



Keeping In Touch

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A special thank you

New community-based musculoskeletal service

A new community-based musculoskeletal service for the residents of Cambridge City and South Cambridgeshire is now underway. The new service is the result of a partnership project involving Cambridgeshire Community Services NHS Trust, Cambridge University Hospitals Foundation Trust (Addenbrooke's) and Cambridge Association to Commission Health (CATCH), a local practice-based GP commissioning group.

Sarah Saul, Musculo-skeletal Physiotherapy Business Manager, Cambridgeshire Community Services NHS Trust, said: "Significant numbers of patients were being seen in the hospital setting unnecessarily. Developing a community-based service enables people to be treated more quickly and conveniently with the same, high quality, service. It will ensure better use of resources in that the right clinician sees the right patient in the right place at the right time."

Dr Barbara Silverman, Consultant Rheumatologist, CUHFT (Addenbrooke's) said: "All the members of the new multi-disciplinary Community Musculoskeletal Service team are looking forward to collaborating with our colleagues in primary and secondary care and providing a first class service for our patients."

Jill Gamlin, Consultant Physiotherapist/Clinical Lead MSK, Cambridgeshire Community Services NHS Trust said: "The opportunity to work with GPs, hospital Consultants and Commissioners in a collaborative project to provide a significantly better service for patients has been exciting and very satisfying. We have had many obstacles to overcome but the commitment of the team to succeed has driven us to find solutions. I am very much looking forward to working with my colleagues to continue the evolution of the service."

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



Jill Gamlin, Consultant Physiotherapist/Clinical Lead MSK, Cambridgeshire Community Services NHS Trust discussing x-ray with patient Maureen Pickavance

“ Excellent service, very good. It was easy to find and when I arrived there was no queue, I was seen straight away and did not have to wait for ages. The Physiotherapist was very good and I left feeling happy and that I had achieved what I wanted from the appointment. It was a very clean and pleasant clinic. **”**

Nadia Baker from Chesterton.

Patient focus

Parkinson's disease nursing service: meeting the needs of individuals



Mr Alan and Mrs Kate Wilcher with Jacqueline Young, Lead Parkinson's Disease Specialist Nurse, Cambridgeshire Community Services NHS Trust

Cambridgeshire Community Services NHS Trust set up the Parkinson's Disease Nursing Service one year ago for Huntingdonshire residents. One couple who have benefited from this service is Mr Alan and Mrs Kate Wilcher from Ramsey. Kate has been living with the disease for over 20 years, and Alan is her main carer. Together they have learned that management of the disease is key.

“ *The specialist nursing team provided by Cambridgeshire Community Services NHS Trust has been invaluable. The regular contact that Kate has with a specialist nurse gives daily understanding of how the body changes in response to medication, as well as appreciation of her personal needs. We are exceptionally lucky to have such a provision of care by the nursing team. It means we can remain in our own home with specialist nurses providing the medical and personal care.* **”**

Alan Wilcher.

Jacqueline Young, Lead Parkinson's Disease Specialist Nurse, Cambridgeshire Community Services NHS Trust, said: "Parkinson's Disease symptoms are unique to each person with the condition. We focus on meeting individual's needs leading to a better quality of life for people with Parkinson's and their carer."

The Huntingdonshire service has now integrated with the Cambridge Parkinson's disease nursing service to provide equitable services in both areas.

Neuro therapy exercise programme helps improve quality of life for post-stroke patients

More than 70% of people who have a stroke, experience limited movement in their arms that impacts on their daily lives. Increasing exercise leads to positive effects.

Cambridgeshire Community Services NHS Trust neuro therapists have introduced the Graded Repetitive Arm Supplementary Programme (GRASP) at Doddington Hospital in March and the Princess of Wales Hospital in Ely. The 8-week course provided at the hospitals and supervised by a physiotherapist, complements the regular physio and occupational therapy offered and is supplemented by a personalised exercise programme undertaken in the home setting.

Sam Yovan, Senior Neurological Physiotherapist said: "Our aim is to help people achieve their individual goals to improve the quality of their daily activities."



GRASP patient undertaking a range of movement and strengthening exercises

"This is the most movement my hand has had in 14 years, and I am so grateful for the dedication of all the occupational therapists and physiotherapists who really show they care and constantly encourage you as they take you through all the exercises at the hospital. It really is motivating when you finally achieve something, and you want to carry on exercising at home so that you eventually become more independent again."

Rod Bailey from Soham.

"By week 4 of doing the exercises I was pleased with the results, as I could use my hand to pick things up again! I found it very motivating to be with the group once a week at the hospital. The physiotherapists really care for you, and are all very helpful as they show you how to do the exercises properly so that you can carry on with them at home. It's important to do this so that you become more mobile again."

Marion Smith from Doddington.

Case study

Cardiac rehabilitation programme

Mr Ray Clarke, from Wisbech, was referred by Papworth Hospital to Cambridgeshire Community Services NHS Trust's Cardiac Rehabilitation team after experiencing heart problems. Having been unable to exercise due to his heart condition, the 12 week rehabilitation programme of diet and exercise has really motivated Ray, so much so that he is now moving and walking again, is eating healthy foods and has achieved a weight loss of 2½ stone.

Ray thought the staff were brilliant; very friendly and encouraging and he really enjoyed his time with them. After the programme, Ray was referred to his local gym by the Cardiac Rehabilitation team and he and his wife continue to go out walking every night and follow a healthy eating plan.

Working in our communities

Communication is key to patients with Aphasia

Aphasia is a long-term condition in which language (understanding, speech, reading and writing) is affected following a stroke or brain injury. It is recognised that community-based support groups provide valuable support for patients once formal therapy is complete.

Cambridgeshire Community Services NHS Trust's Speech & Language Therapy team has organised such a group in Fenland, the March Aphasia Self Help group, or MASH. It provides a safe, understanding environment to share experiences and practice communication skills, as well as provide friendship and social interaction for people who might otherwise become isolated.

“ You can feel isolated after a stroke. People are frightened of the stroke, and you don't have the same communication, even with those you have known for years. That's why it's a lifeline to come and be part of MASH. ”

Shirley Matthewman from Sutton St Edmund.

Hannah Curry, Speech & Language Therapy Assistant, Cambridgeshire Community Services NHS Trust, said: “Our aim is to encourage and provide language stimulation, for example encouraging group members who have little spoken language to use all their communication skills such as gesture, drawing and facial expression in addition to the few words they can find.”

Elsbeth Novice, Specialist Speech & Language Therapist at Dodington Hospital, Cambridgeshire Community Services NHS Trust, said: “It is very rewarding for the whole team to receive positive feedback about our work with this client group. It shows that MASH is meeting the needs of people experiencing Aphasia long after formal therapy finishes. Eventually, we hope that the group can become more independent, with the organisation being taken on by group members and volunteers.”

The Speech and Language Therapy team also runs conversation groups at North Cambridgeshire Hospital in Wisbech and The Princess of Wales Hospital in Ely.



Hannah Curry, Speech & Language Therapy Assistant, Cambridgeshire Community Services NHS Trust: “Our aim is to encourage and provide language stimulation” .



MASH members sharing experiences and practising communication skills

PALS at your service

Our Patient Advice and Liaison Service offers confidential help and advice, quickly resolving any concerns people may have about the care provided by Cambridgeshire Community Services NHS Trust (see centre pages for a summary of our services).

What can PALS do for you?

- Listen and respond to our patients, carers and relatives, to improve patient care
- Provide information about local health services and support groups
- Help contact other organisations who offer advice, including independent advocacy services
- Advise you on how to contact other Trusts PALS services
- Give guidance on how to make a complaint

Cambridgeshire Community Services NHS Trust's friendly face of PALS is Chris Hampson, who can be contacted on:

Freephone: 0800 0132511
Telephone: 01480 355184
Mobile: 07507 195375



Chris Hampson, PALS & Public Engagement Co-ordinator, Cambridgeshire Community Services NHS Trust talking with Mr Albert Rayner

Providing a lifetime of care

Cambridgeshire Community Services NHS Trust - providing a lifetime of care

Cambridgeshire Community Services became the first Community NHS Trust in the country on 1 April 2010. This was as a direct result of the high quality care provided on a daily basis for our services users; from the sickest babies to the most vulnerable older people.

Our vision is to transform services, wherever possible providing these in the community closer to people's homes.

“ We are working with the Addenbrooke's Hospital and NHS Cambridgeshire to identify appropriate services to transfer into the community in 2010/11, benefitting patients by improving access, whilst making cost savings for the health system overall. Discussions underway include musculo-skeletal services, podiatric surgery, sexual health services and end of life therapies. ”

Matthew Winn, Chief Executive, Cambridgeshire Community Services NHS Trust.



Cambridgeshire Community Services NHS Trust - providing a lifetime of care

Our **Vision** is to deliver high quality health and social care to maximise the health and wellbeing of the people we serve.

Our **Purpose** is to make people's lives better.

Our **Values** are: **Honesty** - **Empathy** - **Ambition** - **Respect**



What we do...

Services for adults and older people

- Integrated health and social care services for adults and older people which includes district nursing and social care management
- Assistive Technology and telehealthcare
- Specialist nursing services (respiratory, parkinson's, tissue viability, diabetes, anticoagulation, continence, colorectal and stoma care, heart function and heart failure, multiple sclerosis)
- Community matrons
- Community rehabilitation i.e. physiotherapy, occupational therapy and speech and language therapy, day rehabilitation, falls prevention
- Discharge planning for complex cases
- Inpatient rehabilitation
- Specialist palliative care services (inpatient, day case, community-based)
- Care services in extra care and sheltered housing/day centres
- Nutrition and dietetics
- Neuro-rehabilitation
- Radiography
- Outpatient clinics
- Minor injury units
- Community dental services and dental access centres
- Musculo-skeletal services
- Podiatry
- Sexual health services including Chlamydia screening
- Human papilloma virus vaccination programme
- Primary care for homeless people in Cambridge

Children's services

- Inpatient services, outpatient services and special care baby unit on the Hinchingsbrooke site
- Community nursing including continuing care
- Occupational therapy, physiotherapy, speech and language therapy
- Vision screening
- Audiology
- Safeguarding children
- Consultant based community paediatric services
- Health Visitors
- School Nurses, including special school nurses

The last word goes to our service users

Nearly 6000 service users responded to two recent surveys:

- **93%** rated our services overall as excellent or very good
- **99%** said they would recommend our services to a friend or relative
- **99%** responded positively to whether they felt they were treated with dignity and respect

Spotlight on... SCBU

Spotlight on... SCBU

Cambridgeshire Community Services NHS Trust runs the Special Care Baby Unit (SCBU) on the Hinchingsbrooke Hospital site. Our Unit is open 24/7, 365 days of the year and consists of 12 cots including 2 for babies requiring intensive care and 2 for babies requiring high dependency care. The Unit is staffed by doctors and nurses with specialist skills and experience in looking after premature and sick babies, in total a team of 28. There is 1 Neonatal Manager, 1 Practice Development Nurse, 7 Deputy Sisters, 13 Staff Nurses, 5 Nursery Nurses and our Housekeeper – and the team are supported by 2 neonatal consultants, 7 registrars and 8 senior house officers.



Nurse, Natalie Slayford meeting the individual needs of babies

Ahead of the staff is a twelve and a half hour shift – and there is never a typical day in SCBU!

Following handover, where each baby's progress is discussed, a nurse will be allocated to each baby, matching the nurse's experience to the needs of the baby. Throughout the day nurses will carry out observations, give nasogastric feeds, administer drugs and ensure the baby is clean at all times. She may also look after a ventilator which breathes for a baby who is not able to do so for themselves, give continuous positive airway pressure (CPAP), or phototherapy light. Alongside the doctors, the nurses may also arrange for tests such as newborn blood spot screens, hearing and eye tests and more specialised scans. There isn't a strict timetable as everything is done as the baby's condition allows and taking into account any medical decisions made following daily consultant ward rounds.

“ Offering support whilst baby is on the Unit, and empowering parents to care for their babies is really beneficial for all. I work closely with families and medical staff, and love seeing the babies thrive and improve, whilst their parents grow in confidence. **”**

Jean Stokes, Community Neonatal Nurse & Deputy Sister, SCBU.

It can be overwhelming to have a special care baby, so supporting parents is a fundamental part of the nursing team's role. A lot of parents are 'first timers' and need help with all the basics like nappy changing and bathing, as well as help to cope with seeing their baby surrounded by bleeping monitors and wiring.



Kate Rivett, Neonatal Manager, SCBU leads the dedicated special care baby unit team

“ My work helps to ensure that babies receive the care they require, and that the parents receive the support they need, both practically and emotionally. I also help to ensure that the service run by SCBU is effective and efficient. ”

Kate Rivett, Neonatal Manager, SCBU.



Here with new Mum, Gina, are premature twins, Nathan (3lbs 10oz) and Eva Manderson (2lbs 11oz), born at 30 weeks and 5 days, both needed CPAP at first, but have made good progress and now only need occasional oxygen therapy

New parents, Lindsay and David Zehetmayr, have spent a long time in SCBU following the premature birth, at 26 weeks and 3 days, of their baby son, Daniel, who weighed in at a tiny 1lb 13oz. Like all parents in SCBU, David and Lindsay were encouraged to participate in caring for their baby as soon as possible, and were shown how to give his nasogastric feeds, and provided with resuscitation training.

When a baby is nearing discharge, the SCBU has a family room where the new family can stay together to help the transition to caring for their baby at home.

As well as caring for babies and their parents, the nursing team also have administrative duties to fulfil, maintaining paperwork, taking phone calls, carrying out audits, stocking up and cleaning and checking equipment. Staff resource is challenging at times, but all the nursing team are totally dedicated, day-in-day-out, to ensure that everyone delivers a high standard of care and support for babies and parents alike.



David and Lindsay Zehetmayr feeding Daniel

“ Whilst it is hard to go home each evening without Daniel, we feel very lucky that we have such a great team of people caring for our son. All the staff here have made it easier for us to cope through what has been an emotional and stressful time. ”

David Zehetmayr.

Staff highlights

Awards for local community health and social care workers

Cambridgeshire Community Services NHS Trust staff took part in an Annual Staff Excellence and Innovation Awards in April 2010.

The ceremony saw eight awards given for involving users or carers, leadership, quality, innovation, working behind the scenes, going the extra mile, promoting dignity in care and volunteer of the year. The event also thanked 36 staff for their long service to CCS NHS Trust and its predecessor organisations.



National audit winner

Cambridgeshire Community Services NHS Trust, together with Paediatricians and Emergency Department Nursing and Medical staff based at Hinchingbrooke Hospital, have won the 'Patient Safety' category at this year's prestigious national Healthcare Quality Improvement Partnership (HQIP) Annual Audit Conference. The Award recognised the successful development of a screening toolkit entitled 'Not slipping through the Net' that prompts medical staff to consider non-accidental causes of injuries to children.

“The toolkit will benefit all children presenting to A&E in our area and has the potential to be rolled out to other Trusts. Everyone involved is to be congratulated for all their hard work and enthusiasm for the project.”

Dr Paula Waddingham, Audit, Research & Effectiveness Manager, Cambridgeshire Community Services NHS Trust



Dr Paula Waddingham, Audit Research and Effectiveness Manager, and Safeguarding Nurse, Joanna Carr Cambridgeshire Community Services NHS Trust receiving the award

Neurorehabilitation research awards success

Cambridgeshire Community Services NHS Trust's neurorehabilitation services are to benefit from a £100,000 research grant from NHS East of England's Clinical Academic Research Awards

“These awards will fund important research that will lead to real benefits for patients. Funded research activity needs to be undertaken in addition to - and under-pinning - all the wonderful clinical work our teams do. We cannot wait for others to do the research for us: it needs to be led by our own staff because this will ensure that the work is directly applicable to the needs of our own community.”

Andrew Bateman, Neurorehabilitation Clinical/Business Manager, The Oliver Zangwill Centre, Cambridgeshire Community Services NHS Trust.

Four awards were presented to:

- Jackie Mercer, Occupational Therapist in the Cambridge Community Stroke Team
- Clare Keohane, Speech and Language Therapist at the Oliver Zangwill Centre

Jackie and Clare were awarded funds to support Masters training. Jackie is aiming to do a research project on 'vision after stroke', and Clare is interested in 'hypersensitivity to sound' after brain injury

- Charlie Dorer, Physiotherapist in the Therapy and Rehabilitation Service based at Papworth to undertake a PhD on 'rehabilitation of upper limb paralysis after stroke'
- Andrew Bateman, Neurorehabilitation Clinical/Business Manager, The Oliver Zangwill Centre. Andrew received the NHS East of England Clinical Academic Post Doctoral Fellow to part fund research on 'outcome measurements in neurorehabilitation'

Partners in health & social care

Rehabilitation equipment launched

Bridget Gaynard, Occupational Therapist is Cambridgeshire Community Services NHS Trust's Clinical Advisor to the Cambridgeshire & Peterborough Integrated Community Equipment Services (CES). She recently worked with Nottingham Rehabilitation Supplies (NRS) to develop a new range of slings for use with hoists issued to older and disabled people in the community. The sling was launched in April at the National Exhibition for Disability Equipment (Naidu) at the NEC in Birmingham.

“ We were delighted with the way NRS responded to the challenge. Particularly pleasing was the attention shown to technical detail in assessing sizing, fabric suitability and colours. The final universal design also incorporates contrasting brightly-coloured loops for maximum safety, and as each sling has a user limit of 19 stone it makes it highly versatile for a large number of clients. **”**

Bridget Gaynard, Occupational Therapist, Cambridgeshire Community Services NHS Trust.

“ The Cambridgeshire & Peterborough ICES team set us an interesting challenge and we are delighted that we managed to rise to it, developing a range of attractively-priced slings that will also benefit our other ICES customers. **”**

NRS Brand Director, Sandra King.



Bridget Gaynard, Occupational Therapist, Cambridgeshire Community Services NHS Trust and John Turner, Product Development Manager, NRS

Working group achieves improvement in occupational therapy waiting times

A working group consisting of Cambridgeshire Community Services NHS Trust, Huntingdonshire District Council, Cambridgeshire County Council, NHS Cambridgeshire and Luminus was formed to improve occupational therapy (OT) waiting times for elderly and disabled people in Huntingdonshire.

The OT service, provided by Cambridgeshire Community Services NHS Trust, has faced significant increases in demand as a result of a growing and ageing population. Through the hard work and commitment of the Trust's OT staff, coupled with additional investment from Cambridgeshire County Council there has been a reduction in waiting times for assessments for disabled children, from 118 weeks in September 2009 to 50 weeks in May 2010. Urgent cases continue to be seen within 5 days.

Waiting times for the adult service have also reduced. High priority cases continue to be assessed within 3 days. Medium priority cases now wait a maximum of 21 weeks in April 2010, down from 31 weeks in October 2009. Lower priority cases now wait a maximum of 25 weeks in April 2010 from 51 weeks in October 2009.

“ It is a credit to the hard work of our OTs that waiting times for children have halved since September 2009 without compromising quality of care or increasing the 5 day waiting time for urgent cases. **”**

Claire Sharp, Lead Practitioner, Children's OT Service, Cambridgeshire Community Services NHS Trust.

“ I am delighted that by working together with partners, we have been able to significantly reduce waiting times to improve the quality of life of our patients. I look forward to continuing this positive joint working. **”**

Jane Crawford-White, County Lead, Adult Community Rehabilitation Services, Cambridgeshire Community Services NHS Trust.

“ There had been great concern about the increasing waiting times for OT assessments. A significant amount of effort has gone in to achieving these improvements, and I want to thank the Occupational Therapy staff in Cambridgeshire who are working hard to reduce the waiting times. Thanks also to the Working Group for their efforts. There is still a way to go before targets are met but we are heading the right way. **”**

Councillor Ken Churchill, Executive Councillor for Housing and Public, Huntingdonshire District Council.

Produced by Cambridgeshire Community Services NHS Trust.
Contact: 01480 308216 or email ccscommunications@cambridgeshirepct.nhs.uk

A special thank you

Cambridgeshire Community Services NHS Trust has recently received generous donations from the following:

Perse Girls Junior School in Cambridge donated £1,069.91 to our children's charity 'Dreamdrops'. Pupils raised funds through a variety of activities, not least a 'sounds of the sixties' concert. The money will go towards purchasing a multi-sensory voyager for Holly Children's ward.



Perse Girls Junior school Year 6 presenting their cheque to Viv Golding and Dr Jill Challener of Dreamdrops Appeal.



Andy Oxborough and Gary Mansfield together with Trevor Mansfield of St Neots Round Table presenting their cheques to Kate Rivett, Neonatal Manager, SCBU, Cambridgeshire Community Services NHS Trust

Andy Oxborough and Gary Mansfield both from St Neots, donated £5000 to our Special Care Baby Unit, following their successful charity bike ride from St Neots in Cornwall to St Neots in Cambridgeshire. Andy's son was cared for by the Unit after he was born with breathing problems in July 2009. St Neot's Round Table sponsored the bike ride and donated £500 to the Unit.



Huntingdon Fire Service, White Watch presenting their cheque to Christine Jenner, Practice Development Nurse, SCBU, Cambridgeshire Community Services NHS Trust

Huntingdon Fire Service, White Watch organised a 'Bike Safe Day' with everyone enjoying lots of activities and a barbecue, whilst raising £82.00 for our Special Care Baby Unit.



Mrs Roberts' daughter, Sylvia Lingwood, presenting the cheque to the District Nursing Team, Princess of Wales Hospital, Cambridgeshire Community Services NHS Trust

In memory of the late Mrs Dorothy May Roberts, family and friends kindly donated £800 to the Princess of Wales hospital in Ely. This kind donation was made in recognition of the care provided by our District Nursing Team which enabled Mrs Roberts to stay in the comfort of her own home, rather than go into hospital. The family expressed a wish that the funds are used to assist the purchase of a new syringe driver.