



# Keeping In Touch

Issue 4 Spring 2010

## In this issue

### Page 2

Future of musculoskeletal services

### Page 3

Patients benefit from NHS community trust

### Page 4

A fond farewell to Dr Jill Challenger

### Page 5

'Releasing time to care' gathers pace

### Page 6

Partnership to improve palliative care services

### Page 7

Young peoples' Chronic Fatigue Syndrome service

### Page 8

One year on...Parkinson's disease nursing service

### Page 9

Positive experience of falls prevention service

### Page 10

Out of hours nursing service

### Page 11

Thank you

### Page 12

Child health and wellbeing programme measuring up

Cambridgeshire Community Services is responsible for providing a range of NHS and social care services in the Cambridgeshire area, commissioned by and accountable to Cambridgeshire Primary Care Trust.

## New minor injuries unit

**If you have been treated in the new minor injuries unit at North Cambs Hospital recently you could not fail to be impressed.**

You'll have noticed how much bigger the unit is and you'd have been treated in a private consultation room, with new equipment.

The unit has moved into the old Carlisle ward to improve the service for patients and staff.

David Gwilliam, clinical lead for minor injuries said: "We moved into the new unit at the end of February and staff and patients are reaping the benefits.

"The new unit provides us with six new private rooms including an eye examination room, emergency treatment room and four consulting rooms, where before we only had two rooms and two curtained cubicles. The new reception is more private so conversations remain confidential, there is a spacious and comfortable waiting room and the unit has both male and female disabled toilets.

"As an upgrade from a cubbyhole in the old unit, staff now have a sitting/training room, a kitchen and dedicated changing facilities.

"The unit, funded by NHS Cambridgeshire (PCT) and Friends of North Cambs Hospital, is unrecognisable and has made a significant difference for staff and the quality of services we can now provide to our patients.

"We couldn't have had such a high quality unit without the generous support of the Friends of North Cambs Hospital who made a substantial contribution by buying the new clinical equipment, including patient trolleys, equipment trolleys, a patient multi-monitor which measures the heart (ECG) and blood pressure, fittings and furnishings for the treatment rooms, as well as equipping the kitchen and staff training room with new furniture.

"The move to our new unit on Carlisle ward coincides with the introduction of a new computerised patient records system across the



*Jean Reynolds receiving treatment in the new Carlisle Minor Injuries Unit, North Cambs Hospital in Wisbech*

minor injuries service which will further modernise the service we offer our patients."

Eileen Plater, chair of the Friends of North Cambs Hospital said: "We were delighted to be able to contribute to this new unit. It is thanks to the generosity of people donating to the Friends we have been able to equip the minor injuries service, improve the comfort and privacy for patients, as well as improving the facilities for staff. We are delighted with the results."

Ann Carlisle, after whose late father the unit is named said: "The new unit is very impressive. I am delighted to be involved in the plans and that they were able to adapt the ward to provide such high quality, modern facilities which will benefit many patients."

Our minor injuries services are provided at:

- North Cambs Hospital in Wisbech, Monday – Friday, 8.30am - 6pm and Saturday 9am - 5pm
- Doddington Hospital in Doddington, Monday – Friday, 9am - 5pm
- Princess of Wales Hospital in Ely, 7-days a week, 8.30am - 6pm

## Future of musculoskeletal services

A consultation is being held on the future of musculoskeletal services, including physiotherapy for residents in Cambridge city and south Cambridgeshire, including Bottisham.

NHS Cambridgeshire's consultation focuses on moving services from the hospital setting into the community to treat people more quickly, safely and conveniently, to ensure resources are invested to provide safe, good quality services that achieve the best possible health outcomes for as many people as possible.

The current system in Cambridge city and south Cambridgeshire relies on GPs acting as the first point of contact for the vast majority of patients. If a patient's condition is not resolved by the GP or physiotherapist, the most common next step is referral into services at the hospital, because other community services are currently limited.

The initial phase of the consultation was an opportunity for discussion with local people on all aspects of the services proposed by Cambridge Association to Commission Health (CATCH), outlined below. This phase concluded on 15 March and NHS Cambridgeshire will now consider the responses made and any decision on the future services will consider the views and comments received.

CATCH, a local practice based commissioning group (a collaboration of local GPs), proposes to commission a new model of musculoskeletal (physiotherapy) services which would be delivered by both Cambridgeshire Community Services and Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's). The new service would provide patients with a range of options within the resources available, equitable to those provided in other areas of the county, consisting of three elements:

- PhysioDirect (a telephone based advice service) would provide early access to a physiotherapist for advice and self management. If further assessment and treatment is required



Physiotherapy assistant Delyth McGrath, with patient Mr Barnn

then they will be signposted to the most appropriate service

- Expansion of physiotherapy services is proposed to ensure that patients requiring face-to-face assessment and treatment are seen within an appropriate timeframe and referred on to more specialist care when necessary. Access to physiotherapy services would be via a GP or PhysioDirect. The physiotherapy service would be consolidated in order to provide a more efficient service, to allow quicker access and to provide options for access
- Development of a multidisciplinary community team that will use the skills of physiotherapy extended scope practitioners, GPs with special interest and podiatrists, alongside rheumatology consultants to assess and treat patients in the community, therefore reducing the need to be referred into hospital services. Access to this clinic would be via GP, physiotherapy services and PhysioDirect

Cambridgeshire Community Services is already successfully providing this model of service in the west of the county, with good patient outcomes and satisfaction ratings.

## Home monitoring for long-term conditions

Cambridgeshire Community Services has launched an innovative service to enhance healthcare delivery to patients with long-term conditions such as chronic obstructive pulmonary disease, heart failure, diabetes and stroke.

Working with Tunstall Healthcare, a leading provider of telehealth solutions, patients are provided equipment to monitor their condition. Trained by Cambridgeshire Community Services staff they can use the home-based equipment to take their own blood pressure, oxygen levels, weight and temperature on a daily basis. This information is then automatically transferred to the assistive technology and telehealthcare team who check the results. Community nurses or, where appropriate, local GPs are able to respond rapidly to provide any identified support needed.

Margaret Fosh, telehealthcare project manager said: "Monitoring patients' vital signs on a daily basis helps to give patients an increased understanding of their condition, empowering them to self-care whilst also reducing unnecessary hospital admissions and GP call-outs caused by exacerbations or anxiety. We already have a successful telecare service in place to support people in their own homes, and telehealth was the natural progression. It has now become part of how we assess patients' needs."

Matt Marshall, Tunstall Telehealthcare director commented: "Telehealth is playing a pivotal role in the management of long-term conditions and in providing community-based care."

## Case study

For one patient, using the telehealth equipment has led to medication compliance which has stabilised her health. According to her daughter; "It's brilliant! It has got my mother into the habit of taking her tablets regularly. As a result her medical situation is now very stable."

# Patients benefit from NHS community trust

## Cambridgeshire Community Services becomes the first Community NHS Trust in the country on 1 April 2010.

Victor Lucas, chairman, said: "Becoming the first Community NHS Trust in the country is fantastic recognition of the benefits we have brought to local health and social care services in the last few years. I am incredibly proud of this achievement which wouldn't have been possible without the commitment of our NHS and social care staff to providing high quality and innovative services.

"Becoming an independent organisation in our own right puts us on a level playing field with other NHS trusts locally, and enables us to continue to improve the quality of services, retain our commitment to county-wide equality of services, and ensure greater accountability and transparency to the public."

Looking to the future, Matthew Winn, managing director added: "Our vision is to transform services, wherever possible providing these in the community closer to people's homes.

Working with colleagues at Addenbrooke's and Hinchingsbrooke hospitals, we have already successfully begun this shift, for example through the introduction of integrated specialist diabetes service and minor oral surgery in community settings. During 2010/11, we will extend community based musculoskeletal and sexual health services, as well as build on our integrated approach to providing health and social care services for older people.

"We are confident that as an NHS Trust we will be able to meet the challenges of providing cost effective, high quality services and ensure a strong and vibrant future for community services. As an NHS Trust we will hold our board meetings in public and we would encourage local people to come along and find out more about their community services."

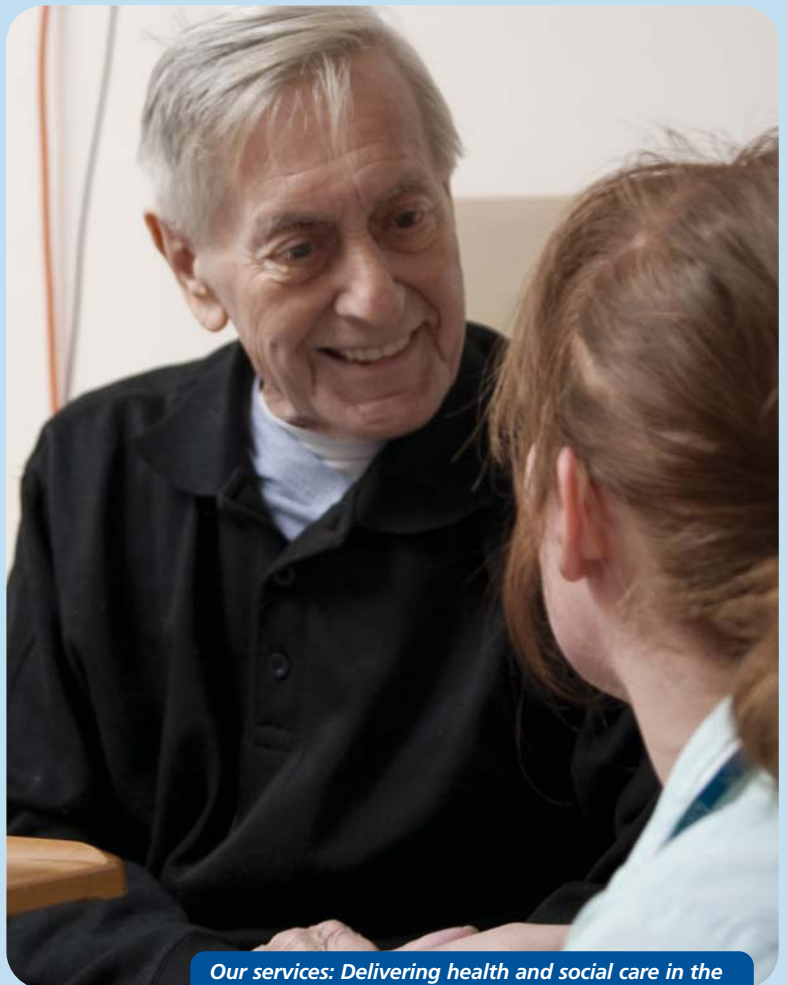
Cambridgeshire Community Service NHS Trust's first board meeting in public will be held on Tuesday 27 April, at 2.00pm in the Boardroom, The Priory, Priory Road, St Ives, Cambs PE27 5BB.

## Users recommend our services

Cambridgeshire Community Services has received the highest praise from service users in recent surveys. Nearly 6,000 service users responded to two recent surveys across children's and adult services, and 93 per cent rated the services overall as excellent or very good, with 99 per cent saying they would recommend our services to a friend or relative.

Commenting on the results, Matthew Winn, managing director said: "This is fantastic recognition of the commitment and hard work of our staff. One of our highest priorities is to treat every single service user as a unique individual - this is the cornerstone of our commitment to providing high quality services. The fact that 99 per cent of service users responded positively to whether they felt they were treated with dignity and respect is something that we should be incredibly proud of.

"Nevertheless, respondents told us that there were some areas where we can improve. For example, 16 per cent felt that waiting times for an appointment could be improved and 10 per cent felt that privacy could be improved in some of our facilities. An action plan is now being developed to address areas for improvement."



*Our services: Delivering health and social care in the community to maximise your health and wellbeing*

# A fond farewell to Dr Jill Challener

Cambridgeshire Community Services' medical director Dr Jill Challener has retired following a career which spanned 37 years. Jill was clinical director for Children's Services in Huntingdonshire from 1997 and a consultant paediatrician in Hinchingsbrooke for 25 years.

Jill was a leading light in integrating hospital and community based children's services in Huntingdonshire, which received Charter Mark Awards on three successive occasions. Jill was also instrumental in securing funding for Cambridgeshire Community Services' children's unit, which opened on the Hinchingsbrooke Hospital site in September 2007.

Chairman, Victor Lucas said: "Jill is highly regarded in the world of paediatrics and children's services where her knowledge, skills and professionalism earned her much respect and reputation. Jill's success and achievements are so many. She has inspired and influenced countless

colleagues and families over the years. We will miss her greatly."

Recalling her career, Jill said: "It has been a privilege to work in the NHS in this area over many years. I have had the particular delight of working with the Hinchingsbrooke paediatric team as it grew from the time of opening the hospital in 1983. I have watched generations of children cope with many assorted problems and have been amazed by their resilience and determination to get on with life.

"It has been a pleasure to work within Cambridgeshire Community Services over the last 18 months as the provider organisation has taken shape. As for the future, I have so many plans, not least time to spend with my many friends exploring the gardens of England. I shall miss my patients most of all, but will be still active when it comes to fundraising for Dreamdrops children's charity and supporting the needs of local children."



Medical director Jill Challener (front, right) at the official opening of the children's unit in 2007

## Innovation to improve health services

Following a nationwide competition organised by the Department of Health, Cambridgeshire Community Services has joined forces with a group of regional innovation and education specialists to improve health services across the East of England.

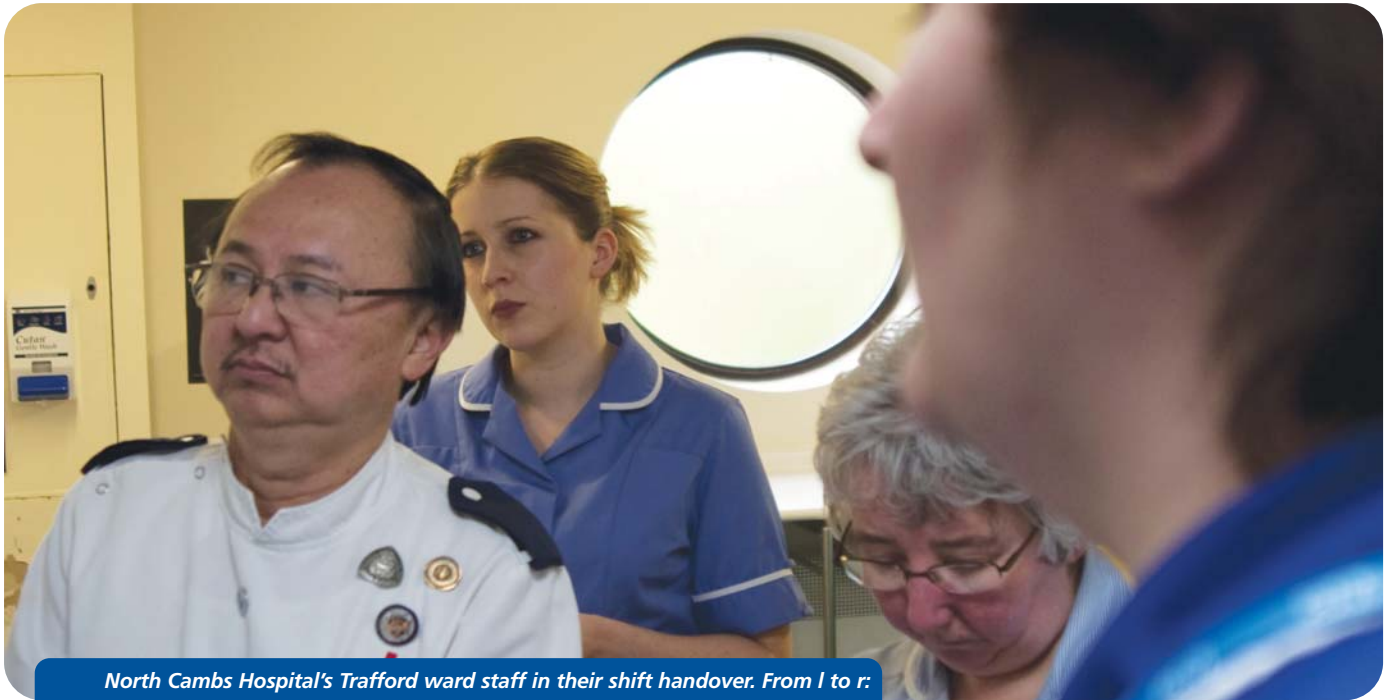
The alliance – known as the Cambridge University Health Partners – will be one of only 17 similar centres in the country. The group will focus on bringing technological and educational innovation to services for people with long-term medical conditions and to improving end of life care. Driving innovation in the education of the health and social care workforce, together with product innovations will yield health and economic gain.

The alliance membership also includes the Anglia Ruskin University, the University of Cambridge, Cambridge University Hospitals NHS Foundation Trust, Papworth Hospital NHS Foundation Trust and the Cambridgeshire and Peterborough NHS Foundation Trust.

## Local paediatrics training team success

Cambridgeshire Community Services' paediatrics team, which is an accredited training centre for trainee paediatric doctors, has had a string of success stories. Seven trainees beat national competition to gain new jobs, to continue their doctor training. The new jobs are in a range of areas including paediatric intensive care, paediatric neurology, paediatric neurodisability, and within the local paediatric mental health team. In addition, five trainees successfully gained membership to The Royal College of Paediatrics and Child Health.

# 'Releasing time to care' gathers pace



North Cambs Hospital's Trafford ward staff in their shift handover. From l to r: Tony Too RN, Heidi Smith student nurse, Jayne Mee RN and lead nurse Sandra Dade

**'Releasing Time to Care' - the national Productive Ward initiative - focuses on improving ward processes and environments to help staff spend more time on patient care, thereby improving safety and efficiency.**

Cambridgeshire Community Services has implemented the initiative on Welney ward in Princess of Wales Hospital, Ely and Trafford ward at North Cambs Hospital, Wisbech.

Wendy Endersby, community inpatient beds clinical lead said: "We are starting on the eighth of the 11 productive ward modules. So far this initiative has made us more organised, saved time on patients' meal services and shift handovers, and has streamlined processes to give a better experience for both patients and staff. From this work we have also seen patients' length of stay reducing, we are spending more time on direct patient care, and patient and staff questionnaires have shown an increase in satisfaction."

Eileen Roberts, lead nurse on Welney ward, Princess of Wales Hospital said: "It has been very interesting looking at the way we do things. It has stimulated a lot of interest from staff, especially

healthcare assistants, as they have been producing innovative ideas that have been taken up on the ward."

The initiative is now gaining momentum across the organisation, with Arthur Rank House (hospice) and Lord Byron ward at Brookfields Hospital, Cambridge planning to take up the programme.

Carly Love, ward manager at Arthur Rank House said: "The programme enables us to review what we do and how we do it – involving all staff so they are making a difference to their working environment, which makes it a positive experience for all. Time freed up will be spent directly with the patients and their families, meaning a better experience not only for patients and relatives but also for staff."

The Productive Ward initiative comprises 11 core modules covering: knowing how we are doing; well organised ward; patient status at a glance; meals; medicines; admission and planned discharge; shift handovers; patient hygiene; patient observation; nursing procedures and ward round.

## Staff recognition

**Over 100 community health and social care staff from Cambridgeshire Community Services will be attending an awards ceremony in April.**

A record number of entries have been received for the third staff innovation and excellence awards. The 65 team and individual entries are competing for recognition across eight categories including: involvement of service user and/or carer, leadership, quality, innovation, behind-the-scenes, going the extra mile, promoting dignity in care and volunteer of the year.

Thirty six staff and volunteers will also be acknowledged for their long service spanning 15 to 40 years.

Victor Lucas, chairman said: "Our managing director, Matthew Winn and I will be delighted to host this third staff awards event. The awards recognise the outstanding contributions of staff to the health and social care needs of patients and clients across Cambridgeshire. It's a great opportunity for us to celebrate their achievements, acknowledge the commitment and dedication of our staff and to thank those who have reached a 'long service' milestone. The awards recognise community health and social care staff, who are often the unsung heroes within the local NHS, and who make a real difference to people's lives."

# Partnership to improve palliative care services

Cambridgeshire Community Services has joined up with Assura Cambridge LLP (a GP provider organisation) and Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's Hospital) to take part in a Department of Health integrated care initiative.



Registered Nurse Jane van de Peer with Patricia Morris at Arthur Rank House

The initiative is a country-wide, two-year pilot to explore different ways of providing health and social care services to drive improvements in local health and wellbeing.

Jackie Galwey, assistant director, care at home said: "The partnership called Cambridgeshire Integrated Care Organisation aims to provide more choice for end of life care which is currently provided by a range of health and social care organisations in a variety of care homes, hospitals and hospices.

"We will evaluate how the different services and organisations work together and how patients' experiences can be improved by a more joined up and integrated approach.

"At present, around 26 per cent of patients in the area covered by this pilot end their lives at home, which is slightly better than the national average of 24 per cent. The pilot is aiming to increase this figure to 50 per cent of patients dying in a place of their choice."

Cambridgeshire Community Services provides a range of multi-disciplinary specialist palliative care services for adults over the age of 18 including:

- Inpatient and day care at Arthur Rank House, Brookfields Hospital in Cambridge
- Inpatient and day care at The Macmillan and Hudson Palliative Care Centre, North Cambs Hospital, Wisbech
- Clinical nurse specialists work in the community across the county

## School nursing literature revamp

School nursing literature is getting a make-over. Cambridgeshire Community Services' school nurses are reviewing their literature used in both primary and secondary schools.



Group session at Great Wilbraham Primary School

To kick-off this initiative the school nurses are holding a competition for school children to come up with the new-look design.



Cottenham Village College drop-in session

Lisa Hindle, professional development lead for school nursing said: "We provide a wide range of services to support all local schools and we want to ensure the students know about these services and how to access them.

"We want to move away from the 'nit nurse' image and ensure our literature gives a full picture of the services, with a child-friendly look and feel. We decided a competition would be a good way to engage the children and we aim to get the new full suite of information into schools in the early summer."

The school nurses' health and wellbeing service is provided in the school, home and community setting for children aged 5 to 16, on a one-to-one or group consultation basis, through appointments, drop-ins or group sessions. They work with children, families and schools prioritising child protection and safeguarding, medicines management, sexual health, enuresis, and emotional issues. They can also look at healthy eating, personal, social and health education days, sex and relationship education, any health-related issues and support those with behaviour issues.

## Young peoples' Chronic Fatigue Syndrome service

Specialist community children's nurse Janey Readman works with a community paediatrician and a paediatric occupational therapist to provide Chronic Fatigue Syndrome/Myalgic Encephalomyelitis (CFS/ME) services to children and young people in Cambridgeshire and Peterborough.

Janey said: "We see around 80 children and young people under the age of 16, with about a third being of primary school age.

"There is no known cure for CFS/ME and no single therapy exists that helps all CFS/ME patients, therefore treatment is aimed at symptom relief and improved function with a combination of drug and non-drug therapies.

"A large part of our work is to liaise with schools, to find a balance of education that enables recovery. This requires the schools to take a flexible attitude towards a reduced timetable, or sometimes an integrated programme of education in the home and/or in small groups (known as education other than at school, EOTAS). This is part of the activity management approach, which is a treatment that helps to manage energy and doesn't rely on rigid plans, goals or targets, but includes other treatments such as medical and emotional support, dietary advice and cognitive behaviour therapy or counselling if required."



Janey Readman, community children's nurse with service user Tristan Marshall

## New oral surgeon for Wisbech

Cambridgeshire Community Services provides a comprehensive range of community dental services throughout the county.

The latest addition to the Wisbech team is Julian Fraser, oral surgeon who specialises in the removal of impacted and difficult teeth. Julian heads up a small team in the Wisbech clinic providing minor oral surgery to local patients.

Maria Ross-Russell, community dental services clinical director said: "Expanding this specialised service to the Fenland community has so far been a huge success; we have received over 100 referrals. And we now offer this service throughout the county, giving the residents of Cambridgeshire the opportunity to choose where they receive this specialised treatment."

The Wisbech clinic primarily offers an emergency service to patients in pain and a community service for special needs patients. These services are also available from the Huntingdon and Cambridge clinics.

### Case study

Tristan was diagnosed with CFS/ME in April 2007 aged 8, though he had a four year history of symptoms, with fatigue being the most difficult symptom to manage. He had been struggling to attend school and with help from community children's nurse Janey Readman and the CFS/ME team he had very structured periods of rest and energy management. Tristan was then given a plan to attend school for one hour in the morning, two days a week, this meant he could also start to re-introduce other activities such as Cubs and playing his violin on the days he was not at school. The school supported Tristan and had a flexible approach to his learning and over the past two years he has gradually built up the time he spends in school.

There have been set backs along the way but with support from Janey and the team Tristan, his family and the staff at school have learnt to recognise the signs and are proactive at putting the appropriate measures in place to enable Tristan to recover and continue to maintain an appropriate lifestyle, with a good mixture of education and leisure/social activities.

## Community experience for trainee dental nurses

Cambridgeshire Community Services' county-wide dental service is working with Addenbrooke's Hospital in Cambridge to provide a modern apprenticeship in dental nursing. The apprenticeship involves a rotation between community and hospital-based services, which enables the nurses to gain a comprehensive range of experience to equip them to become a qualified dental nurse. Information on all of the county-wide dental services can be found on [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk)

## One year on... Parkinson's disease nursing service

Last year saw the launch of the Parkinson's disease nurse service for Huntingdonshire provided by specialist nurses Jacqueline Young and Liz Terry. Since then they have integrated with the Cambridge Parkinson's disease nursing service to provide equitable services in both areas.

Jacqueline Young, Parkinson's disease specialist nurse outlines the progress made by the team: "The first task Liz and I undertook was to identify the geographical areas where the majority of people with Parkinson's live and as a result we have set up nurse clinics in Huntingdon, Ramsey, St Ives and St Neots. Following our integration with the Cambridge Parkinson's disease nurse team we also run a clinic in Cambourne.

"We have worked closely with consultants with a specialist interest in Parkinson's at Hinchingsbrooke and Addenbrooke's hospitals, to ensure patients have a Parkinson's review at least yearly, where medication changes are instigated or where complications occur then reviews can be more frequent to meet the needs of the patient and carer.

"A joint venture has been set up with the long-term conditions physiotherapy team to run two information groups for people with Parkinson's. One group is for newly diagnosed patients and the other for those who are encountering complications of their condition. Both groups encourage a family member to come along to share the experience and gain valuable insight into the condition and learn techniques to help maintain independence and encourage informed choice around Parkinson's.

"We have also been working with care homes to ensure Parkinson's patients are assessed and have regular reviews, supported by training for care home staff.

"Our excellent links with the local Parkinson's disease society branches has enabled us to make a patient's stay in hospital smoother, including improving understanding of their specific needs and getting medication on time. We have put together a leaflet on the importance of medication timing and are currently looking at ways to improve self-medication in hospital, working with consultants, ward staff, pharmacists and patients.

"We've had a really successful first year and we will continue to develop services that give patients and carers a choice of where they would like to be seen, with timely information and education to empower them to make informed choices about Parkinson's."

## New rheumatology service for Fenland

**New rheumatology services are being provided at Doddington Hospital, with an additional monthly outpatient clinic and a new way of providing rheumatology care.**

Cambridgeshire Community Services is providing a team including a consultant rheumatologist, a GP with special interest in rheumatology and a specialist rheumatology nurse to provide the outpatient services at the hospital.

Dawn Cronin, outpatients clinical lead said: "A new outpatient clinic started in January to provide patients with faster access to specialist rheumatology services. GP Dr Diarmuid Tiernan and specialist nurse Helen Parnall-Berry are working with the existing consultant Dr Gillian Pountain to provide this new clinic."

The service is being funded by the Fenland practice based commissioning group (a collaboration of local GPs).

Following the retirement of consultant Dr Nick Sheenan, lead consultant Dr Pountain will work with Dr Tiernan and Helen to deliver all rheumatology outpatient services.

Dawn added: "The service will be provided through this multidisciplinary team and will enable us to provide patients with faster access to appropriate care and treatment, to deliver improvement in outcomes for patients.

"Over the course of the next year we will be reviewing how these new services are meeting the needs of local patients."

## New lead GP for access surgery

**Cambridgeshire Community Services' Cambridge Access Surgery has appointed a new lead GP, Dr Ruth Bastable following the retirement of GP Dr Christine Hugh-Jones. Dr Bastable, who has worked as one of a team of GPs at the surgery, takes up the position from the end of March.**

The surgery offers a full range of primary healthcare services to people in Cambridge who are homeless, living in hostels or at risk of homelessness.

GP Dr Bastable, said of her appointment: "We have a great team working here at the surgery. Everyone works hard to ensure that our patients are able to access the healthcare they need. Dr Hugh-Jones has been a leading light in the health care of the homeless and will be a hard act to follow. We have all been privileged to work with her and plan to build on and take forward the work she has done."

The Newmarket Road services provide a one-stop-shop for the homeless, including Cambridgeshire Community Services' primary care surgery and three other agencies: a street outreach team, a mental health outreach team and a tenancy sustainment team.



# Positive experience of falls prevention service

**As featured on a Department of Health DVD on successful falls services, Doddington Hospital's rehabilitation and falls unit continues to demonstrate excellent results for users.**

Janice Musto, community rehabilitation area lead for East Cambs and Fenland outlines their approach: "Our ethos is that falls prevention is everyone's responsibility and our success is due to the integration of the falls prevention team, CCS' health and social care teams and services provided by partner agencies.

"We continue to see our users make excellent progress. They attend our unit for treatment over six to eight weeks, two mornings a week. Their programme consists of individual assessments, followed by goal setting and a programme of exercise, as well as group chair-based exercise classes for each day they attend.

"We continue to monitor service user feedback and are always happy to share our experiences with colleagues countrywide."

## New manager for Special Care Baby Unit

**Cambridgeshire Community Services' special care baby unit has a new manager Kate Rivett, who started in January. Kate previously worked as a junior sister on the neonatal unit at the Pilgrim Hospital in Boston and has six years neonatal experience.**

Kate said: "I am delighted to join Cambridgeshire Community Services. The special care baby unit has a wonderful reputation for delivering a high standard of care to the babies of Huntingdon and the surrounding area. I am excited to be working with the team and to help drive forward the care of sick and premature babies alongside a dedicated and knowledgeable group of staff who are committed to improving the difficult journey for these children and their families."

Cambridgeshire Community Services runs the special care baby unit, based at Hinchingbrooke Hospital. The unit cares for 250 premature babies a year. It has one intensive care room for three babies and two single cubicles for intensive or high dependency care. There are also two larger nurseries where several babies can be cared for in each room. The unit's philosophy is family-centred care and provides beds for two mums who wish to remain overnight with their babies, as well as a family room for when partners stay overnight.



SCBU manager Kate Rivett

## Case studies

### Mrs C

Mrs C was referred to the rehabilitation and falls unit by her GP when she was admitted to a local care home following falls and was no longer able to cope at home alone. Mrs C was unable to sit out of bed and was only able to take a few steps with a frame and the assistance of two people. Previous to this Mrs C had been living alone with minimal support from her daughter. Mrs C had lost confidence and was scared about returning home, she felt that she would need to be in a care home permanently. Following an assessment at the unit, realistic goals were set and an action plan was put in place. She participated in an individualised rehabilitation programme requiring attendance at the unit twice a week for eight weeks. In that time we were able to give her back her confidence and help her to learn how to cope alone if she fell again. Mrs C was discharged with a home exercise programme, a telephone review after six weeks and contact details of the unit if she requires any further support. Mrs C is now mobile, with the aid of a walking stick, is living independently at home again, and she has even been on holiday to France.

### Mr D

Mr D was referred to the rehabilitation and falls unit by his GP. He had been falling regularly and attendance at the GP practice had increased. Mr D was assessed and his needs were found to be more complex than initially anticipated. He had lost muscle strength and his balance was poor due to a long-standing foot deformity that he had been coping with for many years. The assessment revealed problems with coping at home, he was struggling with washing, dressing and cooking, partly due to his reduced mobility. The unit referred him to the orthotics service which helped to correct the foot deformity. He was then given an individualised goal plan and rehabilitation programme. He attended the unit to improve his posture and muscle strength and to be able to use equipment, such as standing frames. He also enjoyed the human contact as he had become isolated and depressed. His home was assessed and equipment to aid his independence was arranged. Following six weeks of morning sessions, twice a week Mr D felt "much improved and stronger". He was reviewed after three months. He is now mobile with confidence, has special footwear and has been to Spain for a holiday.

# Out of hours nursing service

Cambridgeshire Community Services' out of hours nursing teams provide care throughout the evening and night in the patient's own home or residential/nursing homes across the county.

Alongside health and social care colleagues, the out of hours nursing services enable people to retain their independence, avoid hospital admissions where appropriate and return home from hospital earlier.

Community nurse Diane Read joined the out of hours team in East Cambs and Fenland last year, after eight years working within the out of hours service in Cambridge. Diane said: "The out of hours service is a vital aspect of the care we provide our patients to help them manage their conditions and remain in their homes.

"We work closely with paramedics, GPs and GP out of hours services and see a range of patients, including those with long-term conditions such as diabetes, people with chronic wounds or those needing end of life care. We can carry out tests for infections, control a diabetic's blood sugar levels, regulate pain medication or help people who have complications during the night, such as problems with their catheter or wounds.

"We get to treat a variety of people and we never know what each shift will bring. I prefer providing out of hours care as we have to be more investigative, usually within a short timeframe. We have constant calls and as the care we provide is in response to unexpected needs, we have to think on our feet and find the best solution to meet these needs from the services that are available at that time. Because the team is not dedicated to any specific GP surgery area we can act autonomously to provide care to as many people as possible across East Cambs and Fenland."



Healthcare assistant Janet Betts, dressing patient Betty Synjecko's legs

The East Cambs and Fenland out of hours nursing team, led by district nurse Esther Hunt, has 13 community nurses and four healthcare assistants.

Diane added: "We are developing our services, including developing the skills of healthcare assistants. Myself and Esther have also recently introduced a new intravenous antibiotics service which enables us to administer a patient's antibiotics into a vein in the home setting. Previously, patients needing intravenous antibiotics would be admitted to hospital for a period of 4-6 weeks just to receive a daily injection.

"It's early days but so far we've helped one patient avoid a four week hospital stay, freeing up 28 hospital bed days, as well as enabling a new patient stay at home over the Christmas week by providing their daily intravenous antibiotics at home. We are now training our colleagues to provide this new service across the local area so that more people can benefit."

## Mothers urged to get teenage daughters vaccinated

Cambridgeshire Community Services' Human Papilloma Virus (HPV) vaccination team is appealing to mothers to encourage their 12-13 year old daughters to have their HPV vaccinations.

Penny Miller, public health nurse specialist said: "Last year we had a very successful HPV vaccination programme for Cambridgeshire with over 93 per cent of Year 8 girls (aged 12-13) having their three-dose HPV vaccination which exceeded the national target of 90 per cent.

"This was a fantastic achievement for the team and head teachers and staff who assisted the delivery of the clinics. However, this year's programme, which started last September, has seen more Year 8 girls 'decline' their vaccine than last year. Some might just have not told their parents but quite a few have returned their forms and declined, which is worrying for their future long term health.

"Having the vaccine reduces the risk of getting cervical cancer by over 70 per cent and last year's 'Jade Goody effect' was a real

boost to the awareness of cervical cancer and the HPV programme, and I am concerned this year that the awareness has declined.

"I am urging all mothers to talk to their teenage daughters about HPV and encourage them to come forward for their vaccination, which is given by our staff at their school or college. In the UK around 3000 cases of cervical cancer are diagnosed every year and about 1000 women die from it. Therefore it's important that we encourage all eligible teenage girls and their mothers to recognise the importance of the vaccination programme."

Girls born between 1 September 1990 and 31 August 1993 are eligible for a HPV vaccination. If any parent or teenage girl has concerns about the vaccination programme, or wants to know more they can talk to their school nurse, or if not in education they can contact Jackie Deverell on 01353 865578 and Louise Breckney is 01353 865467, or visit [www.immunisation.nhs.uk/hpv](http://www.immunisation.nhs.uk/hpv).

# Thank you

Cambridgeshire Community Services has received generous donations from the local community.

- Our children's Holly ward is benefiting from a kind donation from **Joseph Head**, aged 9, who completed a sponsored walk to fundraise for the unit after a friend was treated there after contracting a bacterial virus. Joseph raised £140, of which £70 was donated to the ward, and the remainder to his local cricket club. Joseph's parents, Suzi and David Head, encouraged him to write something for their local village magazine to raise awareness and seek sponsorship. They are "extremely proud of Joseph's achievements."
- Cambridgeshire Community Services' children's charity 'dreamdrops' received a donation of £260 from the **Freemasons for Northamptonshire and Huntingdonshire**. The Masons' Master of Sothius Lodge in St Ives, Mike Nixon said: "We raised the money through a raffle at our lodge meeting, which we are delighted to donate to such a deserving charity." Anne-Marie Hamilton, chairman of dreamdrops said: "We are very grateful to the Masons for this very generous donation. The money will be put towards CCS' special care baby unit at Hinchingsbrooke Hospital."
- The 'dreamdrops' charity also received a donation of £500 from the **Kember family** from St Ives, to say 'thank you' for the care and treatment of their son Daniel, aged 5, who is still undergoing check-ups at the children's unit following year-long treatment for Germ Cell Cancer. Daniel's mother Amanda Kember said: "We wanted to show our gratitude to

the staff for their wonderful care and support, and to help other children. The £500 was collected from family, local and long-distant friends, as well as children from Whitehall School, Somersham where Daniel and his brother, Jack (7) are pupils. Daniel is delighted we have donated the money to the unit to buy another multi-sensory voyager, which he was able to play on during his many blood tests."



*Joseph Head handing over his cheque to Holly ward manager Christine Luckham*

- Cambridgeshire Community Services' outpatients department at Doddington Hospital received a kind donation from the **March Branch of The Friends of Doddington Hospital** of equipment which will assist in the diagnosis and management of patients with urological conditions. June Bevis, treasurer, The Friends said: "Our shop is located in the reception area of the hospital and is a wonderful way of raising funds. We are delighted to support the outpatients department with over £2500 worth of equipment that will greatly benefit patients."

To donate to any of our services, contact your local Cambridgeshire Community Services staff member or call us on 01480 308 216 or email to [ccscommunications@cambridgeshirepct.nhs.uk](mailto:ccscommunications@cambridgeshirepct.nhs.uk)

## Get involved

If you would like more information on Cambridgeshire Community Services or are interested in helping to shape the future of our services, please complete the information on the reverse, tear it off and return it in an envelope to the freepost below.

FREEPOST RSAE-ELUT-RHCL  
 Cambridgeshire Community Services Comms Team  
 The Priory  
 Priory Road  
 St Ives  
 Cambridgeshire  
 PE27 5BB

Produced by Cambridgeshire Community Services.  
 Contact: 01480 355479 or email [ccscommunications@cambridgeshirepct.nhs.uk](mailto:ccscommunications@cambridgeshirepct.nhs.uk)

# Child health and wellbeing programme measuring up

**Cambridgeshire Community Services' child measurement and healthy lifestyle programmes are delivering improvements to children's health and wellbeing.**

Trained NHS staff from Cambridgeshire Community Services, with the help of school staff, weighed and measured school children in Cambridgeshire in reception year (aged 4-5 years) and year 6 (aged 10-11 years) as part of the national child measurement programme. Over 90 per cent of children took part last year.

Dr Toni Steer, childhood obesity and public health dietitian said: "The National Child Measurement Programme (NCMP) provides parents with advice on their child's weight along with information on local opportunities to help children become fitter, healthier and happier, including through the national 'Change for Life' initiative.

"Research shows that modern living makes it more difficult to be a healthy weight. If we carry on as we are, 9 out of 10 children may grow up with dangerous amounts of fat in their bodies, putting them at a greater risk of developing some cancers, type 2 diabetes and heart disease in later life."



*Young people engaging in Change4Life interventions*

Mandy Mayes, school nurse NCMP co-ordinator joined Cambridgeshire Community Services in January this year, having previously worked in Ely and Littleport delivering school nursing for the past six years.

Mandy said: "As a result of the NCMP in Cambridgeshire more families have the opportunity to make lifestyle changes to help ensure the future health of children.

"We know that one size doesn't fit all and families can choose the support that suits them best, whether that is telephone support, group sessions or one-to-one support with a health professional."

## Case study

As part of the NCMP, a family from East Cambs - mum and dad and their two daughters - have taken part in a group-based initiative called TEAM (To Energise And Motivate). Mum said: "We saw the results of the weighing and measuring programme as a chance to reflect on our lifestyle and get the whole family making better food and activity choices for a healthier future."

Established in 2005, the National Child Measurement Programme weighs and measures children in Reception (typically aged 4-5 years) and Year 6 (aged 10-11 years). The programme seeks to engage with parents about the importance of healthy weight in children. The findings are used to inform local planning and delivery of services for children and gather population-level surveillance data to allow analysis of trends in weight

## Get involved

If you would like more information on Cambridgeshire Community Services or are interested in helping to shape the future of our services, please complete this slip, tear it off and return it to the freepost provided.

### About you

Your name:

Address:

Email:

### Areas you are interested in:

(Please tick as many boxes as relevant)

Adult services

Children and young peoples' services

Generally interested in our organisation and the future of local services

Sexual health

Services for older people

Other: please state