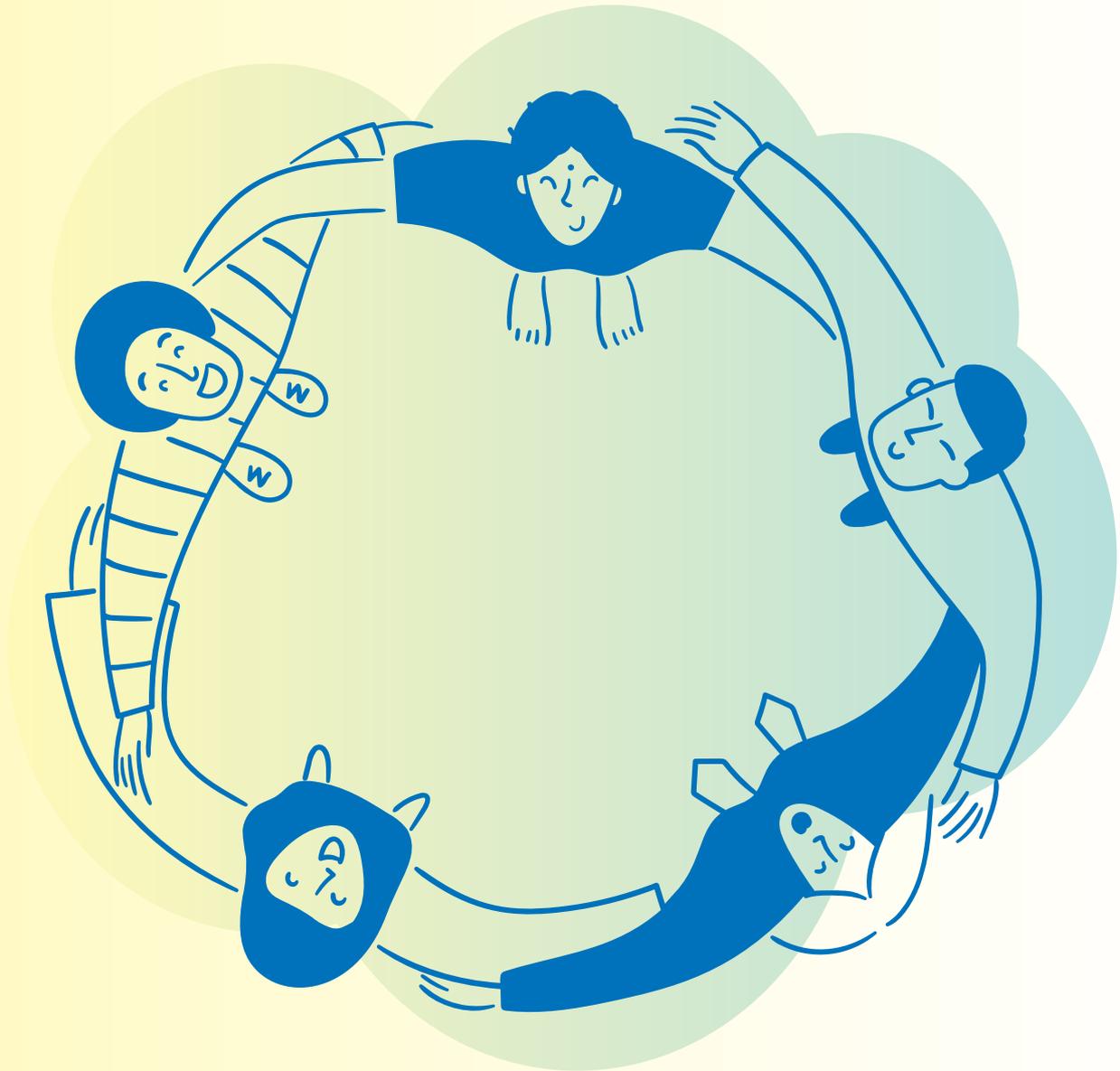


Together with friends, family and neighbours

Winter 2022/23 | Carer insights and updates



Welcome to our first issue of Together with friends,
family and neighbours.

With carers and staff, we've made this newsletter to
share information from our Trust and local communities.
It also includes support and resources.

We work alongside people who care for their partners,
neighbours or friends.

So, we know that many unpaid carers may not identify
as one, or know they are one.

In this newsletter, when we say carers, we mean anyone
who provides unpaid support that someone in our care
relies on.



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Our carers charter

There is a document, created by carers, that outlines what you can expect from our Trust.

It's called our carers charter. And it's there to make sure unpaid carers, such as friends, family, and neighbours, get to be involved from day one.

Every single person is different. You can help us to understand the person you support better, which really helps us to give them the best support. The charter sets out how that should work.

The charter was developed by our carers working group. It encourages carers and staff to work together to provide the best possible care.

In addition, the charter considers your wellbeing as a carer too.

You can read the carers charter on our Trust's website. Visit tewv.nhs.uk and search for carers charter.

Our co-created website hub

Our carers' hub has been made for unpaid carers looking for information and support. It was launched during June last year, by a sub-group of our Carers Working Group who worked together with Trust colleagues.

In an introductory message on the carers' hub the team wrote:

"We spoke about the questions you may need the answers to, information we'd like to be easily available and what we wish we had known when we became carers.

"From these discussions and our range of experiences we've created new content with links and resources specifically for carers in our area. We'll update these pages as and when we need to, with resources and links for carers.

"We hope you find the hub helpful for finding the information you need to help you in your caring role."

Since the launch of the hub, the number of visitors to carers content on our website has increased. The team involved in creating the carers hub wanted to pass on their thanks to all who have visited.

For practical advice and support, please visit the carers' hub: tewv.nhs.uk/carers

We spoke about the questions you may need the answers to, information we'd like to be easily available and what we wish we had known when we became carers.

introductory message on the carers' hub



Caring recommendations



Maria's podcasts

Maria is an unpaid carer, who is an involvement member at our Trust. Since becoming an involvement member, Maria has been involved in numerous co-creation opportunities such as the 2021 Online Carers Open Day and the launch of our carers' hub.

1. [Let's Talk Mental Health](#)
2. [Pull Up A Chair And Let's Talk Care](#)
3. [Stompcast](#)
4. [The Anxious Truth](#)
5. [Healthcare Companion](#)
6. [How to Fail](#)
7. [MHPN Presents](#)

Recommending these podcasts, Maria says: "I've rated these podcasts in order of my preference. I accept they may not be for everyone, or indeed anyone, but thought they may be helpful for some ... I recommend that people begin listening at the beginning which has a 2-minute trailer."

To listen, click the links or search for the podcast using your internet browser.

Author Circle and Carer Books to read

Matthew McKenzie, a writer and unpaid carer, has shared a list of book recommendations. He says: "Carer authors should try help each other. So, I have listed some who are committed to the ideals of the caring."

1. A writing prize – just for writers who are also carers
2. *The Selfish Pig's Guide To Caring* by Hugh Marriott
3. *The Carer's Handbook: Essential Information And Support For All Those In A Caring Role* by Jane Matthews
4. *He Died Waiting: Learning the Lessons* by Caroline Aldridge
5. *Self-Care for Caregivers: A Twelve Step Approach Book* by Diane Larsen, Marvin Larsen, and Pat Samples
6. *A Carer's Odyssey: Life as Mother, Wife, Carer* by Anna Chan
7. *A Caring Mind* By Matthew McKenzie
8. *The Long and Winding Road* by Rob Frowen
9. *The Special Parent's Handbook* by Yvonne Newbold MBE
10. *Releasing the Compassion* by Annie Dransfield
11. *Emo the Emotional Elf* by Faye Farmer
12. *The Carer's Bible* by Amanda Waring
13. *Experiencing mental health caregiving - Unpaid Carers* by Matthew McKenzie
14. *The Poetry book of mental health caring* by Matthew McKenzie
15. *The Carer* by Deborah Moggach
16. *What I Wish People Knew About Dementia* by Wendy Mitchell
17. *Are You Ok In There?* by Jane Lawrence
18. *Tender: The Imperfect Art of Caring* by Penny Wincer Carers rights day

Mindfulness courses for carers

Mindfulness is a way of paying attention to the present moment. It can help you become more aware of your thoughts and emotions.

We offer mindfulness courses for carers who are feeling stressed, worried or low. We deliver these courses both online and in-person.

You will learn and practise simple meditations and other activities that can help you to:

- be more aware of your thoughts and feelings
- be kinder to yourself
- respond more wisely to difficulties and stress

Our courses are available to adults (aged 18+) registered with a GP in County Durham and Darlington, Teesside and most of North Yorkshire.

Find out more and book your place on our website. Search for [MBCT](#)

Have you had your flu vaccine and COVID-19 booster?

The flu vaccine is offered for free to adults receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick.

Find out how to get vaccinated on the [NHS website](#).

Get involved

Your involvement as a carer is important. We'd love to hear from you and for you to join our involvement members.

Want to find out more about the different ways you can get involved with the trust and what the benefits are? Visit our [Get involved](#) web pages.



A quick chat with Anthea Motson

Anthea works in our Patient and Carer Experience Team and is passionate about supporting carers.

Anthea says: "Patient and carer experience is about sharing valuable insight into how it feels, as a patient and carer, to be on the receiving end of care. Being involved provides opportunities for patients and carers to share their experiences in order to shape and co-produce future services."

Her work includes delivering Carer Awareness training for our staff alongside carers and carer support organisations. This training highlights the benefits of including carers in all aspects of care, looking after the needs of the carers and endorsing the principles of the carers charter.

What is your favourite thing about your role?

"I work with such an amazing team. Everyone is so supportive; we all work very closely together and there is never anything I would feel uncomfortable discussing or asking about.

"I think this is so important - if you work within a really good team and you believe that your manager truly understands your feelings and concerns, you are more likely to feel motivated and empowered within your role, which is what we have in our team. With this comes increased confidence and feelings of security.

"I love hearing what patients and carers have to say about their experience, being able to listen to them and make changes based on their feedback. Visiting our different teams, seeing how they work and listening to staff's experience really puts my role into context."



[Anthea's video recommendation](#)

What I wish I'd known when I started caring - video by Carers Wales

This short animation features advice from carers. It includes tips about carers' assessments and your rights as a carer.

Show yourself kindness and compassion. This will support you passing on those attributes to the person you are caring for.

Anthea Motson

Tell us about the Feeling Safe focus groups you've been doing

"I had the pleasure of visiting Foss Park Hospital Adult Mental Health Services to carry out a feeling safe focus group. The staff were so very welcoming. They walked me around both wards, which had a lovely feel to them. The patients were relaxed and enjoying the musicians who had come to perform.

"The ward was calm and peaceful, and patients were content to move between and use the different spaces. I really liked the layout. Patients could either come together or sit alone whilst still being in the social areas.

"Patients were interacting freely with staff and were very comfortable with their surroundings. The ward manager explained how actively involved patients, families and carers are in decisions, helping the team to understand individual needs. I listened to staff talking to the patients with compassion and kindness. There was a really good feel of the whole team working collaboratively and supporting one another, implementing strategies that allowed the ward to be flexible in their approach.

"I stayed far too long on the ward, but I don't think I overstayed my welcome as I was asked to call back any time for a cup of tea and a hotdesk and I certainly will."

What do you love doing, outside of work?

"I really enjoy walking my dog. Getting out in the fresh air, taking a deep breath just thinking of the walk, the beautiful countryside and having some head space. It's such a stress buster. I have only had a dog for 5 years and he is a rescue. I only wish I had known sooner how wonderful they are.

"I love being in the garden, mostly weeding, but trying to grow flowers. Last year I kept the seeds of all of the flowers, to grow this year and help the bees."

Many of our patients are supported by friends, family or neighbours. If you had one message for these unpaid carers, what would it be?

"Show yourself kindness and compassion. This will support you passing on those attributes to the person you are caring for."

Our 2022 AGM

The Annual General and Members' meeting of Tees, Esk and Wear Valleys NHS Foundation Trust was held on Friday 25 November at 1pm.

Due to the rise in COVID-19 and winter flu numbers across our region, our Trust made the decision to hold this meeting virtually as a MS Teams Live Event.

The theme of the 2022 Members' Meeting was lived experience and co-creation.

The event speakers included Rachel (Rai) Waddington and Chris Morton. Rai is the founder of 'behind the label' – a training and consultancy organisation that specialises in innovative ways of supporting people with mental health conditions, particularly those struggling with psychosis, dissociation and post traumatic reactions. Chris is one of our lived experience directors. Last year he became the first lived experience director in mental health services in the UK.

You can [watch the AGM](#) on our website.



Trust worker wins prestigious award for dedication and commitment to helping others

Congratulations our very own Trust star Jude Rose – who won Nurse Leader of the Year at the prestigious Nursing Times Awards this week.

Jude, a Community Nurse and Psychological Parenting Therapist, was nominated for the award for her commitment to providing patient and carer-centred care and for supporting and developing staff.

"It's a proud moment both personally, but also for my team and the Trust," she said. "I'm grateful to be within a system that supports innovation and evidence-based treatments with great outcomes."

Jude travelled to London for the award ceremony, which was held at the Grosvenor House Hotel, and after her win the Nursing Times published a statement praising her work:

"Jude is an outstanding clinical lead and role model. She inspires staff to think creatively and aim high. When it comes to patients and carers, she makes sure their voices are heard and they are empowered by their contact with services."



Alpaca fun in County Durham

Patients and staff enjoyed a touch of animal magic when alpacas Treacle and Lois visited Lanchester Road Hospital in Durham recently. The Alpaca therapy session was organised by colleague Michael Martin for Tunstall Ward – but patients and colleagues from across the hospital also joined in the fun. Michael said: “The turnout was great, with many patients stroking, feeding and walking the animals.”

Mental health support to parents of seriously ill babies

We have commissioned England’s first specialised mental health neonatal peer support for families. The service has been launched at North Tees and Hartlepool NHS Foundation Trust and provides dedicated support to families whose babies require neonatal care.



Healthcare assistant is finalist in Commitment to Carers award

Laura Blake, a healthcare assistant on Rowan Lea ward at Cross Lane Hospital in Scarborough, was selected from hundreds of entries as a finalist in the Commitment to Carers category of the RCN Nursing Awards 2022.

Laura developed a carers liaison service during the pandemic, which supported carers when visits weren't possible.

We are here with you. Hate is not welcome.

Please report any incidents of abuse or aggression to a member of staff.
Or, if you work here, tell your manager.



Standing together against hate crime

We are all about respect, compassion and responsibility. So, we take hate crime very seriously.

Hate crimes are offences, such as verbal aggression or violence, relating to racism, religion or belief discrimination, ableism, homophobia or transphobia.

Hate is not welcome, in our communities or at our sites. You will start to see new posters around our sites and on social media that make this clear.

Our carers recommend the [stamp it out website](#) for more information, training and events.

Working with carers on Our Journey to Change

Co-creating a great experience for carers is part of one of our three big commitments, set out in our current five-year plan. We call this plan Our Journey to Change. It sets out where we want to be – it explains why we do what we do, the kind of organisation we want to be and the three big goals we're committing to from 2020 to 2025.

It's the result of our biggest ever listening exercise and, importantly, it's been co-created with staff, patients, carers and partners.

We are passionate about working together patients, carers and families to make sure you have an excellent experience with our Trust.

View more about [Our Journey to Change](#) on our website.

We have a lot to be proud of, yet we don't always provide a good enough experience.

In 2020 you told us...

1 Our purpose...

For people to lead their best possible lives.

We want to be...

We will co-create safe and personalised care that improves the lives of people by involving them as equal partners. We will listen and always be respectful, compassionate and responsible.

Our three big goals

We can achieve this by always living our values:

- Respect
- Compassion
- Responsibility

Goal 1 To co-create a great experience for our patients, carers and families:

- **Outstanding** compassionate care, all of the time.
- **Access** to the right care for you.
- **Support** to achieve your goals.
- **Choice** and control.

Goal 2 To co-create a great experience for our colleagues:

- **Pride** because your work is meaningful.
- **Involved** in decisions that affect you.
- **Well led** and managed.
- Workplaces that are **fit for purpose**.

Goal 3 To be a great partner:

- **Share an understanding** of our communities
- **Work innovatively** across organisational boundaries.
- Be **recognised** for what we have achieved together.

Your opinions are important. Get involved

