

News from Bradford District Care NHS Foundation Trust • May 2016



## Our Annual Plan

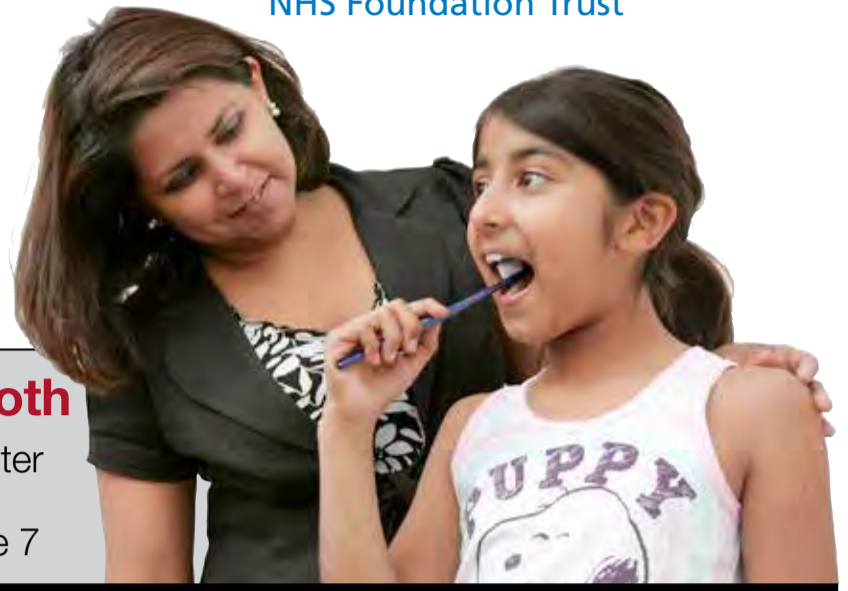
Chief Executive Simon Large on tackling the challenges: page 4

## Gold standard

Dementia assessment unit's work receives highest praise: page 3

## Whole tooth

Building brighter smiles for our children: page 7



## It's been a busy year for Care Trust

SINCE achieving Foundation Trust status on 1 May 2015, the Care Trust has established a new Council of Governors, which includes 27 members of the public, staff and partner organisations, to represent your views.

It has been a busy 12 months. David Spencer, Lead Governor, explains: "We have worked hard to understand some of the key issues facing the Trust. We have established our own governor structures, had regular meetings with board members, visited different Trust services and been involved in recruitment events. We look forward to working with members more closely in 2016/17."

## Outstanding care pledge

IN ITS Annual Plan for 2016/17, Bradford District Care NHS Foundation Trust sets out its key priorities, these include working with diverse communities to provide outstanding care, and finding new ways of delivering services to meet local needs.

The Plan shows how the Trust will be developing services to support people across Bradford, Wharfedale, Airedale and Craven, and outlines eight quality goals and operational priorities, for learning disability, mental health and community health services.

The Trust is now inviting people across the district to find out more about planned service developments and challenges for the year.

■ Details on page 4



RELAX: Kayley Gregory and others in our new Carers Hub

## Some 'me time' for Kayley

FROM the age of seven Kayley Gregory has been caring for her mum, who has bi-polar disorder, with the support of her grandma.

Inspired to help others through her own experience of caring, Kayley is training to become a mental health nurse and has applied to become a volunteer at our new Carers Hub (see below). As a young carer for

most of her life, Kayley feels the Hub offers much needed support for people caring for loved ones. Kayley said: "I think it's a great idea.

"It will benefit many people and will definitely benefit me. It will give people the chance to have 'me time' because when you have caring responsibilities, it is difficult to put time aside for you."

# VITAL SUPPORT FOR BRADFORD CARERS

**A NEW Carers Hub has opened in Bradford to provide vital support for people in the district caring for loved ones.**

Carers were involved every step of the way in the design of the Hub, from deciding what services and facilities would be available, down to the colour of the

walls, artwork and soft furnishings. The new Hub, at Horton Park Health Centre, is the first step in developing a district wide support network and provides a place for carers to meet, recharge their batteries and get free information and advice.

Nicola Lees, Deputy Chief Executive and Director of Nursing, said:

"The Trust recognises the fundamental role that carers play in helping family, friends and neighbours in the treatment and recovery process. We are delighted the Trust's Carers Hub offers a place to recharge, to help people in their caring roles."

Barbara Keeley MP, Shadow Minister for Older People, Social Care and Carers, officially opened

the new facility. Speaking at the event, she said: "The majority of care is provided not by doctors, nurses or paid care workers, but by family and friends. Given that our health and care system relies so heavily on carers, it is welcomed that Bradford District Care NHS Foundation Trust has worked together to help support Bradford's 60,000 carers."



Hub supports carers in their caring role



## Key contacts

Bradford District Care NHS Foundation Trust:  
**01274 228300**

First Response – urgent mental health care 24 hours a day, seven days a week:  
**01274 221181**

Patient advice and complaints:  
**01274 251440**

Where to find out more information on the following:

- Individual services: [www.bdct.nhs.uk](http://www.bdct.nhs.uk)
- Events: [www.bdct.nhs.uk/events](http://www.bdct.nhs.uk/events)
- Trust membership: [ft@bdct.nhs.uk](mailto:ft@bdct.nhs.uk)
- Volunteering: [volunteer@bdct.nhs.uk](mailto:volunteer@bdct.nhs.uk)
- Champions Show the Way: [champions@bdct.nhs.uk](mailto:champions@bdct.nhs.uk)
- Carers Hub: [carerhub@bdct.nhs.uk](mailto:carerhub@bdct.nhs.uk)
- Getting involved in Trust work: [involve@bdct.nhs.uk](mailto:involve@bdct.nhs.uk)

Follow us on twitter @bdct or facebook at [www.facebook.com/bdct02](http://www.facebook.com/bdct02)

### Prefer updates by email?

If you have received this newspaper by post and would prefer to get it by email – helping the Trust to save on the cost of post – please email our Trust membership office on [ft@bdct.nhs.uk](mailto:ft@bdct.nhs.uk). Thank you.

### Feedback and different formats

If you would like to receive this publication in a different format or community languages, or have any feedback about the stories in the newspaper, please email [communications@bdct.nhs.uk](mailto:communications@bdct.nhs.uk). Thank you.



**HAPPY BIRTHDAY:** Staff mark the first anniversary of the First Response service

# VOLUNTEERS PLAY SUCH A KEY ROLE

LOCAL people are working in partnership with the Trust to develop innovative and creative volunteering roles that benefit people in the community and carers.

Volunteers have been given the opportunity to bring their knowledge, skills and experience to the volunteering role, and to enhance Trust services, but not duplicating or replacing the work that staff do.

The volunteering activity includes the Trust's Champions Show the Way programme where local people are running a range of activities for communities, including, walking, singing and art groups.

Over three million volunteers already make a big contribu-



**THIS WAY:** On a 'Show the Way' walk

tion to health and care services across England.

The Care Trust recognises the difference volunteers can make to patient wellbeing, and is developing an organisation-wide cul-

ture that supports volunteering.

The Trust has developed a five year volunteering strategy, which aims to:

- implement safe, effective and efficient ways of recruiting and supporting volunteers;
- enhance service provision and patient experience through volunteers;
- develop a team of volunteers to work with services across the Trust.

Catherine Pitts, Volunteering Lead at the Trust, said: "The NHS would not function without volunteers. We already have some amazing volunteers, making a massive difference to Bradford, Airedale, Wharfedale and Craven and we would like to build on this."

## A year of crisis care that's even better closer to home

A RADICAL redesign of urgent mental health care in Bradford means that people are now getting crisis care, closer to home. And for the last 12 months, no-one has needed to travel out of the area for urgent care.

Thanks to the reorganisation and the launch of the Trust's First Response service in 2015, mental health crisis support is available for local people, 24 hours a day, seven days a week.

In 2014-15 patients often had to travel a long way from home to get crisis care. Following a re-design of services, patients are getting the help they need within the district, which is better for patients and means that any savings can be reinvested here.

First Response is operated by the Care Trust in partnership with the City of Bradford Metropolitan Council, West Yorkshire Police and the Sanctuary, which has been developed with mental health charity Mind.

The innovative approach has been recognised nationally as best practice in the five-year strategy for mental health, published by NHS England, that oversees the commissioning of all health-care services across the country. More importantly, people that have used the service have credited First Response with "making a massive difference."

The Trust has been leading the way to ensure that people get the right care, in the right place, with the right healthcare professional, and close to home.

Bradford District Care **NHS**  
NHS Foundation Trust

# FIRST RESPONSE

Call 01274 221181



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

You & Your Care



www.bdct.nhs.uk

## Positive outcomes thanks to primary care wellbeing team

THE primary care wellbeing team is innovative, passionate and dedicated to making a real difference to patients under their care.

The team provides a holistic service that addresses the physical, psychological and social needs of patients across Airedale and Bradford. Working with GPs, the wellbeing team offers consultation, advice, education and training sessions in GP surgeries. Patients have said they feel much happier and they are improving their health as a result.

Dr Rachel McEnery from the Kilmeny Surgery has worked closely with the team and said: "I

worked with ten patients suffering from chronic pain as part of a patient focus group. They'd had investigations and referrals and were on lots of medication. We wanted to try and offer them an alternative solution. The primary care wellbeing team helped us to develop a manual on explaining pain and involved the patients in the development process."

Since joining the patient focus group, Nigel, who suffers from acute pain, has gone from taking 45 tablets a day, to no longer requiring pain relief. He said: "Predominately most of those were strong painkillers, I'm now off all of those and I've only

been here three times."

Nigel credits the support he has received through the primary care wellbeing team and Kilmeny Surgery, with his pain management reduction.

The team has helped to improve the health and wellbeing of many patients with positive outcomes including: improving patient satisfaction and pain management; reducing unnecessary medication and surgery; helping with depression and reducing hospital admissions. This has ultimately led to improvement in the quality of life for the patients under their care.



# DEMENTIA ASSESSMENT UNIT WINS GOLD AWARD

'We have taken great care to make the unit as welcoming as possible'

**THE TRUST** has won a national gold award for its state-of-the-art dementia assessment unit (DAU) at Lynfield Mount Hospital.

The facility has been given the top accolade by the leading Dementia Services Development Centre (DSDC) at Stirling University, for its high-quality dementia friendly design that has been created with input from local carers, families and staff.

The £2.5 million 22 en-suite unit that opened its doors in 2015, has been designed to provide a familiar and supportive environment for people with dementia across Bradford, Aire-dale, Wharfedale and Craven.

Features include ten reminiscence walls that show well-known local landmarks including the Cow and Calf, Skipton Castle, Bolton Abbey and Bradford's Alhambra Theatre, to help patients identify and navigate different areas around the facility.

The entrance to each patient's room is designed to look like their own front door, with their own 'memory board' for personal memorabilia and photographs. This helps to promote a sense of personal identity and belonging,



**SUCCESS:** Staff celebrate winning the gold award for the Trust's Dementia Assessment Unit

to help people feel comfortable within the environment.

The colours and fabrics have all been carefully selected so that people can move safely round the assessment unit without becoming disorientated. The unit is bright and airy to improve patients' sense of well-being, with two outdoor spaces, a quiet lounge, visitors' room and a reminiscence therapy area.

Allison Bingham, Deputy

Director of Specialist Inpatient Services at the Trust, said: "We're delighted to be awarded the gold award for the Trust's Dementia Assessment Unit. The facility was developed with close consultation and involvement of patients' families and carers. The design and layout of rooms is really important for people with dementia, with a focus on reminiscence, to promote meaningful interaction with the

environment. We have taken great care to make the unit as welcoming as possible for patients, with many familiar features which they will be able to recognise from their home environment.

"The DSDC gold award recognises that we have designed a high-quality dementia friendly environment for individuals that enables our team to provide tailored care and support."



## Breathe easy throughout our site

WE ARE a smoke-free zone.

This means smoking is not permitted by anyone, anywhere within our grounds.

Neil Buckingham, Senior Advanced Nurse Practitioner, has been leading the way with the development of the Trust's no-smoking policy. He used to be a smoker before ditching the habit and leading by example. Neil said: "The main challenge was changing the culture. What's made it easier, is that establishments have become smoke-free as time has gone on. This has helped to change the attitudes of both staff and patients and has allowed them to understand that this is what we have to do, this is the way forward – and these are the positive reasons why."

Since the launch of the initiative, support to stop smoking has been made available to all staff and patients within the Trust.

Therapeutic activities have also been increased on wards to support patients further in following a healthier lifestyle.

Once discharged from hospital, patients have been given the option of being referred to smoking cessation services in the community.

If you'd like help and support in smoking cessation in the community, you can contact the Public Health Stop Smoking service on 01274 437700.

## Thumbs up, or down? You decide



**WHAT'S THE SCORE:** More than nine out of ten gave a positive result

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) wants 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 – the acid test for most people if something is good enough.

Since launching the FFT in November 2014, the Trust has recorded over 8,500 of pieces of patient feedback. Figures are sent to NHS England every month and, nationally, almost 17 million patient feedback forms have been given in the past three years.

One of the benefits is that NHS staff, and the people who plan local healthcare, get confirmation

that they are mostly doing a great job: in general, more than nine out of ten people give a positive response. At Bradford District Care NHS Foundation Trust, the latest scores were 92% positive.

Often the small things make the biggest difference and the Trust ensures these are being paid attention to, for example, based on feedback, providing decaffeinated coffee on wards and playing music in areas when people are waiting to see the community mental health team. These are just a few initiatives the Trust has made to improve the patient experience.

If you want to find out more, ask a member of staff next time you get care or treatment from the NHS. You can also see more information about the FFT at [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

Bradford District Care   
NHS Foundation Trust

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

**Try Champions Show the Way**

To find out more information on the upcoming events including walking, art sessions and singing groups, contact:

T: 01274 321 911

E: [champions@bdct.nhs.uk](mailto:champions@bdct.nhs.uk)

  
You & Your Care  
[www.bdct.nhs.uk](http://www.bdct.nhs.uk)





**ANNUAL PLAN:** Chief Executive Simon Large says we need to continue to find new ways of delivering services

# WORKING TOGETHER IS KEY TO SUCCESS IN 2016/17



**OUR Annual Plan for 2016/17 recognises the difficult challenges for the NHS of providing high quality services within existing financial constraints.**

Chief Executive, Simon Large, said: "This year will be a challenging one for the NHS and we can only achieve our objectives by working in partnership with staff, patients and carers, to ensure services are developed to reflect their needs.

"We will continue to find new ways of delivering services that bring GPs, community providers, hospitals and social care much closer together, making best use of limited resources and staff across these areas, to deliver more joined-up services for the public.

"Working together we can make real service improvements and provide the best possible care for people across the district."

## More nursing care for people at home

Community nursing is a central part of the Trust's community healthcare services, working closely with GP practices. This year we are working with partners across health and care to develop new ways of delivering care that better meet individuals' needs. These include a new service in Airedale, Wharfedale and Craven for people with complex care needs, so that people can continue to live at home and reducing the need for hospital admissions.

The Trust is also looking to introduce this service in other areas, working with key partners, including Airedale Foundation Trust, Yordales Health GP Federation, GP practices, the Local Authority and local voluntary organisations.

In Bradford, the Trust is working alongside GP practices on a new initiative that will enable our community district nurses to better support people with long term health conditions in their own homes.

## Crisis support for mental health

THE Trust is planning a number of projects to develop its mental health services.

Developments include a new 24-hour crisis support service for children and young people. Those in need of urgent mental health care will have support from the Trust's First Response service, where trained staff will offer immediate help and then identify the most appropriate support, working closely with the Trust's community teams.



## Meeting needs of young people

OVER the last six months, children and young people from across the district have been working with the Trust to influence how we better meet their needs. Our new children's strategy is being developed by young people, for young people, and will contribute towards improvements at the Trust.

Other service developments for young people include being selected as one of only 10 Trusts across England, to become part of an Accelerated Design and Programme Testing (ADAPT) for the Family Nurse Partnership (FNP) programme.

This work will contribute to national improvements for the FNP, which offers help to young mums aged 19 years and under.

## Setting quality goals for the year ahead

OUR staff, governors, people who use our services and local partners have all taken an active role in shaping our eight quality goals that will ensure we continue to deliver improvements for both physical and mental health services. These goals are:

- **Ensuring a responsive service for those in need of urgent care** – this builds on the success of the Trust's redesign of urgent mental health services and will continue to provide more appropriate crisis care and reduce pressure on A&E.
- **Implementing a suicide reduction strategy** – the Trust is continuing to work with local partners to ensure that suicide reduction continues to be our

collective focus this year.

- **Ensuring every patient gets care that meets both their physical and mental health needs** – studies show that patients with serious mental illness are more at risk of dying prematurely. The Trust will continue to improve the physical health of people with serious mental health issues, building on its tool to support GP staff when doing annual health checks.
- **Continuing to create a culture where staff feel able to raise concerns about unsafe clinical practice** – supporting staff to improve services by learning from mistakes and encouraging openness and transparency amongst staff.
- **Ensuring we have enough staff to deliver services** – making the best use of staff resources, looking at how and

where we roster staff, to better respond to changes in service demand.

- **Working with providers to improve services** – continuing to jointly redesign services with health and care providers, the voluntary sector and commissioners, so they better meet individuals' needs, including school nursing, health visiting, low secure mental health services and community dental services.
- **Ensuring easy and timely access to services** – increasing access to psychological therapies to support people before they reach crisis point.
- **Greater involvement for patients and carers** – setting out a clear strategy to actively involve local people across a range of areas, alongside opportunities to feedback on the Trust's work.



Want to find out more about the Trust's plans for 2016/17? For further details take a look at a number of short videos with the Trust's Chief Executive, Board members and Governors at [www.bdct.nhs.uk](http://www.bdct.nhs.uk)



# ON HER MAJESTY'S SECRET SERVICE

NOEL Anthony Brown, one of the Trust's healthcare support workers at Waddiloves Health Centre, likes to find creative ways to support people with learning disabilities.

Noel has been working with Thomas to help him overcome his fears of having blood samples taken, so Thomas can use his blood glucose monitoring machine.

As a committed James Bond fan, Thomas is passionate about all things 007. Noel began some detective work and discovered that Roger Moore, who played Bond in film classics such as 'Live and Let Die' and 'The Spy Who Loved Me,' is a diabetic and needs to have his blood sugar levels regularly monitored.

This sparked Thomas's attention and a mission worthy of the MI6 agent unfolded as a result. Noel explained: "We worked on a James Bond theme



LICENCE TO THRILL: Healthcare support worker Noel Anthony Brown, right, with Thomas and a Q-style gadget to help Thomas overcome his fears

where we were both 'secret agents'. He set me tasks and I set him tasks. My mission was to identify which actors starred in which films, including the titles and years.

"Thomas's mission was to read his diabetes booklet with the help of mum and dad, to work towards achieving his bronze 007 certificate. His silver award involved him taking the machine

from the box and removing and replacing the parts back into the holder.

"The gold award meant taking a blood sample and testing it by using his machine." The mission

was successful and led to Thomas overcoming his fear.

Neither shaken or stirred, Thomas can now monitor his own blood glucose levels. James Bond himself would have been proud.

# TRUST GOVERNORS WHO WORK ON YOUR BEHALF

EVERY NHS Foundation Trust has governors that are elected by local people, Trust staff and local partners, to represent your interests and views.

They all have a formal role in how the Trust is governed and ensure that the collective views of their local community – whether it's the public or staff – are represented at director level.

At Bradford District Care NHS Foundation Trust, 15 people across Craven, Shipley, Keighley and Bradford have all been elected by their local community, to give them a voice at the top of the organisation and work on their behalf.

Governors are usually appointed for three years and they work with the Trust to develop services, and share local ideas and views, to ensure services meet their needs.

In return, the Trust provides training and support to help the governors carry out their role as a vital link to people across the district.

Nicholas Smith, Public Governor for Keighley, said: "The Trust has actively encouraged people to get involved in developing the Annual Plan, to help shape services and improvements, so that everyone will get the best possible care they can.

"As a governor and service user, I have seen first-hand how the Trust has made a difference to patients and carers, which



REPRESENTING YOU: Trust Governor Amanda Martin-Richards talks about the NHS

is reflected in the high quality care that people receive."

For more details about the Trust's governors and which areas they represent, see the Trust's website at [bdct.nhs.uk](http://bdct.nhs.uk), or you can email your local governor direct:

■ **Craven:** [cravengovernor@bdct.nhs.uk](mailto:cravengovernor@bdct.nhs.uk)

■ **Shipley:** [shipleygovernor@bdct.nhs.uk](mailto:shipleygovernor@bdct.nhs.uk)

uk

■ **Keighley:** [keighleygovernor@bdct.nhs.uk](mailto:keighleygovernor@bdct.nhs.uk)

[nhs.uk](http://nhs.uk)

■ **Bradford West:** [bradfordwestgovernor@bdct.nhs.uk](mailto:bradfordwestgovernor@bdct.nhs.uk)

■ **Bradford East:** [bradfordeastgovernor@bdct.nhs.uk](mailto:bradfordeastgovernor@bdct.nhs.uk)

■ **Bradford South:** [bradfordsouthgovernor@bdct.nhs.uk](mailto:bradfordsouthgovernor@bdct.nhs.uk)

For general queries, contact the membership office on [ft@bdct.nhs.uk](mailto:ft@bdct.nhs.uk), or call 01274 363552.

## Answerable to 'members' of community

ALL foundation trusts are answerable to 'members' drawn from its local communities.

Our Trust has almost 13,000 members that include over 8,000 people across Bradford, Airedale, Wharfedale and Craven, who all have the opportunity to get involved in our work.

This year, and with help from some of our members, we have developed a single plan that sets out the broad range of activities that people can get involved in, to fit round their interests, time commitment and needs.

Every Trust member has the chance to influence what we do in a number of ways. These include giving feedback, helping to develop new services, attending Board meetings, or even becoming a Trust governor and formally representing their communities' views.

There are also opportunities to volunteer in one of our services or get involved in our Champions Show the Way (CSTW) activities. Volunteers either share their know-how with others, or get involved in the CSTW activities, like walking, themselves.

For information about becoming a member of Bradford District Care NHS Foundation Trust, or more details on our member benefits and free member activities, visit the membership section on the Trust's website.

Or you can email [ft@bdct.nhs.uk](mailto:ft@bdct.nhs.uk), or call the membership office on 01274 363552.



## DID YOU KNOW?

- We are an award-winning Trust providing mental health, learning disability and community health services across Bradford, Airedale, Wharfedale and Craven.
- We provide over 60 different services and employ over 2,900 staff.
- Our First Response service picked up the Nursing in Mental Health Award at the Nursing Times Awards.
- In April 2016, 92% of people said they would recommend our services to their friends and family.
- We're named as one of the 'Best Places to Work' in healthcare for the second year running (Health Service Journal, Nursing Times and NHS Employers).
- We are one of ten health organisations leading an initiative to improve the health and wellbeing of NHS staff.
- Our Dementia Assessment Unit was awarded the highest accolade – gold – by the leading Dementia Services Development Centre (DSDC) at Stirling University.
- We became a smoke-free environment on July 1 2015.
- We have been treating people locally for crisis care, for a whole year. No patients have been taken out of area since March 2015.
- Every year we celebrate staff and volunteers that have gone the extra mile for others at our 'You're a Star Awards'.



Family Nurse Partnership supports healthy pregnancy for mums

# LOOKING OUT FOR YOUNG MUMS

WE ARE one of only ten organisations across England selected to be an Accelerated Design and Programme Testing (ADAPT) site. The Trust's involvement will be contributing to national improvements in the Family Nurse Partnership (FNP) programme.

The FNP is a voluntary home visiting programme for teenage parents, aged 19 years or under. Specially-trained family nurses make regular visits to young mums, from the early stages of pregnancy, and support their child through the early years.

The aim is to help young mums to have a healthy pregnancy, improve their child's health and development, and plan for their own futures as well.

As part of ADAPT, the Trust will be working with key partners in Bradford including Better Start Bradford, Public Health Commissioners and the National FNP, to develop a more flexible approach to FNP that meets the needs of young mums.

Bradford District Care   
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## Do you care for someone?

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

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 further details, telephone: 01274 251112  
email: [carerhub@bdct.nhs.uk](mailto:carerhub@bdct.nhs.uk)

You & Your Care  
[www.bdct.nhs.uk](http://www.bdct.nhs.uk)

## Including children and young people

CHILDREN and young people across the district are taking an active role in shaping the Trust's new children's strategy, and delivering service improvements at the Trust.

Over the last six months our children's team has been working with local children and young people to get their opinions on the services they use. This includes finding out how young people want services to be developed and how they want staff and services to work with them. An online survey also captured views on what people liked, disliked and wanted to see more of.

Young people, young parents and families, have also been invited to attend discussion forums and at a young people's



event, attendees had the chance to illustrate and record their needs, to inform the final strategy that will be published this year.

**DRAW:** Artwork created by young people attending the children and young people's event.





# ACTION FOR BRIGHTER SMILES FOR CHILDREN

## FOR ten years our dental team has been working to help improve children's teeth.

For any significant improvements in the oral health of five-year-olds, good routines need to be in place early. The Building Brighter Smiles programme focuses on improving young children's oral health and places an emphasis on preventing tooth decay.

Sharon Walker, Senior Health Promotion Team Leader, said: "We do offer a wide range of oral health improvement activities, such as advice on how to brush babies' teeth, healthy eating for pre-school aged children and support for tooth brushing in primary schools to complement activity at home."

Over the last ten years, All Saints' Church of England Primary School has been committed to tackling tooth decay in children by taking part in the programme.

Mariea Bowers, Assistant Headteacher, said: "Our aim is to prevent our most vulnerable children from suffering from the pain and trauma of tooth decay which can lead to time off school. This is why we engage in supervising our children in the tooth brushing programme, supported by the community dental service.

"Children in our reception and year one classes regularly brush their teeth after lunch, which is good oral hygiene practice. We believe that this early intervention makes all the difference. The



**THE WHOLE TOOTH:** We offer a range of oral health improvement activities

proof is in our All Saints' Smile!" For further information on the Trust's Building Brighter Smiles

Programme telephone: 01274 206708/202464 or email: ohp@bdct.nhs.uk

## Helping people to find a job and keep it

FINDING work is a top priority for people that use the Trust's mental health services.

The Care Trust was chosen to pilot 'Making Work Work' in 2015, funded by the Department of Health. The project supports people with mental health problems to find – and keep – paid employment.

Statistics show that using the Individual Placement and Support (IPS) model, which places people in work and then trains them, are twice as likely to gain employment than those using conventional job hunting methods.

David Harper, Individual Placement and Support Regional Trainer at the Trust, said: "The service is tailored to the individual so we understand what their interests, skills and experiences are and we can then find something that meets those needs."

Employment specialists and clinical teams support people into a role of their choice. This includes job-seeking support, practical support, such as managing travel to work, helping individuals manage their symptoms when returning to work and on-going support in the job.

The initiative, Making Work Work, has been piloted across six areas in the country, including Bradford, and nationally, will help a total of 340 people into work over three years, by extending the evidence based IPS approach to areas of the country where it is not yet widely available.

Centre for Mental Health Chief Executive, Sean Duggan, said: "Only seven per cent of people using mental health services are in employment, yet we know that more than half would like the chance to work with the right support. IPS has been shown to enable at least 50 per cent of people into jobs and to help sustain them."

So far, the Trust has helped 61 people back into work and has been awarded, and recognised as, a national 'IPS Centre of Excellence'. There are currently only 15 centres of excellence in the UK.

## Community teams have more time to care



**OUT AND ABOUT:** Doing things differently allows more time with patients

TECHNOLOGY is freeing up more time to care for patients.

Over the last two years the Trust has been rolling out mobile technology across our community teams. While out and about, around 1,750 staff can now connect to the main computer system and care records.

Community teams deliver a range of services including health visiting, school nursing, podiatry (footcare), speech and language therapy, mental health, and diabetes care. This means they are visiting different people and places every day, including individual's homes, community clinics, care homes and hospitals.

The mobile technology means they can now log on using their laptop, at a range of sites.

Staff can also connect virtually with other healthcare professionals – they can send instant messages, email, video, or audio, to get additional clinical support, on-the-spot.

As well as more patient time, mobile technology means teams are also making savings on costs, mileage, printing paper, travel time and the time it used to take to refer people to other services.

Staff that cover more rural areas, can use public spaces like libraries to connect securely to their main office site.

Although staff are using different ways of working, one thing hasn't changed: teams are continuing to focus on providing high quality, flexible and responsive services for people across the district.



# Stepping out to make friends, be more active and healthy

REHANA is a volunteer Community Health Champion and has been making a real difference to the health and wellbeing of women in her community, by encouraging them to adopt a more active lifestyle and get involved in a series of health boosting initiatives.

The Trust's Community Health Champions work as part of our 'Champions Show the Way Programme' to provide free or low cost social activities for people aged 18 or over. This includes individuals with a long-term health condition or who have been recently discharged from hospital.

Despite having health conditions of her own, Rehana continues to amaze people with her passion for supporting the health and wellbeing of people in her community. Rehana has led and invited women to take part in local weekly walks, set up a women's weight management

course to promote healthy eating, and taken part in relaxation training to support herself and other ladies in the community.

The weekly walks aim to encourage women to become more active, reduce isolation and to meet other people. Being active is great for mind, body and health; studies have shown that regular walks reduce the long-term risk of chronic illnesses, such as heart disease, type 2 diabetes, asthma, strokes and some cancers.

Women in the community have credited Rehana with helping them lose weight, adopt a healthier lifestyle and use the knowledge that they have gained, to help their own families.

Rehana is actively making a difference to people's lives. As a Community Health Champion, she is successfully instilling positive self-help attitudes and passing on her knowledge to help others adopt a healthier lifestyle.



SUITS YOU: Rehana, left, prepares for a Champions Show the Way walk

## CHAMPION MAUREEN SHOWS US THE WAY

MAUREEN Myers has been volunteering as a Community Health Champion for the Trust for six years, through its Champions Show the Way programme.

Despite having health conditions of her own, caring Maureen is extremely committed to helping others. Maureen leads a walking group in Shipley, helping people to regain fitness and reduce social isolation, and the group is so popular that some members travel across Bradford to join in.

Maureen also supports a music group and leads singing sessions that brought two people together for life – they met at the group and then got married in 2015. At the couple's request, she even organised the group to sing at the wedding.

## BOARD ON THE ROAD

THROUGHOUT the year, our Trust Board holds its meetings in different community venues across Bradford, Airedale, Wharfedale and Craven, so that everyone across the district has the chance to attend. You do not need to book a place in advance – you can just attend on the day.

The meetings give you a great opportunity to meet our Board members and put our questions to the Trust's top team. They also give you the chance to find out about the Trust's different mental health, learning disability and community healthcare services, and get more details about our plans. Alongside some of the Board meetings, we also run free member events about our different healthcare services or areas. For example, over the last 12 months, the events have covered our 'Making Work, Work' programme that supports people with mental health problems to find jobs, and our plans to improve how we involve our members in our work.

For dates of Board meetings for 2016/17, please visit [www.bdct.nhs.uk](http://www.bdct.nhs.uk) and see the calendar in 'News and Events'. We will be adding details of our free member activities throughout the year. Or come along to our annual members' meeting on 27 September, to get more details about the Trust's activities over the last 12 months.

# CALL TO ACTION

Trust's plea to come and get involved in our work and truly help to make a difference...

**WE ARE inviting people who use our services, carers and members of the public to get more involved in our work.**

By getting involved, you can make a valuable contribution and help ensure that the Trust's services work best for the people who use them – including patients and carers.

To do this, we have launched a new involvement and engagement plan for 2016-19, and developed a new involvement structure, which is made up of health care experts, Trust members, patients and carers, who report to a 'you and your care' strategic reference group. The role of this group is to monitor how people have become involved with the Trust and the work of other groups that link to it.

Currently people who use our services and carers have been actively involved in shaping the Trust's work in a number of areas including:

- Getting involved in the Trust's recruitment and se-



SPEAK OUT: Your chance to help shape service improvements

lection process and sitting on interview panels.

- Setting up 'People's Panels' to involve the local community in developing services across the district.

- Having a dedicated carers' lead to act on carers' feedback. This has included developing a 'Carers Hub', with carers, to provide space where they can meet, get involved in activities and get support.

The patient experience and involvement team supports the Trust to deliver the new involvement and engagement activity and works with staff, Trust members, people who use our services, patients and carers to make further service improvements.

These include:

- Developing services with you, so that they really meet your needs.

- Increasing the use of social media, like twitter chats, to increase involvement opportunities for young people.
- Using the Friends and Family Test – a quick and simple way to get your feedback – to improve services.
- Continuing to improve our Single Point of Access (the telephone service that people use to reach our clinical teams) based on feedback from you.
- Creating a new young person's research group to make sure that care is right for them.

To find out more about our plans, or to get involved – and make a difference – you can: submit feedback via the Friends and Family Test website <http://bdct.iwgc.net>, attend one of our patient and carer panel events, ask your care worker, or contact the patient experience and involvement team by emailing [involve@bdct.nhs.uk](mailto:involve@bdct.nhs.uk), phone on 01274 228 383 or visit [www.bdct.nhs.uk/get-involved](http://www.bdct.nhs.uk/get-involved)