ensure patients receive high quality, specialist care. The new clinic provides improved accessibility for our patients in newly refurbished accessible town centre premises."

By integrating the services in a number of one stop clinics people can have all their

sexual health and contraceptive needs, including STI testing and treatment, met in one place by one clinician wherever possible. Patients will continue to be able to access high quality services by contacting a single access number for appointments - 0300 300 30 30 and www.icash.nhs.uk for more information.

On 1 March 2015, CCS NHS Trust brought together community and hospital sexual health services, under the name iCaSH Norfolk. Hospital based services also moved from Queen Elizabeth Hospital to Vancouver House on 3 August 2015.

A further hub in Norwich relocated on 1 April 2015 and the Great Yarmouth clinic will bring services under one roof in March 2016.

Contact: 0300 300 30 30 Cambridgeshire, Norfolk and Peterborough Services www.icash.nhs.uk

Sexual health pathology contract awarded

A single provider has been chosen to deliver pathology services for contraception and sexual services across the region from 1 April 2016.

The Trust selected Health Services Laboratories (HSL) after a 10-month service design and procurement process. HSL will be responsible for ensuring contraception, sexual health and HIV pathology services are standardised and coordinated across integrated Contraception and Sexual Health (iCaSH) services.

Mike Passfield, head of iCaSH, said: "The aim is to have a single provider responsible for pathology based services across all our iCaSH services, ensuring that care is more joined up than it has been, with a focus on improving the patient experience and using the very best technology.

"I would like to extend my thanks to those that have contributed to date. The final submissions from all three bidders reflected the hard work they have all undertaken to produce proposals for an integrated and consolidated provision."

The design and procurement process has seen a range of organisations come together, develop and propose the best solutions to benefit the iCaSH service and its regional geography (Cambridgeshire, Norfolk, Peterborough and Suffolk).

Dr Sivakumar, associate medical director, iCaSH said: "This announcement is good news for staff and patients. We will work with HSL and existing providers of pathology services to ensure a safe and seamless transition to the new arrangements."

Health Services Laboratories is a pathology joint venture between The Doctors Laboratory, University College London Hospitals NHS Foundation Trust and the Royal Free London NHS Foundation Trust.

David Byrne, chief executive of HSL said: "We are delighted to be working in partnership with iCaSH, and very committed to ensuring their sexual health services are among the best in the country. HSL is neither wholly NHS nor wholly independent but a new model for pathology service delivery in the NHS – one that takes the best of both sectors to deliver a world-class service and long-term investment in the health economy."

Contact: 0300 123 3650 Suffolk Services

www.icashsuffolk.co.uk

Outstanding care changes patient's life

Komal Bhuchhada, physiotherapist based in Peterborough, was awarded the Trust's Shine a Light award after being nominated by one of her patients.

Through a mixture of exercises, Komal helped this patient get better without the need for surgery. This was a huge step as without this help the patient would have been unable to look after his disabled wife, who suffers from M.S and is wheelchair bound.

The patient said "Gradually, over the appointments, my injury has improved, and is certainly much better than it has been over the last few years. The pain has been reduced, which is good as I also have Fibromyalgia, and I now have the ability to look after myself.

"I only wish I had met Komal a couple of years ago, when I first received the injury, as I am sure that my current condition would have been an awful lot better. She has improved my life. I would like to say a massive thank you to Komal and to the DynamicHealth service for the care I have received."

On winning the award Komal said: "I am both delighted and honoured to have won the Shine a Light award. This patient was always willing to listen to any advice or exercises, motivated to improve and positive in his approach towards Physiotherapy. This was a large reason why he was so successful in his treatment and is now able to care for his wife and prevent shoulder surgery. All of the MSK team work very hard and I was very fortunate that this patient took the time to convey his thanks."



If you would like to nominate a member of staff or a team who has gone the extra mile for you, you can nominate online at www.cambscommunityservices.nhs.uk.



Komal receiving her certificate from Matthew Winn

Magic and Roo help combat tooth decay

Community groups in Cambridgeshire are learning how to combat a common yet preventable disease; tooth decay.

Oral hygiene educators from the Trust visit care homes, special needs groups, schools, playgroups and mother and baby sessions to share facts on sugar and tooth brushing technique.

Sara Jackson, dental nurse, said: "We try to make it fun and keep it interesting to empower people to take control of their own dental health. People don't realise how much they can do for themselves.

"This is a preventative driven approach aiming to reduce the amount of people needing dental treatment. So if the oral health messages are getting through, it means that we don't



Magic the dragon and Roo the kangaroo

need to put people under general anaesthetic to remove teeth."

Sara and her colleague Sylvia Low, oral health promoter, use props and play games to encourage participation in the education sessions. Cuddly toys Magic the dragon and Roo the kangaroo are popular with the young ones.

It's not just individuals who are benefitting from these sessions. Sara and Sylvia are training carers and health visitors to become advocates and encourage the families and those they work with keep their teeth healthy.

Sara said: "People that see someone regularly, like carers, are more likely to spot any difficulties before a routine check up with the doctor or dentist."

To invite an oral hygiene educator to your meeting or group, call 01223 723128 or email sara.jackson@ccs.nhs.uk or Sylvia.low@ccs.nhs.uk



Staff rate Trust a great place to work for the 3rd year running

Anita Pisani, director of workforce for the Trust said: "I am delighted that for the third year running our staff across the region have rated working for the Trust as a positive experience in the national staff survey.

"The two areas where we always want to hear that we are doing well, because research shows these relate so closely to whether we provide high quality care or not, are staff engagement and whether staff would recommend our Trust as a place to work and receive treatment. In both areas staff responses led to us being rated above average when compared to our peer community trusts across the country.

Commenting on results for each of the 32 areas rated, Matthew Winn, chief executive, added: "I am delighted that staff feedback resulted in our Trust being rated above average in 22 of the 32 areas assessed compared to our peers (with four of these ratings achieving the highest scores in the country) and equivalent to our peers in eight areas.

"We are not complacent and will be introducing action plans to focus on improving even further the working lives of our staff, in particular for the two areas where staff rated us below average: the percentage of staff who reported



the latest episode of violence experienced and the percentage of staff who were harassed or abused by patients, relatives or the public."

"These results reflect the commitment of our staff to providing high quality care and I remain incredibly proud to be their chief executive."

Growing our Workforce

The national Talent for Care (T4C) initiative was formally launched on 4 March 2015. The strategic aim is to engage with a wide range of people including existing staff, representatives from higher education, trade unions, and other key partners to help secure a robust, able and effective workforce for the future.

The ongoing work of the Talent for Care – Grow Your Own project is structured around three strategic themes.

Get In

Opportunities for people to start their career in a support role by developing a work experience programme and apprenticeship opportunities across the Trust, and to meet our target of 20 individuals enrolled on to an apprenticeship programme by the end of March 2016. We aim to achieve this in three ways; all band two vacancies will require the post holder to enrol on an apprenticeship programme; recruiting "pure" apprentices; and to offer staff the opportunity to gain an apprenticeship qualification.

Get On

Support people to be the best they can be in the job they do, supported by a number of development opportunities the Trust

offers to employees, including: apprenticeships, the Best Practice (Simply the Best) programme and Springboard.



Growing Our Workforce

The nationally recognised Care Certificate was adopted by the Trust in October 2015 with all new Health Care Support Workers that are "new to care" being required to complete the standards.

Go Further

To provide opportunities for career progression, including into registered professions, simplifying potential routes for support staff, especially for those who want to train for registered professions. NHS-approved routes have been agreed with the help of national partners and higher education institutions including, Foundation Degrees and the Flexible Nursing Programme.

For further details of our programme, contact:
Rebecca Wimbleton, widening participation officer
Tel: 07811 679793
Email: becky.wimbleton@nhs.net

Our best ever flu campaign

This year has been our most successful staff flu campaign, with a big part played by receptionist Sarah Stephens, who fronted this year's campaign.



As the national flu campaign finished the total number of Trust staff reported vaccinated was 784 (or 59.2% of our eligible staff), so a huge thank you to everyone involved in this year's campaign.

Major incident test day

The Trust held a major incident test day on Thursday 25 February 2016.

The Trust recently tested its processes for communicating messages to staff during a major incident. Based on a fictitious scenario of sinkholes opening up on major roads across our geography, we were able to test how quickly and accurately messages could be relayed. The event was a huge success with a great response from everyone involved. We're now identifying any actions we can implement to further improve our communication networks.



Board dates for 2016

9th March 2016 - Cromwell Room, Slepe Hall, St Ives, PE27 5RB - commences at 1pm

13 April 2016 - Tony Burgess Room, Corn Exchange, St Ives PE27 5AD

11 May 2016 - Large shared meeting room, 1st Floor, Future House, Luton, LU3 3QB

All meetings will start at 9.30am other than where shown above.

For further information please contact: Allyson Retallick, corporate secretary

Tel: 01480 308205 **Email:** ally.retallick@ccs.nhs.uk **Website:** www.cambscommunityservices.nhs.uk/boardpapers

We need a new Non Executive Director – could you help lead the development of our community services?

With an annual budget of some £116 million, our staff deliver services across Cambridgeshire, Luton, Norfolk, Peterborough and Suffolk.

We are proud to provide high quality innovative services that enable people to receive care closer to home and live healthier lives. We have a history of successfully introducing clinically led service transformation programmes, and are building effective integrated working with partners across the health and social care sectors.

We have exciting plans for the future - if you'd like to be part of our journey, you can find out more about our vacancy for a Non Executive Director at: <http://www.ntda.nhs.uk/blog/2016/03/04/cambridgeshire-community-non-exec>

The closing date for receipt of applications is 1 April 2016 at 11am with interviews held on 21 April 2016. For an informal and confidential discussion with Nicola Scrivings, our Chairman, please contact Taff Gidi, Assistant Director of Corporate Governance on 01480 308219.