



Two year plan

Chief Executive, Nicola Lees on meeting people's needs: page 4

Wellbeing focus

Top tips on how to boost your personal wellbeing: page 3

Bobbies on the beat

Staff train as police officers to support people with mental health issues: page 8



Services offer support for mental health

ADULTS, children and young people across the district are getting the right care, in the right place, with the right health or social care professional, close to home, thanks to a range of mental health services that have opened in Bradford.

The three new services can all be accessed through the Trust's mental health crisis support, First Response, and provide care in homely, community-based places, rather than in hospital. Accessed through a single phone number, 01274 221181, people in crisis can ring for help from trained staff, who can signpost people to the right help.

Urgent care services now include: a safer space which provides a homely and welcoming overnight place for children and young people aged under 18 to visit in emotional distress or crisis;

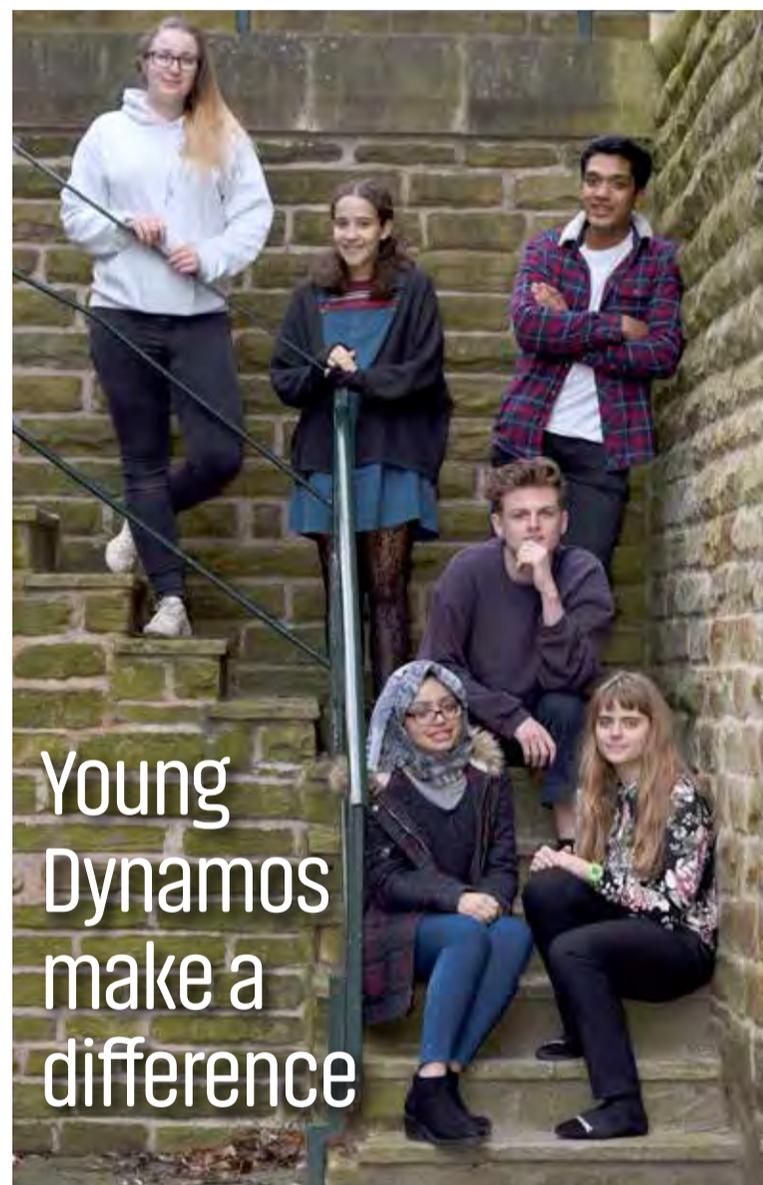


STANDING BY: First Response team ready to offer crisis support for children, young people and adults across the district.

Haven, a day-time adult service that offers a supportive place in the community for those in mental distress and the Sanctuary, a

night-time adult mental health service open to people needing additional support.

■ Continues on page five



Young
Dynamos
make a
difference

STEP AT A TIME: Members of the young people's advisory group.

WITH their infectious enthusiasm for health care research, the Young Dynamos, a young people's advisory group within the Trust, have been making a difference and helping to shape and influence services for young people.

Giving their time freely, the group of under 19s, give their thoughts and ideas to research projects, with commitment and good humour, co-producing research and providing advice from a young person's perspective, to researchers across the Yorkshire and Humber region.

Catherine Wright, the Trust's Allied Health Professions Lead, has been overseeing the group and gathering their sharp insights.

Catherine said: "The group was set up to provide young people with the opportunity to

learn about health research, get involved in research projects and service improvements. The group has contributed to a number of projects including working with York University on research for young people with autism, they've reviewed a new parenting programme developed by Bradford Council and sat on the interview panel for recent appointments at the Trust, at Board level.

Catherine added: "They're a dynamic group of young people who always give their time and energy to the group and impress everyone they meet with their fresh ideas and commitment to health services."

Young Dynamo Joe said: "People come to us with their research and we critique it from a young person's perspective, which gives them Turn to page 3

Trust plans for 2017-19

STAFF at the Care Trust are working with partners across the district to deliver its plans for the next two years, and improve services for our communities.

Local people have been actively involved in shaping the Trust's priority areas to meet local needs, following discussions at our annual members' meeting last year.

Led by our new Chief Executive, Nicola Lees, the Trust's plans cover a broad range of community health, mental health, children's and learning disability services, that are available in community and hospital settings across Bradford, Airedale, Wharfedale and Craven.

■ More details on page four.

Future updates



Future updates about Trust news will only be available electronically which is the most cost effective way for us to keep in touch. This means that you will no longer receive updates through the post and they will only be available on our website at www.bdct.nhs.uk or on email. If you would like to receive an email version, please contact ft@bdct.nhs.uk

Key contacts

Bradford District Care NHS Foundation Trust, main office:
01274 228300

First Response – urgent mental health care 24/7:
01274 221181

MyWellbeing College – helping people to manage everyday problems like feeling low, stressed or problems sleeping.
0300 555 5551

Patient Advice and Complaints:
01274 251440

Where to find out more information on the following:

- Individual services:
www.bdct.nhs.uk
- Events:
www.bdct.nhs.uk/news-events/events
- Trust membership:
ft@bdct.nhs.uk
- Volunteering:
volunteer@bdct.nhs.uk
- Carers Hub:
carerhub@bdct.nhs.uk
- Getting involved in Trust work:
involve@bdct.nhs.uk

Follow us on twitter @bdct or facebook at www.facebook.com/bdct02

Feedback and different formats

If you would like to receive this publication in a different format or a community language, or have any feedback about the stories in the newspaper, please email communications@bdct.nhs.uk. Thank you.

Think pink in care homes

DISTRICT nurses have worked closely with seven care homes across Bradford in a bid to reduce the risk of pressure ulcers in residents.

Pressure ulcers can develop when pressure is applied to an area of the skin over a period of time and they can range in severity. They tend to affect people who find it difficult to move and lie in bed or sit for long periods of time.

Rachel Ash, Senior Staff Nurse at the Trust, said: "It's important that we work hard to prevent pressure ulcers as they can be serious and require hospital treatment. We've supported care home staff to identify early warning signs that a pressure ulcer could develop, provided advice about equipment to support and protect vulnerable areas of the skin, and advised staff about how district nurses can provide further support."

All seven care homes now display a 'Think Pink' poster. This helps to keep pressure ulcer prevention at the forefront of staff minds and important triggers



REDUCING RISK: District nurses work with care homes.

which may need district nurse support. The idea behind 'Think Pink' is to spot the early warning signs, act quickly and reduce the likelihood of a pressure ulcer developing.

Tracey Rochester, Team Leader at Anchors Springfield Care Home, said: "Working together with the district nursing team has helped staff to gain knowledge and new skills. Our 'Think Pink' poster is displayed for all staff and managers to see, so we know the triggers to react straight away, for example if a

dressings has come off we will replace it and tell the district nurses. If we spot any pink areas on the skin, we will reposition clients, offer supportive equipment and also let district nurses know."

Other work has included tagging all equipment with identification bands so if there are any residents with the same supportive equipment, it's easy to identify which belongs to each resident.

The team has also made sure dressing packs are stocked with the right equipment so that care home staff can temporarily replace dressings until the district nurse arrives.

Rachel added: "Care home staff are now telling us when residents may be at risk of developing a pressure ulcer, for example if residents are generally feeling unwell and in bed more, not eating as much as usual and may be becoming more frail. We will look closely at residents skin, identify any warning signs and make sure we help to prevent a pressure ulcer developing."



Top marks for Trust services

THE Trust was ranked amongst the best performing NHS organisations' in the country in the annual Patient-led Assessments of the Care Environment (PLACE).

Ten assessors, made up of people who use our services, relatives, carers and patient advocates, carried out assessments early 2016. They gave scores and comments on all areas of the care environment at our two mental health hospitals, Lynfield Mount Hospital and the Airedale Centre for Mental Health.

The annual assessment looks at cleanliness, the quality and availability of food and drink, how well the building meets the needs of the people who use it and how well the environment protects people's privacy and dignity.

The PLACE assessors also considered how dementia-friendly the patient environment is. This looked at flooring, decor and signage, as well as availability of handrails and appropriate seating, which can help those who have dementia.

Andrew Morris, Deputy Director of Estates and Facilities, said: "I'm very proud of our results, especially because we received above the national average in all of the assessment areas. Everyone who uses NHS services should be cared for with compassion and dignity in a clean, safe environment. It can make a big difference in helping people feel better."

Stay on your feet

Did you know that half of people aged over 80 fall at least once a year? Sharon Bond, Falls Co-ordinator at the Trust, shares her top tips to help you stay firmly on your feet:

- Keep your vision sharp; wear your glasses to see clearly.
- Choose a well-lit route.
- Avoid carrying heavy loads that may cause you to become off balance.
- When it's cold, wear gloves so you can keep your hands out of your pockets to help with your balance.

NHS
Bradford District Care
NHS Foundation Trust

Do you want to work for an award winning Trust?



We are a provider of award winning mental health, learning disability and community health services across Bradford, Airedale and Craven. We offer a wide range of job roles from nursing to speech and language therapy to IT support – all with good staff benefits.

Want to find out more?

Telephone **01274 251 111**

Email HRsolutions@bdct.nhs.uk

Visit www.bdct.nhs.uk/working-for-us

You & Your Care

Putting feet first in Craven

WE are delighted to now offer podiatry services for people across Craven.

Airedale, Wharfedale and Craven Clinical Commissioning Group (CCG) that buys services for its local community, has asked the Care Trust to provide the new service. The Trust already provides other foot health services in over 40 locations across Bradford and Airedale.

Steve Gascoyne, Head of Service for the Trust said: "We're looking forward to teaming up with staff at Airedale Hospital to provide a fully joined up service for local people throughout their different stages of foot health treatment and care. This will ultimately improve the experience for local people using these services."

The service will support people with a range of conditions from ingrowing toenails to supporting diabetics with more complex foot care needs.



WALK THIS WAY: For podiatry services.

Managing life's ups and downs with online courses

WHEN life's ups and downs leave us feeling low, unable to sleep, anxious or stressed, look no further than MyWellbeing College at www.bmywellbeingcollege.nhs.uk.

You can enrol on courses that aim to increase your personal wellbeing. There's a range of learning opportunities to suit your individual needs. You can choose from a variety of options including online courses to complete in the comfort of your own home, to getting out and meeting new people in group courses such as mood matters, which helps overcome low mood and stress-pac, to help manage stress and anxiety.

Other courses include mindfulness, mum's wellbeing, self-esteem and assertiveness, and achieving positive mental health at work.

Phone advice or one-to-one courses are also available at a range of locations across Bradford, Airedale, Wharfedale and Craven and the MyWellbeing College website offers a range of free guides and tools to support you.

It's a free NHS service run in partnership by the Care Trust, local voluntary and community organisations such as Bradford Counselling Services and the Cellar Trust. The MyWellbeing College is open to anyone over the age of 16 who is registered with a GP



THERE FOR YOU: MyWellbeing College offers a range of options to help with life's ups and downs.

in Bradford, Wharfedale, Airedale or Craven.

You don't have to go through

your GP to enrol on a course, you can register online at www.bmywellbeingcollege.nhs.uk or give the enrolment team a call on 0300 555 5551 to chat through the range of options available.

groups, that's always been my thing, social settings and it's developed through my teens to low mood and feeling lonely." Gemma was offered a variety of options including phone advice, one-to-one or group courses. "I chose to go for the group course because I'd had one-to-one counselling before and thought this time, why not be a bit more daring so I decided to step out of my comfort zone a little bit. I surprised myself a lot by speaking out in front of the group, which was good. I definitely feel the experience and the course helped me build my confidence. Everyone was really welcoming and it was a good way to learn new methods to manage anxiety and stress."

For more details about MyWellbeing College visit www.bmywellbeingcollege.nhs.uk or call 0300 555 5551

Tell us what you think

DO you know that any time you use NHS healthcare, you can give fast, anonymous feedback that could help improve services?

The Friends and Family Test (FFT) asks a simple question to find out whether, based on your experience, you rate the service highly enough to say you would recommend it to the people you care about.

Since launching the initiative at the Trust, we have received over 16,000 FFT responses, which go to NHS England, the national organisation that oversees all NHS services, every month.

If you want to find out more, ask a member of staff next time you get care or treatment from the Trust. You can also see more information about the FFT at www.bdct.nhs.uk

Our 'Young Dynamos'

From page 1 a completely different insight into their work and how they can improve it."

The Young Dynamos are unique; the group is the first of its kind in Yorkshire and Humber and believed to be the only group that caters for mental health in the UK, alongside other areas.

Young Dynamo Raha said: "I'd love to do medicine at some point in the future so this fits in well. We get loads from it and a much deeper insight into research which is so useful."

Noted for their commitment to help and for being considerate of others, the group has been instrumental in making sure researchers are able to offer services that meet the needs of young people to improve the quality of services.

Top tips to boost wellbeing

- ✓ Get enough sleep
- ✓ Cut out the caffeine
- ✓ Get active
- ✓ Do something for someone else
- ✓ Eat well
- ✓ Stay in the sunshine
- ✓ Stay social
- ✓ Keep an eye on unhealthy habits
- ✓ Manage stress
- ✓ Have fun.

To find out more visit bmywellbeingcollege.nhs.uk

"MyWellbeing worked for me..."



Paul

Forty-seven year old Paul experienced low mood and anxiety following work related stress

from a demanding career. Paul explains: "My job had changed, which wasn't necessarily what I wanted or what I was comfortable with. That led to low confidence, which started to erode away slowly. That was the trigger for me to experience a bit of anxiety and it snowballed from there. I realised something wasn't right when I shouted at my cat for being hungry and meowing at me, something he does every single morning as he's a very greedy cat, and it was just that that made me stand back and realise I needed some help as this wasn't really me. This isn't how I should react or how I normally react, so I decided to get some help." Recognising the signs,

Paul decided to enrol on a six weeks Mood Matters course at MyWellbeing College and has never looked back; crediting the course with giving him the tools he needed to help to tackle the problem.



Gemma

From the age of eleven Gemma felt anxious and shy in social settings. This led to Gemma experiencing low

mood, anxiety and loneliness during her teenage years. Now aged 20, and a confident dental nurse, Gemma benefited from enrolling on a Stresspac course available through the MyWellbeing College, which led to a boost in self-confidence and a positive impact on her life.

Gemma explained: "I've always been quite a shy and anxious person, especially when it came to going places and big

NHS

Bradford, Airedale, Wharfedale, Craven
MyWellbeing College



Feeling low or stressed?

We can all experience problems in everyday life. At MyWellbeing College we offer a range of learning opportunities, including online and group courses, to help you through those ups and downs.

Register today: www.bmywellbeingcollege.nhs.uk
or call 0300 555 5551



Trust Chief Executive,
Nicola Lees

Developments for the next two years

FOR the first time, the Care Trust has set out its plans for the next two years (2017-2019), for services across Bradford, Airedale, Wharfedale and Craven.

People across the district – our Trust members – have helped decide the broad areas that we should be focusing on to meet their needs. These include working with our local and regional partners to improve services for local people; helping people to stay well at home; supporting and developing our staff; and continuing to involve our local communities in shaping our work.

This year our plans include being recognised as an ‘outstanding organisation’ that delivers ‘outstanding care’, starting with our community services. This builds on our current rating of ‘good’ from the Care Quality Commission that monitors all health and care services across England. But like every NHS organisation, we need to do this whilst meeting tough financial challenges over the next two years.

Chief Executive Nicola Lees explains: “The next two years are some of the most challenging that we have seen across the NHS, making sure that we continue to support local people with high quality mental health, learning disability and community services, but within tightening budgets.”

For the first time this year, health, care and voluntary organisations across the district, West Yorkshire and Harrogate,

have come together to plan services. We’ve developed a joint plan, called a sustainability and transformation partnership, to support people to live longer and healthier lives, wherever they live.

Nicola says: “Working together with partners across the district and West Yorkshire means that we can share what’s working well and make better use of resources, to improve and develop services, so that local people get the right care, when they need it, that meets their needs.”

Planned service developments

Care close to home

Continuing to care for people who need specialist mental health hospital care close to home and this year, extending this to young people. This builds on achieving no out-of-area placements for adults over the last two years. We’ll also ensure that people with learning disabilities are supported in the community or at home, rather than in hospital.



Community support for complex care

Our community nurses will be working with GPs across the district to better support people that have a number of health conditions. Their work aims to help people to stay physically and mentally well at home.



port, to avoid unnecessary hospital admissions.

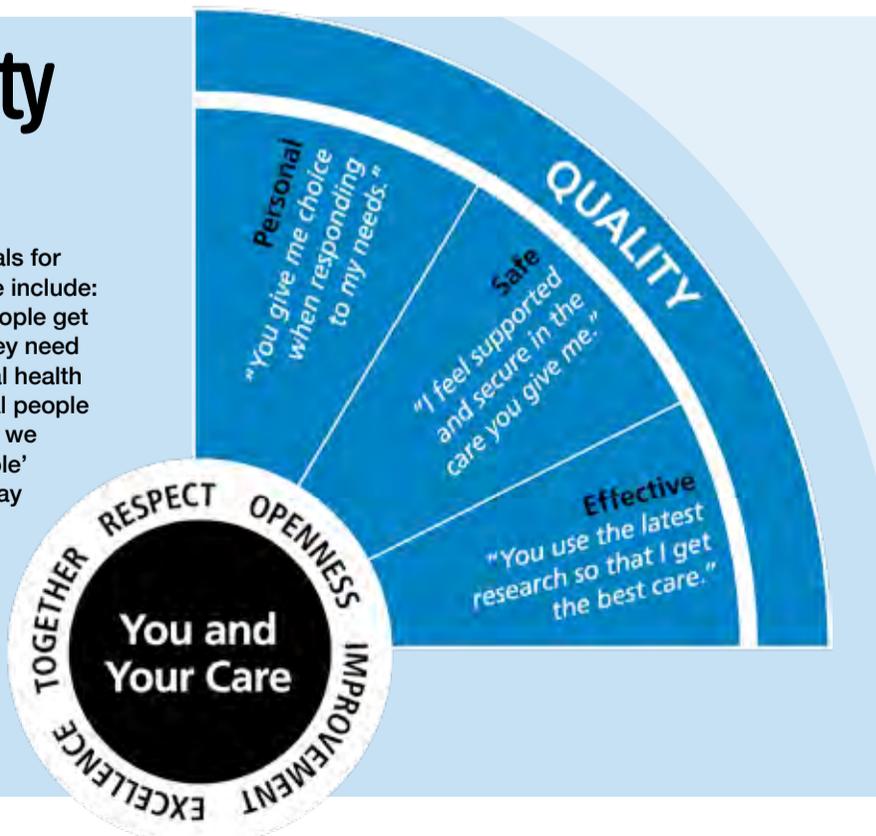
Supporting young people and families



Our children’s services will be working with local children and young people across Bradford district, to provide school nursing, health visiting and family nurse partnership services, and from 1 April, we’re providing the same services for Wakefield as well. Locally, as part of a national project, we are working with Better Start Bradford to see how we can better support first-time young mums and their families in the early years.

High quality services

We have eight quality goals for the next two years. These include: making sure that local people get the right service when they need it, including urgent mental health care; that we involve local people in helping to decide what we do; looking after the ‘whole’ person, so that people stay physically and mentally well; supporting our staff, who look after you; and working closely with other organisations that are involved in your care, to improve your services together.



More help on eating disorders

A new community-based team will further develop our eating disorder service for young people. This means that children, young people and their families will get specialist support earlier, when they need it, near home. Early signs of an eating disorder may include regularly missing meals, concerns about weight, or regularly avoiding eating at home.

Mental health support for mums

We’re developing a new ‘perinatal’ mental health community-based service. This will provide specialist support for women experiencing mental health problems during pregnancy or after their baby’s birth. The service will give women access to specialist advice, information and intensive sup-

Want to find out more?
See our full operational plan for 2017/19, including a short film from our Chief Executive Nicola Lees at www.bdct.nhs.uk

Treating people locally for two years

IT HAS been two years since the Care Trust first launched the First Response service, which offers mental health crisis support 24 hours a day, seven days a week, to people in mental distress. This has resulted in people being cared for closer to home, with no out of area placements since the service launched in March 2015.

Following the redesign of services, patients are getting the help they need within their own communi-

ties without having to travel long distances, and First Response now offers three safer spaces for adults, children and young people, that are all based in the community, as a possible alternative to hospital care.

Accessed through a single phone number, 01274 221181, people in crisis can ring First Response for help from trained staff, who can then identify the most appropriate support.

The service is operated by the Trust in partnership with Airedale, Wharfed-



A CALL AWAY: People can ring trained First Response staff for help in a crisis.

ale and Craven, Bradford City and Bradford Districts Clinical Commissioning Groups; City of Bradford Metropolitan Council; West Yorkshire Police; the Cellar Trust, that offers a day-time adult mental health service, the Haven; mental health charity Mind, that offers the night-time Sanctuary service; and Creative Support that provides a safer space for children and

young people, overnight.

First Response has made a significant difference to the local management of crisis care, in particular for the emergency services. Supporting people early and signposting them to the right services, has reduced demand on the police, ambulance services and A&E, and means that people get the right support, in the right place.

FIRST RESPONSE
Call 01274 221181

One number for people of all ages experiencing a mental health crisis

You & Your Care City of Bradford MDC

Young people help design service that's just right for them

A NEW service in Bradford is enhancing mental health support for children and young people, aged under 18, across the district. The service, set in a discreet residential area, provides a one night, homely and welcoming overnight place for children and young people in emotional distress or crisis.

The Trust has worked in partnership with Creative Support and Bradford Metropolitan District Council to open the new project in the local community. The safer space plays a vital role in identifying crisis triggers early, including emotional distress, and preventing future crisis from escalating. Young people in the local area, when they reach out for support, receive the right help, in a homely safe space, from kind and compassionate staff, and avoid attendances to services like A&E.

Working together with Barnardo's was crucial in developing this service for young people, and we value their ongoing support through our appointed Governor, Steve Oversby, Director of Barnardo's East.

Tom aged 14, has welcomed the opening of the safer space, Tom said: "I suffered from depression. I was bullied in school and struggled with coming out. A place like this would have been helpful when my mental health was at its worst. It is a vital service for other young people to have access to."

The pilot programme is the first of its kind for West Yorkshire, with plans in the pipeline to roll out similar services across the region.

The service is available from 10pm to 10am, seven days a week, 365 days a year. Young people in mental health crisis, their families and health or care workers can ring the Care Trust's First Response service for help from trained staff who can provide support and a potential referral to the service.



Kate

Kate knows what it's like to live with mental ill-health. Kate first developed depression at the age of 13 after being bullied at school for being overweight and suffering from chronic fatigue, which left her bedbound for three years. Over a decade later, Kate now uses her own

experience to help young people overcome mental ill-health through her work with Barnardo's.

Kate said: "When you're in such a low mood, severely depressed and want to end your life, having a safer space to go to for a night would have been really helpful. It would have given me the chance to speak to someone else in a different setting."

Safer spaces for people in mental health crisis

ADULTS in Bradford, Airedale, Wharfedale and Craven, needing urgent mental health support, are benefitting from two safer spaces in the local community, as an alternative to A&E that can both be accessed through First Response.

Both Haven, a dedicated day-time service, and the Sanctuary, a night-time service, offer a safe, warm environment, with specialist support for adults in crisis.

The Sanctuary is run by Mind in Bradford, in partnership with Sharing Voices and the Trust. This service is open 365 days a year from 6pm-11pm and provides practical and emotional support to those in mental distress.

The Care Trust, the Cellar Trust and Bradford Metropolitan District Council have worked in partnership to open the



SUPPORT: Nick Smith

Haven. Based at the Cellar Trust in Shipley, Haven is open seven days a week from 10am to 6pm and offers a non-clinical environment helping people to cope better with emotional distress.

Nick Smith, a Governor at the Care Trust, has lived experience of mental health crisis and had his first suicidal thought at the age of nine. Nearly thirty years on, Nick now helps to support vulnerable people that have suffered emotionally or experienced a mental health crisis, through



SAFE: Haven offers a non-clinical environment for people in distress.

his peer support group, which he runs through the Trust's Champions Show the Way programme. Nick has welcomed the opening of Haven and the Sanctuary, which alongside trained professionals, have peer support workers and volunteers with lived expertise of

mental health crisis.

Nick said: "When the Care Trust said they wanted to set up services for people in a crisis so they wouldn't need to go to A&E, because if you are in a crisis – which I have been many, many times, that's where you go – I thought it was a brilliant idea."

Top year for staff



ACCOLADE: Andrew Birkenshaw, who won a National Learning Disabilities and Autism Award, pictured at Waddiloves Health Centre, with Natalie.

WE are an award winning Trust that provides mental health, community and learning disability services that look after the 'whole person', caring for your physical and mental health needs. We work with individuals, their carers and our partners, to make sure that people get the right care, in the right place with the right support. It's been a great year for the Trust:

- We won the Crisis Care Pathway Positive Practice Award for redesigning mental health care to improve urgent care for local people.
- We've been cited as best practice nationally, working with partners to treat people locally for specialist mental healthcare for two years.
- We were finalists in the HSJ Awards for provider Trust of the year.
- Our community dental team won the Alzheimer's Society's Dementia Friendly Organisation Award.
- Our Airedale, Wharfedale and Craven Complex care team won the 'Out of Hospital' Care Pride of Airedale Award, awarded by Airedale NHS Foundation Trust.
- The Trust achieved Gold for the second year running for its occupational health and safety by the Royal Society of the Prevention of Accident (RoSPA).
- Two of our staff won Learning Disability Nurse and Support Worker awards at the National Learning Disabilities and Autism Awards.
- Our Dementia Assessment Unit was awarded the highest accolade – Gold – by the leading Dementia Services Development Centre (DSDC) at Stirling University.
- Fifty staff and volunteers were recognised at the Trust's annual 'You're a Star Awards' for going the extra mile and making a real difference to others.



Bradford District Care
NHS Foundation Trust

Interested in community activities that are good for your health and wellbeing?



Try Champions Show the Way

For more information including walks, art sessions and singing groups, telephone **01274 321 911** or email champions@bdct.nhs.uk

[You & Your Care](#)

Urging people not to suffer in silence

STAFF at Bradford District Care NHS Foundation Trust are urging people that suffer with incontinence related issues not be embarrassed and to get the support that they need.

Stacey Clayton, Continence Nurse at the Care Trust, said: "Bladder and bowel problems are surprisingly common: it's thought that one

in ten people will be affected by incontinence at some point in their lives.

"Embarrassment about either urine or bowel problems stop a lot of people getting the help and support that they need. We know it's not something people talk about but trust us it is important.

"If you are experiencing bladder or bowel problems, you don't have to be embarrassed about getting medical help. Everyone has the right to continence where achievable and support.

"Symptoms can be improved and sometimes cured or made easier to live with."

Energy boosting workshop for carers takes off

THE Trust's Carers' Hub, at Horton Park Health Centre, is hosting free weekly energising workshops to help boost carer's energy, alongside other activities.

The Carers' Hub is a dedicated resource that provides vital support for people in the district caring for loved ones who access the Trust's services. The centre offers a place for carers to meet, recharge their batteries and gain access to free advice and information.

The workshops give carers who maybe feeling fatigued and run-down the opportunity to boost their own energy. Each session is delivered by Jason Smith who specialises in hypnosis applications for health, healing and fitness.

Jason said: "At the workshops I help carers to learn a range of breathing, meditation, relaxation and energy boosting techniques. Each week there is something different.

"All the techniques are good for carers' general wellbeing and help to energise the body and mind, im-



IT'S A DRAW: Carers enjoy art classes, one of the free sessions at the Carers Hub.

prove concentration and reduce stress." The workshops are held weekly at the Carers' Hub, Horton

Park Health Centre (Level 2), 99 Horton Park Ave, BD7 3EG.

The workshops are part of a series of events and activities the Trust's Carers' Hub hosts throughout the year.

Other regular activities include walking groups, art groups, health trainer sessions, relaxation sessions, family history sessions and trip down memory lane (memory bank) sessions. Making Space and Carers' Resource also hold regular support sessions at the Carers' Hub throughout the year.

Tracey Corner, Friends and Family Test and Patient Experience Lead at the Trust, said: "Working closely with carers, we have developed a Carers' Hub to support people caring for loved ones who access the Trust's services.

"The Hub gives carers the chance to meet other carers, get free advice and support, access information and take time out for their own wellbeing."

For further information please call the Carers' Hub on 01274 251112 or email: carerhub@bdct.nhs.uk

Keeping children healthy and well

THE Care Trust's team of health visitors provide a range of services to support families on their parenting journey, from getting ready to be parents and giving birth, to the child's toddler years and starting school. Here are some top tips from one of our health visitors, Ruth Mackley, for keeping your baby or child healthy and well:

- **Keep stocked up on medicine** – it's always handy to have appropriate medication in the house like Calpol. Make sure any medicines are stored safely, out of reach of children and always read

the instructions properly, to ensure you are giving them the correct dose.

- **Teach your child good hand hygiene** from an early age – keep antibacterial soap next to sinks at home and encourage your child to cover their mouth and nose if they cough or sneeze, and to then wash their hands.
- **If your child has a long term condition**, such as asthma or eczema – keep stocks of treatments and creams they may need. Your health visitor can prescribe

some creams used to treat eczema.

- **If your child has a temperature** it's important to make sure they don't overheat – remove layers or extra blankets. For babies, you can feel their tummy to check their temperature and if they feel too warm, remove any unnecessary layers; we recommend using a lightweight blanket.
- **If your child or baby becomes unwell** – give them plenty of fluids throughout the day and if it persists, get support from a healthcare professional.

Dental team now dementia friendly

THE Care Trust's community dental services have been working hard to make sure they are dementia friendly.

Our dental team has been improving oral health among patients in the Trust's Dementia Assessment and Treatment Unit and to support this, making sure staff are trained in dementia care.

The teams have looked at every area of the service to see how they can make it more dementia friendly. This has included developing an oral health assessment template for use at the Dementia Assessment Unit, as well as putting together an oral-health package for all staff that work there to increase their knowledge of oral health. The dental clinical teams have also improved their own knowledge of

dementia by completing college courses which are now available for staff on their educational development programme.

Work that the team has done to become more dementia friendly includes introducing a dental passport which is designed to organise relevant information in both pictures and words, detailing the patient's needs and what matters to them. It is designed so that the patient or carer can take it to dental visits, so they don't have to answer lots of questions.

Dental clinics across the district have also been assessed to make them a calmer environment for treating people with dementia. Key changes include simplifying signage to make it less confusing and placing clocks in waiting rooms to reassure patients with dementia.



SMILES ALL ROUND: Dental team.

Trust supports campaign to improve patient experience

THE Trust is supporting John's Campaign as part of our plans to improve patient experience and make services more dementia friendly.

Carers of patients with dementia can visit their loved ones at our award winning Dementia Assessment Unit (DAU) at agreed visiting times, to offer extra support and make them feel more at ease.

The national campaign aims to give carers of people with dementia the right to stay with them in

hospital, unrestricted by visiting hours, in the same way that parents can with poorly children in hospital.

It was started by London based carer Nicci Gerrard after the death of her father, Dr John Gerrard, who had been living with dementia and declined rapidly after a stay in a hospital, where visiting times for carers were restricted.

Chris North, Dementia Lead at the Care Trust, said: "It's

carers who know all the small things about a patient which can ultimately make such a big difference to the quality of their care, from knowing what they find calming to what they do and don't like to eat.

"We already have a number of programmes in place to support patients with dementia. Through backing this important campaign it helps us to put in place additional steps towards improving peoples' experiences whilst in our care."

The Trust's state-of-the-art Dementia Assessment Unit provides 24 hour care to support the health and wellbeing of people with dementia. As part of the campaign, carers of dementia patients are now invited to ask for a 'Carer's Passport'. This entitles them to visit outside of normal visiting hours and identifies their agreed individual needs in supporting their loved ones.

Mrs Smith* has been visiting her husband at the Dementia Assessment Unit for the past 14 weeks. He was diagnosed with dementia three years ago.

Mrs Smith said: "At first we thought it was just old age but he steadily declined. He could still live a happy life with me at home and I cared for him. His condition got worse and he came to the Dementia Assessment Unit. We have been together for 50 years and it's important we spend time

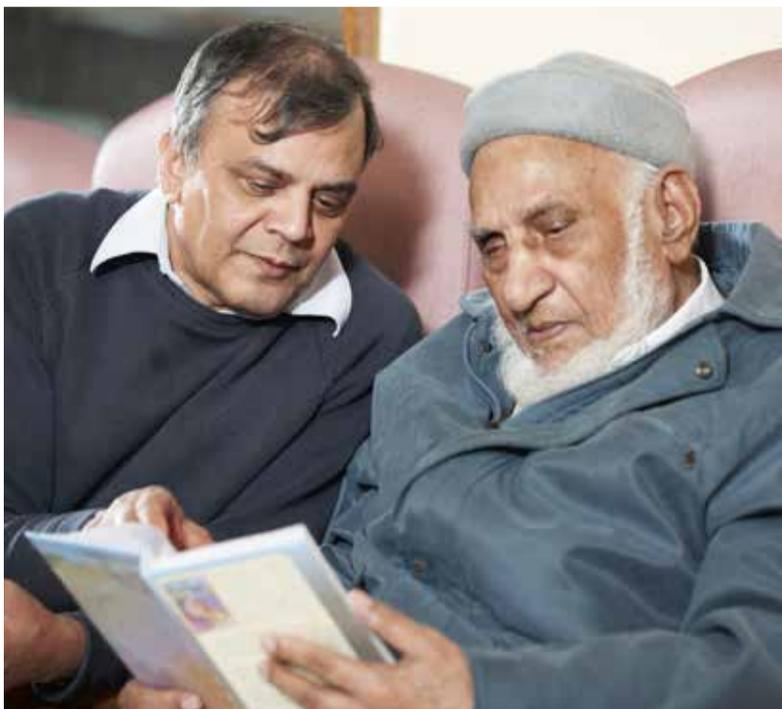
together. I want to be with my partner to support him and comfort him. We are in the illness together. I come every day, usually 2pm until 8pm. I can stay as long as I want; I'm not restricted by visiting times. If I wanted to stay with him over night I can. Each day I get a train to Bradford then a taxi to the unit. It's a lot of travelling. If visiting times were in place this would make it difficult for me to make the journey four times a day to visit for a short time in the afternoon and again at night.

"My son works full-time and visits his Dad after work at 7pm. We're both welcomed on the ward to stay as long as we want. I'm always offered drinks and lunch or tea if I would like to. It's good that visiting isn't restricted and I can come and go as I want. The more I and our son are with my husband the better we all feel. The staff here are amazing and I can't fault the care myself and my husband receive."

Jacquie Edwards, Ward Manager at the Dementia Assessment Unit, said: "Carers provide company for loved ones, they know them the best and we value their important role.

"We are committed to making sure carers feel welcome and involved."

*names have been changed to maintain confidentiality.



SUPPORTING: Carers of patients with dementia can visit their loved ones at agreed visiting times to make them feel more at ease.

NHS

Bradford District Care
NHS Foundation Trust

Do you
care for
someone?

If you are caring for someone who lives in Bradford, Airedale, Wharfedale and Craven, who is receiving services from Bradford District Care NHS Foundation Trust, why not join our Carers' Hub?

The Hub gives you a chance to meet other carers, get advice and support, participate in free activities and take time out for your own wellbeing.

The Carers' Hub is open Monday to Friday, 10am to 4pm at Horton Park Health Centre, Level 2, 99 Horton Park Avenue, Bradford BD7 3EG.

For more information, telephone **01274 251112** or email carerhub@bdct.nhs.uk

You & Your Care

Bobbies on the beat

IN THE first project of its kind in the country, Bradford District Care NHS Foundation Trust supported members of its staff to undertake police training.

The Trust, working in partnership with West Yorkshire Police, helped six of its staff to be trained as special police officers and go out on patrol with regular officers to improve the care of individuals in mental health crisis.

Special officers are fully trained volunteers that provide a valuable link between the police and the local community. They have the same powers as regular police officers but work in their free time on a variety of police duties.

Debra Gilderdale, Director of Nursing and Operations, at the Trust, said: "Being fully integrated as members of the police teams, our staff are able to use their mental health expertise to make sure that individuals, who may be in mental

health crisis, are managed and looked after in the most effective and dignified way.

"Having trained mental health staff dealing with these situations could help stop an unnecessary arrest which is much less upsetting and confusing for the individual and also frees up some of the police's time."

Inspector Michael Bonner of Bradford District Police, said: "This initiative aims to reduce the demand on the police from mental health related crises and provides a uniformed and mental health trained presence to deal with vulnerable people professionally and efficiently."

Staff work, using their mental health backgrounds and their new police skills, in various areas across the district including, street triage, hospital liaison, attending calls in the community that may be linked to mental health and working with staff on hospital wards.



AT THE READY: Trust staff stepping out as special police officers to improve care for individuals in mental health crisis.

Join us at our annual members' meeting

Every September we host our Annual Members Meeting. It's a great opportunity for you to meet your governors and Trust Directors, have your say about our services, hear about our performance over the year and get more information about our future plans.

The event will be held Tuesday 26 September at Bradford City Training Services, 39/41 Chapel Street, Bradford, BD1 5BY. The Governor drop in will take place between 4.30–5.20pm and the meeting will take place between 5.30–7pm. To book your place please email ft@bdct.nhs.uk or call 01274 363552.

Representing you

OUR governors represent you, by sharing your ideas and views about our services with our top team; they're really helping to make a difference. Here's what a few of them have been doing...

Colin Perry said: "I've visited the Trust's mental health inpatient wards to obtain views from patients and staff. I've been involved in shortlisting and interviewing a new non-executive director, helped to develop the governor integrated performance report and was involved in developing the quality indicators for the quality report. I've also attended a number of meetings at the Trust, including Board meetings where I'm able to find out about key issues the Board is focusing on."

Nick Smith said: "I chair the membership development working group which developed the membership strategy and group members are now monitoring its implementation. I've taken part in ward visits and was really impressed with what I saw. I've also helped to recruit new Trust members at Craven College.

"I regularly represent other people's views about services during Council of Governor meetings and I'm an active volunteer with the Trust's Champions Show the Way team."

Hazel Chatwin said: "I'm a member of the membership development working group and have lots of experience working with local communities and share my experience with the Trust.

"I recently received two awards from Craven Council for my volunteering work which I get a lot out of."

We also have five staff governors who represent the views of our staff and seven appointed governors who represent the views of their respective organisations.

To get in touch with your governor or to find out more about them visit www.bdct.nhs.uk or email:

- Bradford West: bradfordwestgovernor@bdct.nhs.uk
- Bradford East: bradforeastgovernor@bdct.nhs.uk
- Bradford South: bradford-southgovernor@bdct.nhs.uk
- Keighley: keighleygovernor@bdct.nhs.uk
- Shipley: shipleygovernor@bdct.nhs.uk
- Craven: cravengovernor@bdct.nhs.uk
- Rest of England: restofenglandgovernor@bdct.nhs.uk
- Staff Governors: staffgovernor@bdct.nhs.uk
- Appointed Governors: ft@bdct.nhs.uk

Public governors



Bradford West
Colin Perry



Bradford West
Mahfooz Khan



Bradford East
Wafaa Nawaz



Bradford East
Kevin Russell



Bradford East
Amanda Martin-Richards



Bradford South
George Deane



Bradford South
Sandra McIntosh



Rest of England
Hayley Lomas



Shipley
Sarah Jones



Shipley
Ann West



Keighley
Nicholas Smith



Keighley
Nicky Green



Craven
Hazel Chatwin

Staff governors



Nigel Green



Jenny Moran-Whitehead



Debbie Cromack



Liz Howes



Noel Waterhouse

Appointed governors



Shirley Congdon:
University of Bradford



Cllr Nussrat Mohammed,
Bradford Council



Cllr Mike Gibbons,
Bradford Council



Ranjit Arora,
Bradford Assembly



Fozia Sarwar,
Sharing Voices



Cllr Tanya Graham,
Craven District Council



Steve Oversby,
Barnardos