



TRUST AWARDS 2018

Awards Ceremony Programme

Friday 9 November



Running Order

6.30-7.00pm	Drinks reception
7.20pm	Welcome from Dr Sara Munro, Chief Executive
7.30pm	Host performance, comedian Sean Collins
7.45pm	Award winners announced Non-Clinical Employee of the Year Award Presented by Dawn Hanwell, Chief Financial Officer Clinical Employee of the Year Award Presented by Joanna Forster Adams, Chief Operating Officer
8.00pm	Starter served
8.30pm	Award winners announced Health and Wellbeing Award Presented by Sue White, Non-Executive Director Bank Employee of the Year Award Presented by Cathy Woffendin, Director of Nursing, Quality and Professions
8.45pm	Main course served
9.25pm	Award winners announced Non-Clinical Team of the Year Award Presented by Claire Holmes, Director of OD and Workforce Clinical Team of the Year Award Presented by Prof Sue Proctor, Chair Partnership Award Presented by Helen Grantham, Non-Executive Director Volunteer of the Year Award Presented by Margaret Sentamu, Non-Executive Director
9.45pm	Dessert and coffee served
10.00pm	Award winners announced NHS70 Award Presented by Susan Tyler, former Director of Workforce Development Inspiring Leader Award Presented by Dr Sara Munro, Chief Executive Chair and CEO Award Presented by Prof Sue Proctor, Chair and Dr Sara Munro, Chief Executive
10.20pm	Final words from our host
10.30pm	DJ begins
Midnight	Bar closes
00.30am	Event finishes

Star Award Winners

Tonight's awards recognise and celebrate the achievements of our colleagues and teams over the last 12 months. But celebrating excellence isn't just an annual event.

The Star Award is the Trust's monthly staff recognition scheme. It recognises those teams and individuals who go above and beyond the call of duty and are passionate about providing the best possible service to service users, carers and staff throughout the year.

Congratulations to all the Star Award winners during 2017/18.

Fiona Pickard

Healthcare Assistant on Riverfields Ward at Clifton House

Godwin Chideya

Staff Nurse on Ward 2 Assessment and Treatment at the Newsam Centre

Saggu Sukhvinder

Health Support Worker at the Crisis Assessment Unit

Jill Denbigh

Support Service Secretary for the CFS/ME Service

Umer Khan

Clinical Support Worker at 3 Woodland Square

Alan Appleby

Trust Gardener on the Estates and Facilities Team

Gail Galvin

Matron for the Acute & PICU Inpatient Services

The IT Service Desk

St Mary's House

Rachael Walker

Charge Nurse at the Mother and Baby Unit at The Mount

Ron Kennington

Team Coordinator and Chief Cashier at the Newsam Centre

Holly Taylor

Research Assistant on the Research and Development Team



Welcome

Over the past year, the people who work for Leeds and York Partnership NHS Foundation Trust have made a real difference, by providing high quality mental health and learning disability services to those in need of our support.

It is vital that we celebrate these achievements and acknowledge the resilience and determination that our staff have demonstrated in the face of some notable challenges.

Not only in the everyday challenges you'd expect, such as dealing with change and budgetary pressures, but also in dealing with the extraordinary, such as the Becklin fire incident which has prompted several of this year's Trust Award nominations. It was really heartening to see you all pull together to ensure the safety and wellbeing of our service users, with estates and transport staff working closely with clinical staff, other colleagues, and our partners at Interserve and Bradford District Care Trust. You all have reason to feel proud. We also shouldn't forget the outstanding efforts of staff who went above and beyond to get to work during the spells of bad weather earlier this year.

We received a record-breaking 188 nominations in total for our 2018 Trust Awards, which is a further testament to the fantastic people we have on our team. I am proud to lead some truly inspirational individuals who are prepared to go the extra mile and work together to put our service users first. The role you've all played this year in living our values is being celebrated this evening and you should all be incredibly proud.

I want to take this opportunity to say thank you. Thank you for the commitment, care and passion you bring to your work every day. Your ongoing enthusiasm, resilience and team spirit makes a difference, not only to your colleagues and to the performance of your departments and the Trust, but also to people's lives. This is both real and meaningful.

It doesn't matter what position you hold in the Trust - whether it's front line service delivery or you're enabling that as part of a support team - you are all contributing to the wider effort.

Each and every one of you deserves to be here and I hope you all have a wonderful evening.



Dr Sara Munro
Chief Executive

Non-Clinical Employee of the Year



Caroline Agnew, Volunteer Placement and Development Officer

Caroline is described as a caring person who always works hard. Her selfless, positive attitude is infectious and she's been instrumental in recruiting volunteers to support the care and therapies being delivered by staff at Clifton House in York.

She goes above and beyond to make sure this all runs smoothly, including picking people up and dropping them off so they can get where they need to be.

As well as providing a steady flow of volunteers to help out day-to-day, Caroline also secured funding and the extra volunteers needed to renovate Clifton House's front garden. This has created a fresher and cleaner space for our service users to enjoy.



Nasser Mohammed, IT Analyst

Nasser's outstanding contribution to the work of the IT Service Desk is felt Trust-wide. He is described as being extremely hard-working and always on hand to help with everything from day-to-day computer issues to larger scale threats.

Due to the demands of the role, he'll often deliver bigger projects in his own time. These have included developing apps, web pages and informatics dashboards that are used by various teams to make their work easier.

Nasser's helpful and positive manner makes him a popular member of the team who demonstrates patience, professionalism, and a determination to provide solutions.



Richard Ellis, Learning and OD Lead

Richard is highly regarded for his enthusiasm, positivity, and kindness in supporting and helping motivate others.

As the Learning and OD Lead for the Trust, he's been key in leading the Mary Seacole Local Programme, securing the Trust's delivery licence and working with the Yorkshire and Humber Leadership Academy to strengthen the Trust's position as the local programme leader.

This work has led to him being asked to lead the discussions around collaborating with our local mental health partners, SWYFT and Bradford, to deliver a wider regional programme. It's now developed leadership capability across three trusts for over 100 delegates and, following this success, two further mental health trusts are interested in joining.

Clinical Employee of the Year



Alex Irvine, Practice Development Nurse

Following the fire on Becklin Ward 5, Alex temporarily stepped in as ward manager, supporting service users and staff who'd been affected. Despite being a new role for her, within a different clinical area and with a different group of patients, she brought instant calm, with integrity, flexibility and professionalism.

Alex went beyond the call of duty to be supportive - organising shifts safely and minimising further distress by putting service user and colleagues' needs above her own.

She's also highly regarded for the improvements she's made to support people with Dysphagia (swallowing difficulties) at The Mount and for her commitment to training, developing, supporting and motivating those around her.



Hannah Wilkinson, Ward 5 Manager, Becklin Centre

Hannah recently took her first ward manager role as the permanent manager of Becklin Ward 5. Despite being isolated from the Trust, her colleagues and support networks while the ward was temporarily moved to Bradford following the fire, she quickly established and maintained herself as a fantastic role model.

Her supportive, collaborative leadership style has inspired others to adopt the same positive attitude and helped her to quickly develop new working relationships while in Bradford.

Hannah has an open and simple approach to challenging practice and care when needed and under her leadership there has been a significant decrease in high-rated incidents and sickness on Ward 5.



Janette Hynes MBE, Occupational Therapist, Forensic Services

As well as her work as an Occupational Therapist on Ward 3 at the Newsam Centre and across two other forensic wards, Janette goes out of her way to help service users get the support they need after discharge.

She's done this by introducing a number of activities, including a couch to 5K running group, and by forging relationships with other community projects. She's helped service users to find courses or employment and is working to put a system in place to help OTs stay in touch with their service users when they transfer to outpatient services.

Her work to develop new interventions reduces the risk of relapse for those who would otherwise struggle with a lack of occupation, routine and opportunity.

Health and Wellbeing Award



Dementia Inpatient Service, The Mount

Following a successful pilot in 2016, the Dementia Inpatient Service has rolled out the Health Support Worker Activity Programme for service users with behavioural and psychological challenges associated with dementia. It's been running alongside Occupational Therapy activities and there is clear evidence that it's made a big difference to the wellbeing of service users on the wards.

There have been 21 different types of activities on offer, including gardening, films and board games. Feedback gained between January and August 2018 showed that 79% of the service users involved said they'd enjoyed the sessions and would go again.



LYPFT Dietitians

Being embedded within many diverse teams across the Trust has brought its challenges for our dietitians, who wanted to be sure that service users were receiving consistent messages from everyone in the team.

To address this, 15 dietitians, dietetic assistants and dietetic associate practitioners created a trust-wide dietetics group, working together to improve service users' nutrition, and supporting them to make changes to their diet.

They've worked strategically, inputting into the new catering review and working on protocols such as highlighting the risk of refeeding syndrome. They're also embracing new research, practice and innovation, and are providing training and consultancy to other members of staff.



Sophie Bracewell, Gender Outreach Worker

Sophie is a Gender Outreach Worker and a highly valued member of the Rainbow Alliance, promoting the Trust's work to improve services for the LGBT communities.

She supports people on the Gender ID Service waiting list and in the wider trans community, helping to improve their health and wellbeing by providing emotional support and connecting them with relevant community groups.

She feels passionately about tackling transgender physical health inequality, is working tirelessly to raise the profile of the Gender Recognition Act reform, and stands up for the rights of trans and non-binary people.

She's also set up a support group for family and friends of the trans community.

Bank Employee of the Year



Kwesi (Ebenezer) Gyan, Health Support Worker

Kwesi is an outstanding member of our bank staff who goes above and beyond whenever he's on shift. He is always smiling and supportive to colleagues and service users and brings an infectious positive energy and can-do attitude. It isn't unusual to find him leading everybody in song and dance on the ward!

He is proactive in raising concerns, suggesting ideas, and leading change to boost team morale. He doesn't shy away from difficult conversations and knows when to seek support.

Feedback from ward teams and service users is consistently positive for his hard work, sensitivity and adaptability, and he's known for his caring and supportive nature to those in distress.



Nevada Hargreaves-Madhas, Bank Admin Support, Linden House Community Mental Health Team

Nevada has been a real asset, taking on the admin co-ordinator role with enthusiasm. Approaching the role with professionalism, he's helped to develop staff through appraisals, workshops and team meetings.

He not only values others, he's solutions-focused. He's efficiently handled challenges and conflict and has improved the running of the team by working to resolve any problems or issues he's become aware of.

Nevada has brought the team together. He's shown initiative to ensure things run smoothly and has helped members of the team to better understand each other's roles.



Wilson Njoroge, Clinical Support Worker, Parkside Lodge

Hard working, diligent and reliable, with the most kind, caring and compassionate personality you could hope for, are just some of the words that have been used to describe Wilson.

He has become a popular and highly valued member of the team at Parkside Lodge, where he provides service users with the high levels of dignity, respect and care they deserve, showing kindness and attention to their needs.

No task is ever too much for Wilson and he can always be counted on in a crisis. He's often the first to volunteer to help and then goes above and beyond what's asked of him to make sure service users have all they need – and always with a smile.

Non-Clinical Team of the Year



The Becklin Fire Support Team - Logistics, Estates and Facilities

Following the fire on Becklin Ward 5 earlier this year, the Logistics, Estates and Facilities Teams were immediately on hand to liaise with the fire service and ensure that staff and service users were moved quickly and safely.

The Logistics Team provided all boxes, transport and support needed to relocate to Bradford, working incredibly long hours without complaint. They went above and beyond in the weeks that followed too, ferrying staff over to the temporary ward on a minibus.

The Estates and Facilities Team also played a vital role in making the move as smooth as possible. They then worked collaboratively with others to ensure that Becklin Ward 5 was refurbished to a high standard.





Health Facilitation Team

Since launching in September 2017, the Health Facilitation Team has worked tirelessly to ensure that service users with a learning disability have equal access to healthcare. They're working with NHS England on a city-wide, collaborative project to tackle these health inequalities which they hope will culminate in a training and information event for health professionals.

As well as NHS England, universities, charities and other outside agencies have expressed an interest in collaborating with the team on their 'Get Checked Out' website and easy-read documentation. This is an amazing achievement in such a short period of time and is testament to their hard work, passion and integrity.



mHabitat

mHabitat has established itself as a digital innovation team that listens to and incorporates the lived experience of service users, staff and carers in all its projects. By bringing these groups together with digital innovators, health tech companies and academia, the team ensure they are designing, developing, deploying and evaluating digital tools that really make a difference.

Their creative and innovative planning techniques (including the use of clay and Lego) help all participants to visualise and understand the designs and systems they're helping to create.

MindWell is one such platform, and not only is it award-winning, it's also become a trusted resource for over 53,000 service users, carers and professionals over the past 12 months.

Clinical Team of the Year



National Inpatient Centre for Psychological Medicine Team (NICPM)

The high quality of care provided by the team at the National Inpatient Centre for Psychological Medicine is demonstrated by the positive feedback they've received from service users, family and friends. This was echoed in a recent CQC inspection where they received 'outstanding' ratings for being 'effective' and 'caring'.

The team, who provide holistic and person-centred care for people with complex medically unexplained symptoms, who are experiencing both physical and psychological illness, have been described by patients as exceeding expectations.

The CQC also noted the team's commitment to the needs and preferences of their service users, always making sure that these are reflected in decisions about their care and treatment.



Occupational Therapy Team, Forensics, Clifton and Newsam

The Occupational Therapy team has embraced the hard work involved in developing a recovery college for our service users, which has taken commitment and determination from all involved to get off the ground.

The college not only complements and enhances service users' experience, but has also raised funds for mental health services in the community by selling some of the products people have learned to make. The college ran more than 17 courses across two sites last year, with sessions including art for recovery, anxiety management and various hobbies, sporting activities and crafts.

This service has had a huge impact on service users and also provides a meaningful bridge between hospital and community.



Ward 5, Becklin Centre

This busy, acute ward experienced a serious fire in May, which meant relocating all service users, staff and necessary care equipment to a temporary location in Bradford for three months.

This substantially increased commuting time for many staff, impacting on personal lives and shift patterns, yet the team rallied around with kindness, co-operation and a can-do attitude to care for each other and their service users during the emergency, relocations, and while in their temporary working environment.

They've returned to Leeds having reflected on some of the challenges within the ward with enthusiasm, ideas and determination to move things forward and make improvements to person-centred care.

Partnership Award



Emergency Department Frequent Attender Group

This group was set up in partnership with LTHT and Barca. Its aim was to reduce the number of attendances at A&E by a specific cohort of people identified as frequent attenders who would benefit from mental health and psychosocial support.

Through joint working and collaboration, the team have adopted a consistent approach to understanding and meeting the complex needs of individuals who frequently use crisis, emergency and urgent care services.

In their first year, the team achieved a reduction of 31% in attendances for the selected group, surpassing the 20% target.



Health Facilitation Team

The Health Facilitation Team has worked closely with the wider health economy and other professionals to improve support for people with learning disabilities.

They've driven strategic change to ensure people with learning disabilities are included in their own health and wellbeing, using tools such as their 'Get Checked Out' website to better inform other professionals and carers.

Their clear patient information helps to explain five national health screening processes and they've supported the national flu campaign. They are also hopeful that their material for GPs, to help them identify patients with learning disabilities and ensure they're offered an enhanced annual health check, will be rolled out nationally.

So far, the team have trained more than 200 professionals and care workers.



The Perinatal Joint Clinic

Up to 25% of new mothers experience a significant episode of mental illness after having their baby and tragically suicide remains a leading cause of death in new mums.

This innovative and collaborative service brings together colleagues from our Trust and LTHT to provide joined up mental health and maternity care. It helps women who have a long-standing mental health history, have suffered rapid onset postpartum psychosis following a previous birth, or who have other complex needs.

The clinic facilitates difficult conversations about balancing the risks and benefits of treatment options to mothers and their unborn children. It's also led to increased knowledge and understanding between professionals and a simplification of the care pathway for those at their most vulnerable.

Volunteer of the Year



Aleksandra Oledzka

Aleksandra is a psychology graduate who initially volunteered with the Trust to gain experience in mental health care. She volunteered for several years, helping on projects to support older people to use iPads and in a befriending role.

Aleks took a break from volunteering when she secured a position as a support worker for an agency. However, when colleagues at the Trust asked whether there were any Polish-speaking volunteers, who could befriend an elderly lady with dementia, Aleks didn't hesitate.

Aleks visited every day to chat, bringing books, Polish food and reminiscence items. She also accompanied her to the Polish church. Her kindness had a huge impact on the lady's quality of life, helping to prevent her from feeling isolated.



Alice Holland

Alice became a volunteer Carer Consultant with the Trust's Personality Disorder Services in 2017. Since then, she has helped facilitate a number of psychoeducational courses and a peer support group for carers of people with personality disorder.

She has spoken about the group publicly on several occasions, including at the Trust's Annual Research Forum and the British and Irish Group for the Study of Personality Disorder's conference. Alice has supported two other carers to become Carer Consultants and has helped improve the information given to carers.

As a carer herself, Alice is able to communicate complex ideas about personality disorder in simple terms. She has great credibility within the group and her enthusiasm and empathy have been extremely valuable.



Gillian Schofield and Margaret Wilkinson

Gillian and Margaret have been instrumental in developing and running The Culture Club, which is a group for people in the Arts and Minds Network who have personal experience of mental health issues and want to see shows, plays, exhibitions and other arts events.

The club meets monthly to plan events and buy tickets, taking the interests and needs of its members into consideration. They successfully secured a grant which enabled the group to visit Hull during its year as 'Capital of Culture'. These visits provided inspiration for the group's own artwork.

Gillian and Margaret are described as committed and enthusiastic and are now developing an exhibition with the group for display in the community space where they meet.

NHS70 Award



Dr Elizabeth Carmody, Consultant Psychiatrist

During the 20+ years that Dr Carmody has worked at the Trust, she's had a profound impact on the lives of service users and their families.

She has overseen and made countless contributions to their care and transition through an inpatient setting, helping people with learning disabilities, who have been in crisis, to return to the community and a more independent life.

As Lead Psychiatrist, she has also provided supervision and has supported many of her colleagues in the development of their careers. Recently retired, she will be remembered for always going the extra mile, her kind and caring approach and her vast wealth of knowledge and experience.



Graham Fox, Ward Manager

Graham has worked as a mental health nurse and ward manager in York for 30 years and his positive and realistic management style make him someone his team at Riverfields can rely on. He has an impeccable eye for detail to ensure good quality care and if something isn't working, he addresses the situation with no fuss.

Performance data for Riverfields is excellent. The ward has a supervision rate of 90%-100%, staff report feeling supported, and there is a low sickness absence rate. Graham himself has only had one sick day in 30 years! His dedication to staff and service users, as well as his commitment to service development, improvement and depth of knowledge, is building a real legacy.



Dr Sophie Roberts, Child Psychiatrist

Sophie has been a driving force in Deaf CAMHS since it became a service in 2009. She is passionate about working with deaf children, young people and their families and is a powerful advocate for them when needed.

Sophie is open, honest and unafraid to challenge, but always respectfully and with service users in mind, and she delivers a first-class service.

She is instrumental in delivering continuous improvements to services and standards and lives her values, having recently completed British Sign Language (BSL) Level 6 (approaching interpreter standards).

Sophie is a respectful, knowledgeable and supportive leader who stays calm under pressure and takes responsibility. She has played a vital role in driving the development of a strong, supportive and CQC-rated 'Outstanding' team.

Inspiring Leader Award



Bekki Whisker, Matron, Clifton House

Bekki joined Clifton House as Matron at a challenging time, when two wards had closed and many staff had moved on. Since then she's worked tirelessly to bring stability to the team and reduce any anxiety and uncertainty.

The way she has communicated with and supported colleagues during significant service developments, and challenged decisions when needed, mean staff look up to her as a positive role model.

Her approach to leadership has boosted morale and health and wellbeing, seen performance figures soar and improved service user care and satisfaction. It has also helped to bring about the safe re-opening of Westerdale Ward.



Pamela Hayward-Sampson, Patient Safety and Risk Lead

Pamela is described as caring and unassuming, with the courage and integrity to challenge others and encourage accountability. She is supportive of those around her, inspiring them with her passion for service user care and commitment to learning from incidents.

In her role as Patient Safety and Risk Lead, Pamela finds herself in many stressful situations, such as providing evidence at the Coroner's Court. She does this with care and respect to all involved, and is also unfaltering in her attempts to engage families in incident reviews.

Her skills have achieved service improvements and she is highly supportive and attentive to staff. She goes above and beyond to help with anything they need and encourages their development.



Tim Richardson, Service Manager, Mill Lodge CAMHS

Tim joined the Mill Lodge Child and Adolescent Mental Health Service (CAMHS) as Service Manager at a time when morale was low, incident levels were high and the future was uncertain.

His leadership style brought a sense of calm and he rapidly gained the trust of the team by resisting the temptation for quick fixes. Instead, he listened to and involved staff and did a lot of evidence-based work behind the scenes with clinicians to make improvements.

He inspires with his integrity and willingness to take responsibility. He encourages the team to be innovative, develop resilience, celebrate success and learn from mistakes.

The service is now meeting commissioner requirements and is receiving more positive feedback from service users.

Chair and CEO Award



Forensic Service Leadership Team

The Forensic Service is inherently complex, reflecting the challenges of supporting recovery, ensuring public and service user safety and meeting the requirements of the criminal justice system.

After concerns were raised about the service, it underwent an external service review and in March 2017 a report highlighted issues with team working, interdisciplinary conflict and staff wellbeing, and the viability of the service was questioned.

Since then, the leadership team has pulled together to address many of the issues. They have worked incredibly hard to significantly improve the culture and relationships between clinicians and leaders, while also focussing on providing high quality care. Staff are now reporting higher engagement levels and renewed optimism which is supported by performance data.



Specialised Supported Living Service

When the CQC downgraded the service from 'Good' to 'Requires Improvement' following an inspection in 2016, the team rallied round to work out what needed to improve.

Within a year, they had developed, written and revised many procedures, policies and processes, had them approved and delivered training to make sure all 200+ staff were up-to-date.

By the 2017 inspection, the CQC recognised the excellent work that had taken place, but gave the team just two months more to develop a tool to demonstrate how they monitor quality via a Quality Assurance Framework.

Through determination, commitment and collaboration, the team succeeded in implementing this (and more) and were awarded an overall 'Good' rating with 'Outstanding' for Caring.

TRUST AWARDS 2018





integrity



simplicity



caring

