

Review of the Year 2022-2023



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Who we care for and how we do it

We are the mental health and learning disability NHS Trust for County Durham and Darlington, Teesside, North Yorkshire, York and Selby.

From education and prevention, to crisis and specialist care — our talented and compassionate teams work in partnership with our patients, communities and partners to help the people of our region feel safe, understood, believed in and cared for.

We nurture the recovery journey of people in our care. Patients and carers have a say in how they are supported and treated because we know how important it is to listen and treat people as individuals. Our patients, their families and carers work together with us towards better mental health. We're committed to new thinking that improves the wellbeing of our region, and connecting with our communities and partners to deliver mental health care.

We also provide mental health care within prisons located in the north east, Cumbria and parts of Lancashire.

More than 8,000 staff work across more than 90 sites. We're involved in cutting-edge mental health research through our partnerships with universities, research funders, neighbouring NHS trusts and other non-NHS organisations.

Patients and carers are at the heart of everything we do so the emphasis is always on evidence-based care and future research which is relevant and will make a difference to the lives of local people and those we care for. We have strategic partnerships with our local universities to develop coproduced research relevant to our local populations.

We also support and deliver local, national and international multicentre research studies across the age span. We lead on prestigious national research grants and our research plan

includes increasing opportunities for people to take part in research.

Most importantly, everything we do is guided by Our Journey to Change and our values. Our Journey to Change sets out where we want to be and how we'll get there. It includes our goals that we co-created with patients, carers, colleagues and partners. We will keep working hard to embed our values and make sure everyone, in every role across our trust, demonstrates respect and compassion and takes responsibility for the care we give.



● Health & Justice Centres



Highlights of the year 2022-23

April 2022



Our Tees Valley community mental health transformation team picked up the Leading the Way for Change Award at the Healthwatch South Tees STAR Awards. The team won the award for their work to progress and realign community mental health teams alongside primary and voluntary sector care, to make sure individuals that need help don't fall between different services.

May 2022



An apprentice health care assistant at Cross Lane Hospital in Scarborough produced a wonderful display of artwork on Rowan Lea ward. Karen Wheelhouse spoke to patients for design ideas, colour choices and help with painting the beach, which proved to be very therapeutic for them.

June 2022



We were formally recognised as 'Veteran Aware' by the Veterans Covenant Healthcare Alliance, a group of NHS healthcare providers in England committed to providing the best standards of care for the armed forces community, based on the principles of the Armed Forces Covenant.

July 2022



Associate director of nursing John Savage was one of 14 inspirational people carrying the Queen's Baton through the streets of Sunderland as part of the Commonwealth Games build up. John was nominated as a baton-bearer after leading his nursing team through the challenges of the last two years during the Covid-19 pandemic, the nomination referring to him as 'an inspirational leader within the NHS'.

Aug 2022



England's first specialised mental health neonatal peer support for families was commissioned by our Trust. Parents dealing with the shock and stress of a preterm or a seriously ill baby are now being offered expert mental health support while their baby is being cared for. The service offers an array of bespoke care to families, including dedicated peer support, counselling therapies, pregnancy relaxation and bespoke pregnancy journals.

Sept 2022



We launched a new Tobacco Dependency Treatment Service as part of our commitment to the NHS Long Term Plan. All patients being admitted to TEWW will be asked if they smoke and offered free nicotine replacement products or a free e-cigarette on arrival to manage their cravings whilst in hospital. Tobacco Dependency Treatment Services are a commitment in the NHS long term plan to ensure that inpatients in hospital or who are engaged with maternity services are screened for smoking and offered treatment to stop as part of routine care while in hospital.

Highlights of the year 2022-23

Oct 2022



Our colleagues across the trust were nominated at the Positive Practice in Mental Health Awards 2022. Our Trust won four out of the six categories we were nominated in including Non-Clinical Team of the year, Mental Health Rehab and/or Recovery, Outstanding Leadership, and Forensic Mental Health Services (including Criminal Justice and Prisons) and were 'highly commended' in the other two.

Nov 2022



Patients, staff and volunteers brushed up on their painting skills at Foss Park Hospital, York, to create a new mural inspired by the idea of sanctuary. Foss Park has been working with York-based arts organisation Converge since 2021, to create rolling exhibitions in the main reception area – including visual and performing arts and the artwork will eventually form part of a wider exhibition on the same theme, to be staged at the trust.

Dec 2022



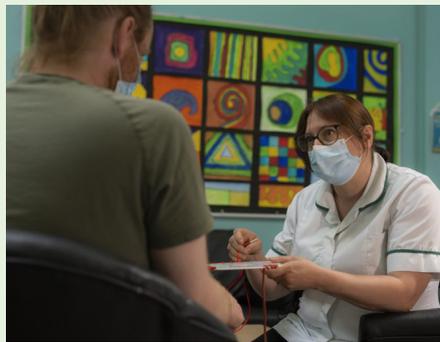
Our annual Star Awards were held in person for the first time since the pandemic, with colleagues, volunteers, involvements members and partners joining in the celebrations. We received over 400 nominations over 11 categories, which is a record number for our annual awards.

Jan 2023



Mum-of-two Louise Tomlinson took on the challenge of the Great North Run to highlight the vital work of the crisis service at Lanchester Road Hospital, to pay tribute to Trust staff who helped her husband, Marc, in a time of need. Louise raised £300 as a thank you to service staff, and the funds were used to create wellbeing packs for staff in memory of her husband who sadly died of a heart attack shortly after.

Feb 2023



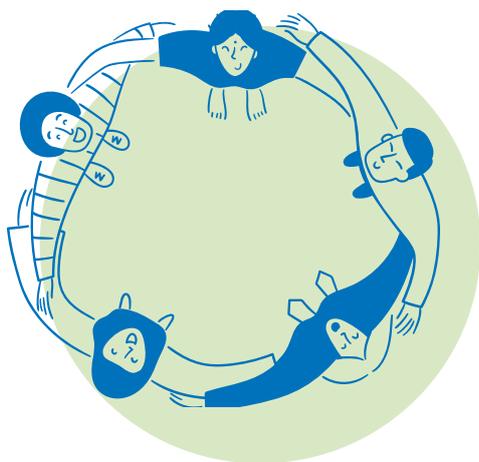
We launched a specialist Care Navigator project – to assist people throughout their journey in the mental health system. The Care Navigator scheme is designed to help patients and carers access services within their local community – to promote continuity of care, as well as recovery and wellbeing. The new navigator posts form part of the Community Mental Health Transformation Programme and are a first for TEWW Adult Mental Health services in Tees Valley.

March 2023



Suzanne Spence, a healthcare assistant (HCA) in the learning disability service at the Eastfield Clinic in Scarborough was presented with a Cavell Star Nursing Award for exceptional care to her colleagues. Suzanne was nominated for going above and beyond for her colleagues that she works with by volunteering to be the team's wellbeing champion, despite being very busy as a HCA, training to be a nursing associate and managing her own physical health needs and wellbeing.

The year in numbers



almost

400

job outcomes achieved for people we care for through our Individual Placement Service



223

volunteers



8,100

staff



449

patients and carers registered for involvement work with us - an increase of 90



609

calls to crisis line each day



222,405

total crisis line calls



No. 1

ranked in the staff survey for overall positive score change for staff experience



18,507

instances of support provided to colleagues by our Digital and Data's Systems Section

journey to change



We're almost halfway through Our Journey to Change. It sets out why we do what we do, the kind of organisation we want to be and how we will get there by delivering our three goals and living our new values of respect, compassion and responsibility all the time.

How we're delivering our three big goals:

We're working with partners to support young people in schools across our region:

"Mental health support teams are absolutely in the centre of this picture. Services are being transformed.

"Support on site is making a real difference. There is real evidence of change around how young people are experiencing and interacting and receiving support in school."

Martin Gray, director of children's services, Stockton Council

We're putting lived experience at the centre of people's care thanks to peer support workers who work across our trust. Peer support workers have lived experience of mental health challenges themselves:

"Our peer workers add something essential and unique to services. Peer support can have a profound impact on people's lives due to colleagues bringing their own lived experience expertise into their team."

Mark Allan, trustwide peer lead

Our staff continue to live our values, showing compassion to the people they support and delivering safe and kind care:

"...once I got to know the staff and patients I started to enjoy myself. They became kind of like a second family. Before you knew it a day had passed just chatting and doing activities.

"At first I refused help. I wouldn't admit that there was anything wrong – even though I knew there was. I just resisted help until it all started to fit together and make sense."

James, patient

As part of Our Journey to Change, on 1 April 2022 our new leadership and governance structure came into effect with the creation of two Care Group Boards – one covering Durham, Tees Valley and forensic services and one for North Yorkshire, York and Selby.

Our new organisational and governance structure:

- Simplifies governance processes – this gives nurses more time to care, supports clinical teams to make decisions with the people they care for and makes it easier for everyone to understand their role and responsibilities.
- Strengthens reporting from teams through our two new care groups directly to our Trust Board.
- Embeds increased line of sight and oversight from ward to Board.

Our five Journeys

In February 2023 we launched our five journeys at an event attended by colleagues, partners, involvement members, carers and people who we care for. These journeys outline how we will drive through positive change in five specific areas.

The five journeys are:



Clinical

How we will provide high quality, safe, kind, effective and personalised clinical care to the people we support.



Infrastructure

How the places we work, such as our hospitals and offices, the equipment we use, the information we gather and the systems and processes we put in place will support excellent patient care.



Quality and safety

How we will make our services safer and improve patient experience through evidence-based care.



People

How we will ensure everyone who works and volunteers with us has a great experience, whether they're permanent employees, people working as bank staff or through an agency, students or volunteers.



Co-creation

How we will seek out and act upon the voices of the people we work with to improve care.

Our priorities

Co-created with stakeholders including people with lived experience, these journeys will be under annual review, and will be updated as the world around us changes.

We consulted and asked for feedback on each of the journeys and what we heard was a clear need to focus on our high priority areas and drive those forward, specifically our quality and safety, and clinical journeys.

These priority areas will form the basis of our business plan for 2023 to 2024 and will mean our journeys turn into action that will in turn support us to keep delivering against our goals.

All of this work needs to be underpinned by co-creation.

Looking forward

Patient experience is at the heart of everything we do.

This means listening to and learning from patients, colleagues and carers, so that we can keep improving the wellbeing of our region. We will also be continuing Our Journey to Change, which sets out our commitment to the communities we serve.

We're looking forward to...



Setting up our co-creation boards which will give people in our care a louder voice and more choice over their wellbeing and care plan



Working with partners to create more community hubs where mental health services are easy to access alongside support from other organisations like housing and physical health.



NHS 111 becoming the single, universal point of access for people experiencing mental health crisis.



Saying happy 75th birthday to the NHS and celebrating with colleagues, patients and carers.

We're really proud of the progress we're making as a trust to deliver safe and kind care across all of our services. We won't rest until everyone in our region has the mental health care they need, to lead their best possible life.

Our chair, directors and governors can
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**For more information and news about
the Trust and how you can get involved:**