



# Souvenir Brochure **2019**





## A BIG THANK YOU to our sponsors



### Want to find out more?

You don't have to wait until REACH 2020 to find out more about the fantastic services and compassionate care delivered by our staff.

To hear real life experiences and perspectives from frontline staff, service users and their carers and families, listen or subscribe to the Combined Combinations podcast.

Available for free listening or subscription:

[www.soundcloud.com/nhscombinations](https://www.soundcloud.com/nhscombinations)

**Outstanding**  
Our journey continues...



<https://soundcloud.com/nhscombinations>



Search Podcasts for  
"Combined Healthcare"

**THE FINEST FRONTLINE  
PODCAST IN THE NHS**



# REACH Awards 4 July 2019





# Proud to CARE Award

## Carole Rowley – Psychological Therapist, Community Learning Disabilities Team

Carole joined the Trust just over a year ago with a wealth of psychotherapeutic skills and knowledge. It wasn't long before she established a psychology clinic to manage the waiting list for psychological intervention, which has reduced waiting times substantially and resulted in service users having their needs met more effectively. Having recently completed her qualification in organisational support group facilitation from the Tavistock Clinic, Carole has established a staff support group in the community team, whose success the team attribute to Carole's compassion in all that she does.

Carole provides informal and formal support to colleagues around psychological issues. Her work is of a consistently high standard and she makes a difference in the lives of service users, in particular with service users that have been difficult to engage, showing compassion and understanding to both service users and colleagues with her calming presence.



Despite all of her skills and experience and her ability to recognise the strengths of others, Carole is extremely modest about her own skills and experience.

---

## Highly Commended



Beth Condliffe

Brenda Pennington

## Nominees:

**Marie Barnett** – Nursery Nurse, **Charlotte Carr** – SN, **Elizabeth Condliffe** – Receptionist, **Jenny Cunningham** – Community Psychiatric Nurse, **Richard Dale** – Staff Nurse, **Jane Dowling** – Community Psychiatric Nurse, **Natalie Gibbons** – Staff Nurse, **Sonia Goodwin** – Team Manager, **Louise Harris** – Social Worker, **Simon Hollinshead** – STA, **Home Treatment Team**, **Julie Howley** – HCSW, **Joanne Howley** – HCSW, **Angela Humphreys** – STA, **Richard Mellor** – Staff Nurse, **Shaun Mountford** – Staff Nurse, **Oliver Nicholls** – HCSW, Parent & Baby Unit, **Sue Parkes** – Quality Improvement Lead Nurse, **Brenda Pennington** – Clinical Coding Officer, **Melanie Richards** – SSN/ Senior Practitioner, **Carole Rowley** – Psychological Therapist, **Karon Sharratt** – RAID Practitioner, **Jacquie Shenton** – Consultant Nurse, **Tina Sieradski** – ISS HCSW, **LAC Team**, **Sharon Tunnicliffe** – Administrator, **Wendy Wardell** – ISS HCSW, **Jenni Watson** – Speciality Doctor, **Geoff Yardley** – Growthpoint Project Manager

# Unsung Hero Award

## Steve Jones – Health Care Support Worker and Unison Representative

Having received three nominations for the Unsung Hero Award, Steve was a popular choice for colleagues and judges alike. Steve works part-time, where he undertaking one clinical shift a week as a HCSW and spends the rest of his working time as a Trade Union official, providing much-needed support to our staff.

Apparent across all three nominations, Steve goes above and beyond what is expected of him in his role as Unison Rep and spends a considerable amount of his own time supporting staff, endeavouring to ensure that they are treated fairly and equitably. What people might not know is that Steve works closely with Human Resources and managers to resolve countless often complicated and emotional situations, which would have otherwise been resolved through a formal grievance process.



Humble and a genuine “man of the people”, Steve embodies everything that the Unsung Hero category stands for and always seeks to find a solution before an issue becomes a problem, with staff members and patients always at the forefront of his mind. Steve lives and breathes the Trust’s values. One nominator said: “Even if you had no understanding of what our values are, when given the chance to describe Steve in four words you would most likely choose compassionate, approachable, responsible and excellent – or something incredibly similar.”

Not only does he take his responsibility as a staff side representative very seriously, Steve works hard to improve the health and wellbeing of all Trust staff and took the lead role in Feel Good Friday and associated health and wellbeing initiatives across the whole Trust – all the while doing so discretely, without fuss and with modesty. He also works at a regional level for Unison and national, and is a positive vocal support to many communities including BAME and LGBT+ and will go out of his way to support individuals and organisations.

## Highly Commended



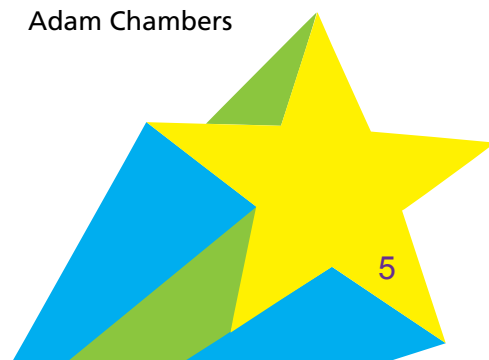
Sarah Tombs



Corrina Bentley



Adam Chambers



# Partnership Award

## LAC CAMHS Team

The Looked After Children's (LAC) CAMHS team provides a comprehensive therapeutic and consultation service to looked after children and young people of Stoke-on-Trent and also to their professional and care networks. The LAC CAMHS team has close working and collaborative relationships with the Local Authority's Children in Care and Safeguarding Teams.

The LAC team also delivers a nationally recognised training course – Love Is Not Enough (LINE) which was devised by and is copyright to the LAC CAMHS service. This 8-week training course is delivered in collaboration with the Local Authority to foster carers and other professionals, receiving excellent feedback and high evaluations with service users.

The follow-on 'Therapeutic Trauma and Attachment Group' (TTAG) supports foster carers in their understanding, care and management of traumatised children and also the effects of vicarious trauma on the carers themselves. Previously, there were waiting times to join this group. However, the team worked closely with Social Care colleagues and service users to improve access to training, thereby increasing the numbers of carers supported within Stoke-on-Trent.

The busy team always takes time to listen to the worries and concerns of others and provides thoughtful, creative and flexible ways of working, embodying the Trust values throughout their daily work. Whether they're answering a call from a stressed social worker, visiting a 17-year-old person living independently who cannot travel to Dragon Square or taking time to work with the foster family in a family therapy clinic, their compassionate approach always facilitates collaborative and cohesive team and multi-agency working.



## Highly Commended



The Awake Craniotomy Service



Primary Care Team –  
Moorcroft and Moss Green Surgeries



Dean Burgess and Andy Bough

# Research & Development Award

## DBT (Dialectical Behaviour Therapy) Team

The Children and Young People's Dialectical Behavioural Therapy (CYP-DBT) service, headed by Dr Heather Mason and Dr James Boardman, was established within CAMHS in 2014 to meet the growing demand of young people (aged 13–17) with high levels of mental health needs in North Staffordshire. Before its development, there were no specific interventions for young people with self-harming and suicidal behaviours outside of CBT and family therapy.

Through various modes of treatment, DBT aims to provide a high standard of individual and group-based intervention; to enable young people to develop specific skills to manage everyday challenges; to reduce self-harm and suicidal behaviours; and to reduce attendance at local services (inpatient, GP surgeries, A&E) due to self-harm.

There is a growing need to understand the effectiveness of DBT as an intervention within the NHS in the UK. Heather and James conducted a programme evaluation, presented their data at the National Society for DBT Conference in Cork in November 2018 and received national recognition for benchmarking CYP-DBT programmes against RCT published studies, showing that it is effective in meeting its aims of supporting young people.

Since the conference, Heather and James have participated amongst national leads in the field to collaborate in applying for a multi-million pound research bid to conduct a UK RCT. Combined has been identified as one of the leading sites.

The team's nominator said: "Without this team, there is no doubt many young people and families would not be able to move forward in such a positive way without their invaluable input and the great effort they put in to their care."



## Highly Commended



Practice Education Team



Felicity Watkin and Phil Emery  
- Suicide Prevention Tool



# Rising Star Award

## Joanne Willis – SSN/ Senior Practitioner, Home Treatment Team

Since becoming the team leader of Home Treatment Team, Jo has shown consistently high standards of care and has supported all of her team to maintain these standards through some very difficult times.

The Team and service over the last 12 months has undergone many changes, and Jo has been the mainstay to support staff through these sometimes challenging times, showing incredible commitment and inspiration to generate and support new ways of working.

Jo possesses a 'can do' and positive approach to everything she does and is an excellent role model within the organisation. The environment that Jo works in is often challenging and stressful, however, she always displays a professional, calm and methodical approach to any situation.



When the Trust became part of a national pilot in delivering 48-hour follow-ups to all patients discharged from the Acute in-patient wards, Jo generated energy and enthusiasm from the team to embrace this change to support the wider National Suicide Prevention Strategy. She also worked with the community teams and in-patient wards and developed the working Standard Operating Procedure for the change, which is now embedded in practice.

There had been many attempts in the past to deliver a 24-hour Home Treatment service. Through her drive and compassion for the service, Jo worked with the team using her leadership skills to move this forward with success.

Jo has thrived in her leadership role, demonstrating a compassionate approach with the service experience at the heart of what she does, proving just what a great asset to the Trust she is.

---

## Highly Commended



Fiona Campbell

Amy Davidson



# Diversity and Inclusion Award

## Step On Vocational Service

Employment is a key feature of social inclusion. A person in work enjoys better health and wellbeing and greater financial independence. They also contribute more to the community and to the local economy, promoting and reaffirming the importance of inclusion.

Step On supports people who have experienced mental health difficulties who are now ready to return to or look for paid employment. They have a clear vision and strong team ethos to support vulnerable people back into a functionality, treating everyone with fairness and equality.

The team work with service users in Staffordshire involved with mental health services. Comprised of skilled employment specialists and peer support workers, the team provides advice and support on possible career opportunities, focusing on a person's abilities and aspirations. Alongside this, they work closely with employers to identify job opportunities and to match suitably skilled candidates.

The team are able to demonstrate positive outcomes for service users and can evidence excellent collaborative working with the wider public.



## Highly Commended



Tehsien Zaheer, Tanisha Simpson and Lesley Faux

# Justin Griffiths Scholarship

To honour the life and work of Justin Griffiths, the 'Justin Griffiths Scholarship' was awarded.

This scholarship carries on the work that Justin did day in day out; educating and supporting our Social Workers, Best Interests Assessors and Approved Mental Health Professionals to develop their knowledge and skills, improve the lives of others and provide the best possible care and support to our service users, families and communities.

The successful recipients are:

**Denise Heatley** – Denise will be using the funds to deliver a full days' training to support the Best Interest Assessors and AMHPs when assessing people with a learning disability and autism under the Mental Health Act for the Stoke AMHP Team.

**Rachel Witter** – Received two books to support learners on the Best Interests and Approved Mental Health Professionals courses.

**Melanie Shapland** and **Erica Whitehead** – Received the five books they requested for the start of a resource library for the Access Team.

**Lynsey Fowkes** – Has been funded for a one-day course: PABBS Evidenced Based Suicide Bereavement Training AND for PG Cert in compassion-focused therapy.



Melanie Shapland, Erica Whitehead, Denise Heatley and Rachel Witter  
(Lynsey Fowkes not pictured)

# Valuemaker Award

## Dave Norcup – Information & Costing Associate, Finance & Performance Team

Dave always strives for excellence and works tirelessly to support transformation and service improvement in the Trust. With an exceptional understanding of Trust services, Dave has worked constructively across all Trust directorates and with corporate services to improve the Trust's activity and costing reporting.

Always approachable, Dave is a popular and valued member of the Finance and Performance team and always goes the extra mile. Dave has a fantastic ability to consider an established method and develop a solution to streamline and speed up the process, always with the goal to improve the quality of services and patient experience.

Dave is passionate about improving the Trust's activity and is always thinking of new ways of presenting the data to ensure that managers and clinicians can recognise how they can improve productivity, efficiency and effectiveness. He is able to translate complex financial and activity data using his technical skills and analytical approach, which help to simplify the results for the intended user, namely clinical staff.

Recently, Dave has been pivotal in delivering an activity information dashboard to managers and frontline staff throughout the Trust, which provides information in a user-friendly format. Dave self-learned how to use the complex reporting platform in a very short period of time, and staff have since expressed how useful and informative the tool is.

Dave's contribution is making a huge difference – he has been instrumental in rebasing the Trust's Activity Plan this year and has worked tirelessly to ensure that all changes and service developments are reflected and that directorates understand their activity and what they need to deliver. This will ensure that the Trust is providing the volume of services that are commissioned going forward which is essential for our financial position and reputation.



# Leading with Compassion Award

## Leah Benson – CBT Therapist, Stoke Community CAMHS

Described by her colleagues as humble and someone who avoids creating attention and self-promotion, Leah's surprise when winning this award reaffirmed her genuine modesty to receiving public recognition.

Praised by her team as being caring, knowledgeable and a voice of reason, Leah is widely respected by colleagues and service users alike and acts as a role model for colleagues in the way that she shows compassion and passion for everything she does.

Leah embraces challenges, is always open to new ideas and even selflessly stepped up to support and lead another team when required, while continuing to manage South Stoke CAMHS with clear and consistent leadership.

Her unwavering commitment to providing a high quality, outstanding service has contributed to her composure and confidence during challenging demands and pressures, all while remaining approachable, gently guiding and encouraging her team to develop to be their best self. Her focus on maintaining positive relationships with staff, other teams and partner agencies, as well as promoting team work, helps the team to continually improve and to develop the service.

Receiving three nominations for this category, Leah proves time and time again that she is an excellent leader who always puts young people and their families first, truly leading with compassion. Respecting service users' voices are central to the sometimes-tough decisions that she has to make.

As more than one nomination stated, Leah goes over and above for others. One nomination summed it up nicely: "CAMHS is a better place for all while she is here."



## Highly Commended



Richard Bagnall

Wendy Thorley



Sandra Storey



# Volunteer or Service User Representative of the Year Award

## Craig Boulding – Volunteer

As a volunteer at the Occupational Therapy department at Kniveden, Craig's knowledge and experience has proven to be invaluable.

Craig started at Kniveden as a service user and has grown in confidence and moved onto being a volunteer. His role was to assist with pottery, but he has progressed to helping maintain the whole site and there is nothing he can't turn his hand to.

Craig is always willing and keen to learn new skills and to pass them onto service users. Always willing to go the extra mile for the team and service users, he does so with a smile.



Craig is compassionate towards clients, using his first-hand experience to empathise. He is always approachable with staff and service users and will do anything to help anyone. He provides excellent support to the staff and is responsible in all aspects of his role, which he more than fulfils with excellent quality, whether that is in pottery, fixing a tap, or supporting a service user or a member of staff.

He has even undertaken courses above those required by a volunteer, including a plumbing course. His nominator said: "He is such an asset to our project that I don't know what we would do without him!"

## Highly Commended



Linda Anderson

Tom Wilson



Russell Barratt

# Service User & Carer Council Award

## Joint Winners

### Wendy Dutton – Chair, Service User & Carer Council

Wendy's nominator said: "Wendy as chair of the SUCC, is the linch pin between service user and the Trust board. She is the ideal person for this position."

Wendy is Chair of the Service User and Carer Council (SUCC) and a member of Trust Board. Wendy was a registered general nurse for 30 years, working in a variety of roles including Advanced Nurse Practitioner.

Wendy is a service user within both Mental Health and Physical Health services. This has led to Wendy being passionate about person centred care and a firm believer in treating people holistically; recognising that we don't come in separate packages and need to be assessed and care formulated for all our care needs as far as is practicable.

Wendy uses her insight both as a service user and a nurse to see things from both a service user perspective and as a care giver, and how collaborative working can benefit all parties.



---

### Marie Barnett – Nursery Nurse, Parent & Baby Unit

Marie lives and breathes her job, giving it her all every day. She has a reputation for doing absolutely everything in her power to ensure that every service user is made to feel comfortable whilst on the unit.

She has delivered workshops and set up numerous groups for the different types of families that attend the unit. She does so much for her service users – things which can be a real lifeline for the families.

Marie's nominator said: "Marie has made such a massive impact on my life and my recovery from postpartum anxiety. She has always been a real rock for me and has done so many things that have been life changing for me."



"For instance, she has held my hand when I was experiencing terrible intrusive thoughts; she has come in on her days off so that classes are still on to maintain continuity for us patients; she has taken us out in the community many places such as Aquatots, the library and the museum – things which she organises herself. She even gave me her daughter's clothes when I was losing weight from breastfeeding."

"Everything she does it with a genuine, kind-hearted attitude. I would not be where I am now if it were not for Marie."

# Special Recognition Award Award

## Maria Nelligan – Director of Nursing & Quality

Before her departure from Combined, the Service User & Carer Council wanted to show their appreciation to Maria by presenting her with the Special Recognition Award at the REACH Awards.

Maria has been an extremely highly valued member of the Trust Board and Executive Team and has made a significant contribution to obtaining our recent Outstanding rating from the CQC. Her positivity and commitment to improving services and service user experience has been inspirational to so many during her time with Combined Healthcare.

Maria's nominator said: "Maria's support and encouragement have helped me to develop both personally and as a member of the SUCC. She has ensured that I and other service users/carers feel included and treated as equals in everything we do. I wish I had half her energy!"

Maria is an experienced Registered Nurse Leader. On completing her Registered Nurse training in Learning Disabilities in Ireland, Maria moved to Australia in 1986 to extend her experience. She migrated to the UK in 1990 and worked as a Community Nurse in Merseyside where she continued to develop her skills and interest in physical health, when she became the Board Nurse in the local Primary Care Trust.

Maria has held a number of operational and clinical roles, including professional lead and Services Manager until her appointment to Deputy Director of Nursing & Therapies from 2004 at Cheshire & Wirral Partnership NHS Trust. During this time, she extended her experience corporately in leading a portfolio in Nursing, Infection, Prevention & Control, Emergency Planning, Education Services Development and Quality Improvement.

In October 2015, she joined the Trust as the Executive Director of Nursing & Quality which carries a key role in taking forward continuous improvement and contributing to the Trust's CQC improvement journey. Maria is a member of the National Mental Health Nurse Directors Forum Steering Group and represents the Midlands & East Region. As well as nursing, Maria is the Trust's professional lead for AHPs, and Social Work.



Maria Nelligan

Buki Adeyemo

# Team of the Year Award

## Nurse Prescribers, ADHD CAMHS Team

Since the introduction of independent nurse prescribers in all three CAMHS teams, they have been able to transform the way they deliver care for those under assessment or diagnosed with ADHD. Prior to nurse prescribers leading on the ADHD pathway, children and their families would wait up to two years for an assessment and all three CAMHS teams had lengthy wait times.

Overhauling this process has been no easy feat. They found that a lot of resource went into managing children who were receiving treatment for ADHD. Some of these children would be sitting within CAMHS services up to the age of 18 years and the team felt that giving them the message that they needed mental health services was unhelpful.

They went on to build relationships with GP partners and started their first Effective Shared Care Agreements so that those on stable treatment could be transferred to their GPs for ongoing prescriptions, and the team would review their care every 6-12 months. In addition to this, they started their first CAMHS shared care clinic, which has received fantastic feedback from children, parents and GPs. This has brought significant cost savings, as well as reducing staff resource. Once they freed up capacity within prescribing, they wrote a new care pathway for ADHD based on new NICE guidance and DSM V classification for diagnosis. They put in place a robust assessment process with a holistic, equitable pathway that has momentum but ensures all children have the same opportunity. As a result, they now have a 0-12 week turnaround for ADHD assessment and no waiting list.

The team have also built mini MDTs into the assessment pathway to share decision making, which include psychology, play and parenting specialists, psychiatry, assistant psychology, mental health nurses student nurses and admin. The nurse prescribers are incredibly compassionate about building relationships with young people and their families, and know how important it is to get to know each child in order to understand not only what their struggles are but also their strengths. The success of the pathway hasn't been possible without the input from the teams' hardworking administration staff, the play and parenting specialists, psychology colleagues, the local schools they work with, the finance team and our service managers, as well as the support from the Director and Deputy Director of Nursing – all have helped to make a difference to children and young people.



## Highly Commended



Mental Health Liaison Team



Family Group – Ward 4



# Chairman's Award

## Leah Benson – CBT Therapist, Stoke Community CAMHS

This is a special award, with the winner selected from all the winners we have honoured. It gives special recognition to a team or individual who we believe goes that extra mile and represents the Trust values.

David Rogers said of Leah:

"In the year that we are awarded Outstanding, this year's winner of the Chairman's Award is someone who has shown in everything she does that she is truly outstanding. Her passion and commitment to her work are simply admirable and, paired with her kindness to service users and colleagues, Leah is such a well-deserved winner.

"She is a DBT Therapist in the South Stoke CAMHS team who values innovation, rises to challenges and sets an excellent example to her team. Modest yet determined, it is no wonder that Leah received multiple nominations for the Leading with Compassion award.

"A great role model to colleagues, her focus never shifts from the core of her purpose; to treat every young person and their families with respectful, individualised and compassionate care.

"Leah demonstrates strong and inspiring leadership with compassion to everyone she comes into contact with. She strives for the best possible service for every young person she supports, and I am confident that she will continue to be successful in everything she sets out to achieve. It was my pleasure and privilege to award the Chairman's Award to Leah Benson."











"On behalf of North Staffordshire Combined Healthcare NHS Trust, we are delighted to present this souvenir brochure of a fantastic night of recognition of our staff, service users and partners.

"At REACH 2019, we reflected with pride on a truly Outstanding year, as we became only 1 of 2 specialist mental health Trusts in England to be given the CQC's highest rating.

"And we celebrated together brilliant examples of achievement, commitment and dedication by our people - the hallmark of what makes Combined so special and which enable us to look forward with confidence to our continuing journey to be outstanding in all we do and how we do it.

"There can be no greater mission in the NHS than supporting and caring for the mental health and wellbeing of people throughout the local communities we serve.

"Congratulations to every shortlisted candidate for these Awards. Our people really are the best of the best and it is our privilege and pleasure to have the opportunity to thank them and recognise all they do."

David Rogers

Chairman, North Staffordshire Combined Healthcare NHS Trust



# REACH 2019

A RECORD BREAKING YEAR



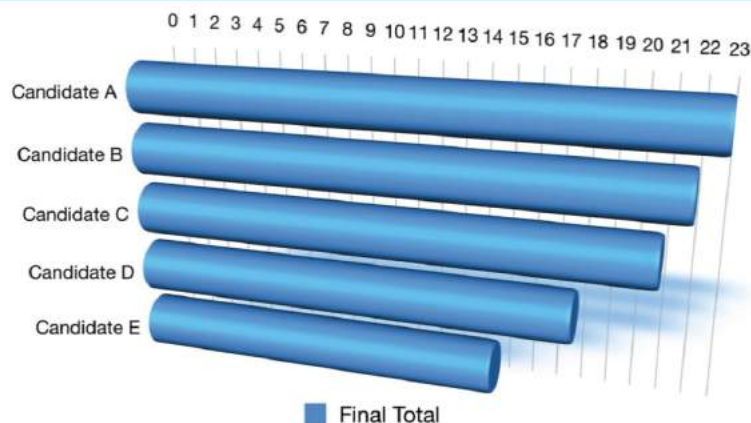
**336** nominations received

- the biggest ever

**208** individuals

**128** teams

**270** staff votes in the Proud to CARE Award  
**The most votes ever**  
**The tightest ever race**



**The Justin Griffiths Scholarship**  
**Record** number of nominations  
**Record funding** agreed