



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# Staff Excellence Awards 2020

**#cntwstars**

# Welcome

This has been a year we will never forget when the world as we knew it changed.

We were just two weeks away from our annual staff awards when the pandemic meant that we had to postpone the event. Unfortunately, all these months later, we still can't give you the ceremony you expected, but we hope that you enjoy our virtual ceremony where we celebrate your achievements, despite the challenges.

For the past eleven years our annual staff excellence awards have commended the dedication and achievements of our staff, who have made a real difference to the people we care for, their carers or their work colleagues.

It never ceases to amaze us the high standard of entries received year on year. The nominations always make inspiring reading and our judges have had the unenviable task of trying to choose a winner. To be recognised and nominated for your work is a great achievement, but to be a finalist in the light of such robust competition is a tremendous achievement, of which you should all be rightfully proud.

Each and every one of you represents the very best of Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and NTW Solutions.

We share in your disappointment that our event could not go ahead and that you will not have the opportunity to enjoy a much deserved evening.

Thank you all for your dedication, hard work and for making a difference each day. We hope that you enjoy reading this brochure which shows how outstanding you really are.

Ken Jarrold CBE, Chair  
John Lawlor OBE, Chief Executive

# Staff Excellence Awards 2020

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- Chief Executive's Award
- Chair's Award

Celebrating the dedication and achievements of our staff  
who have made a real difference to the people we care for.



# Rising Star

This is awarded to someone who has less than two years' service, on the apprenticeship programme or an intern with Project Choice, who has made a positive contribution to the Trust and the delivery of services.



Daniel Briggs  
Mowbray Ward  
Monkwearmouth Hospital

Since starting his job on Mowbray Ward less than a year ago, Daniel has already made a huge impact. As a peer support worker, Daniel provides a much-needed link between patient, carer and the clinical team, working hard to ensure all voices are heard. Despite having no previous healthcare experience, Daniel's team say he has hit the ground running thanks to his can-do attitude and willingness to learn. "A delight to work alongside", Daniel's work in helping to improve collaborative care on Mowbray Ward has not gone unnoticed; he now also provides drop-in sessions for carers from other wards at Monkwearmouth. Described by his colleagues as "a tremendous addition to the team", Daniel has also developed a newsletter highlighting the services available to support service users and their family, friends and carers.



George Dixon  
Pharmacy  
St Nicholas Hospital

George joined the Pharmacy team as an intern with Project Choice, an initiative which helps young people with learning disabilities, disabilities, mental health or learning difficulties gain experience in the workplace. It wasn't long before George became an integral part of the team, so much so that he was offered an apprenticeship after demonstrating his unfailing positivity and can-do attitude. Never without a smile on his face, George can be relied upon to complete any task to the best of his ability. One team member said George's happy outlook lifts the spirits of everyone he works with. Those around him say they hope that George will be able to continue to work with the team once he finishes his apprenticeship because he is an absolute joy to work with.



Ellie Drummond  
Research and Development  
St Nicholas Hospital

Never flustered, Ellie has quickly grasped her role as research coordinator, helping with the set-up of large-scale research projects and advising researchers both from within and outside of CNTW. In a short space of time she has developed an excellent rapport with clinicians and academics, becoming the go-to person for senior colleagues who seek her advice. Colleagues say it is Ellie's calm and engaging manner that enables her to deal with the overwhelming amount of queries she receives. Ellie is committed to improving the effectiveness of the department, coming up with a range of innovative ideas and processes to help things run more smoothly. As well as helping to improve the department, Ellie is always looking for ways to improve her own role. She regularly arranges training opportunities to ensure she is able to do her job as best as she possibly can.



# Behind the Scenes Individual (CNTW)

This award recognises an individual that works behind the scenes in a non-clinical support service.



Amy Maher  
Personality Disorder Hub Team  
Benfield House

In the words of her team, “To say Amy is a team player is an understatement.” As an assistant psychologist, Amy completes her tasks with an endless supply of enthusiasm. But, it is her impact on staff wellbeing and morale where colleagues believe she has really excelled. In the Personality Disorder Hub, clinicians are often faced with distressing situations. As a result, Amy has transformed the office into a safe space that offers mutual support while reminding staff to take care of their own wellbeing. From creating a board of photographs of the team to looking at positive moments from the week, Amy’s efforts have had a powerful impact on the team. A thoughtful and compassionate colleague, Amy’s team say it’s clear to see how much she cares. Whether it’s a supportive cup of tea after a clinician has had a difficult appointment or assisting with audits and service user feedback, Amy is always there with a beaming smile.



Connor Massey  
CNTW Academy  
St Nicholas Hospital

Connor’s team describe him as an inspiration to all young people who want to become an apprentice or begin a career in the NHS. Connor joined the Trust as a Business Administration Apprentice seven years ago and has worked his way up to become a Progression Coach and Mentor for all apprentices. A Young Apprentice Ambassador, part of Connor’s role involves meeting with each apprentice to offer guidance and advice. He also goes out to school events to deliver presentations and promote working for CNTW. Dedicated and loyal, Connor’s team say he has time for everyone, whether they need support with their apprenticeship or just want a general chat about career advice. Connor has worked in the same team throughout his time at the Trust but is always looking for ways to improve including doing a Level 4 Business Admin qualification.



Ben Smeaton  
Operational Support Manager  
North Cumbria Locality Care Group

Described as the cornerstone between three organisations – CNTW, LCFT and NCIC – Ben supported the transfer in North Cumbria with amazing attention to detail, professionalism and determination. While no easy feat, Ben’s calm manner helped to ensure a smooth delivery of services across Lancashire, Cumbria and the North East. Both inspirational and humbling, according to one colleague, Ben was able to maintain a balanced independence across three organisations whilst remaining focussed on the task in hand. Whatever chaos, doubt or confusion that arose during the merger, Ben was on hand to provide clarity and leadership. His colleagues hope that among the day-to-day activity following the merger, Ben’s contribution to the improvement of mental health and learning disability services across Cumbria lives on and is not forgotten.





# Behind the Scenes Individual (NTW Solutions)

This award recognises an individual that works behind the scenes in a non-clinical support service.



**Barbara Coulson**  
Domestic Services  
Monkwearmouth Hospital

Always warm and friendly, Barbara deals with any problems with good humour and a smile on her face. Despite seeing hundreds of people every day, Barbara knows everyone's name and staff say they always look forward to seeing her on shift. Never one to grumble about the mess, Barbara always ensures the work spaces she cleans are left immaculate. Teams say that Barbara enables them to work better as she makes a cleaner and happier environment for them. With a fantastic knack for picking up when someone is feeling a tired or a little under the weather, Barbara will take the time to see how people are doing. In the words of one colleague: "When I was having family issues coming in and seeing Barbara's smile made all the difference." Barbara has also been recognised for trying to make the Trust a more eco-friendly workplace, sorting out spaces for recycling and informing staff which waste goes where.



**Andrew Dent**  
Workforce - Electronic  
Staff Record (ESR)  
St Nicholas Hospital

"Every organisation needs an Andrew Dent", say his team. Andrew moved into his role as Workforce and Organisational Development Officer as the Trust was merging with North Cumbria and was involved in transferring staff from Cumbria ESR to what is now CNTW ESR – a task that would have meant staff were not paid on time if it did not run smoothly. Andrew's work that went on behind the scenes in the lead up to the transfer has been described as "phenomenal", working morning, noon and night to ensure that it was a success. Always there to offer a helping hand, colleagues have described Andrew as one of the most hardworking members of staff they have ever worked with. His tenacity and excellent relationship with the executive team ensure that objectives are met.



**Linda Erskine**  
Domestic Services  
St Nicholas Hospital

Cheerful, compassionate and completely unflappable, Linda does everything with a smile on her face. Nothing is ever too much trouble for Linda and her colleagues say her attention to detail is second to none. One team member said when they were going through a difficult time at home the only thing that kept them coming into work was knowing how much Linda cared and that she was there to provide hugs and kind words when needed. So profound was her impact that this colleague spoke about Linda's influence at a recent Schwartz Round. Her compassion and respect for those she comes into contact with, whether that is staff or service users, makes Linda a joy to be around.



**Sylvia Wilkinson**  
Domestic Services  
Northgate Hospital

It is Sylvia's work ethic that colleagues say makes her deserving of an award. Sylvia works tirelessly to ensure that the environment of others is of a high standard, enabling people to do their job well. Her compassion has not gone unnoticed amongst her colleagues, with one team member describing her as "one of the most honest and caring individuals I have ever met". Never one to complain, Sylvia is always on hand to put a smile on people's faces. Helpful and efficient, Sylvia takes immense pride in her work and is always willing to go out of her way to help. Staff says she is a truly valued member of the team.



# Behind the Scenes Team (CNTW)

This is awarded to a service or team that works behind the scenes in a non-clinical support service.



## Central Locality Support Group St Nicholas Hospital

Made up of experts in Workforce, Business Development and Commissioning & Quality Assurance, the Central Locality Support Group works to make what were deemed as corporate functions come to the heart of service-led operational decision making. Working closely with the Central Locality and CBU leadership teams, the triumvirate has been described by colleagues as an example of the collective leadership model working at its finest. The Central Locality Support Group work seamlessly together to support the locality in achieving its ambitions. One of the main focuses for the team is Workforce Planning – this can bring many challenges but each part of the team makes a significant input. Reactive to the needs of the locality, the three elements work together to think about our workforce today and the future workforce of tomorrow.



## Commissioning and Quality Assurance Data Quality and Clinical Coding Team St Nicholas Hospital

Described as small but perfectly formed, the team are often faced with difficult situations. It is their good relationships with staff that help them overcome these situations, meeting staff face to face and offering their support. Often unrealistic deadlines and high expectations are met with a smile, with one staff member saying “I don’t know how they do it all”. Just some of the daily tasks undertaken include Points of You, waiting times and dashboards, which all contribute to the safe and efficient running of the organisation, ensuring performance targets are met. The “hidden gems of the organisation”, many members of the team will never be seen by frontline staff but they play a huge part in providing support to clinical teams, patients, their families and their carers.



## Communications, Marketing and Patient Information Centre St Nicholas Hospital

Always there to promote the achievements of others but rarely shouting about themselves, the Communications, Marketing and Patient Information Centre team ensure that all 7,500 staff are connected, patients and carers have the support they need and that others know that mental health and learning disabilities are nothing to be afraid of, ashamed of or something to feel guilty about. Friendly and approachable, the team works to find and share compassionate and inspiring stories that raise awareness of the work we are doing, both within the Trust and on a national scale. In this year alone, the team have supported staff to feel like they’re part of something bigger, helped teams across the Trust deliver major service change, worked to reduce the stigma of mental health and learning disabilities and supported patients and carers in managing their conditions. “A truly selfless team.”



## Initial Response Service (IRS) Call Handlers Hopewood Park

“I feel proud to know such a bunch of hardworking staff, dedicated to making a difference to people’s lives.” As a single point of access for mental health services in Sunderland and South Tyneside, the IRS Call Handlers respond to over 10,000 calls a month. Colleagues say their commitment to support the needs of service users, carers and concerned loved ones is humbling to see. Coming into contact with people who may be lacking in hope and feeling suicidal is no doubt a difficult job which requires a certain amount of understanding and compassion. The team take pride in signposting those in need to the most appropriate form of support. Loyal and innovative, the call handlers work together to support each other through what can at times be challenging and emotionally draining interactions.





# Behind the Scenes Team (NTW Solutions)

This is awarded to a service or team that works behind the scenes in a non-clinical support service.



Café Hope  
Hopewood Park

If you have been to Café Hope, there's no doubt you would have been served your food with a smile. What colleagues have said makes the staff at Café Hope stand out is the way they interact with and support service users. Often patients coming into the café are using their prescribed leave for the first time, something which can undoubtedly be daunting. Staff at Café Hope make a point of approaching service users who are sat on their own, taking time to have a chat and show them around. Service users have described the café as a relaxed and welcoming environment. As well as doing their everyday job, colleagues say the Café Hope team are going above and beyond their roles by helping support service users on their road to recovery.



Digital Dictation Team  
Monkwearmouth Hospital

A 24/7 service, the team's job is to support clinical decision making by ensuring patient notes are typed into Rio. Accuracy and attention to detail are vital for the team and their work means that patient information is available when needed, enabling clinical teams to make informed decisions about the care of our patients. A number of the team feel that their work provides a way of giving back, "to them it's not about transcribing dictations, it's about patient care." The content of the dictations can sometimes be distressing but the team support each other, encouraging staff wellbeing and talking to colleagues. The team have undergone major changes in recent months but have approached them with a flexible and professional manner, significantly improving the turnaround time of dictations in the last 18 months.



Transactional Finance  
St Nicholas Hospital

"The team have shown me how good communication, supporting your colleagues and working with the same shared vision to provide a quality service can make for a brilliant working environment." Finance isn't always the easiest thing to understand but staff say the transactional finance team explain things very well and always deal with payments and queries in a timely manner. Sociable, proactive and collaborative, the team's relationships with others are really important. Always patient, staff say the team takes the time to lead them through any new processes. The team has faced a number of changes over the last year which they have taken in their stride. The introduction of a new system, the merge with Cumbria and a team restructure have all proved testing for the team but morale never wavered.



# Clinical Team of the Year North

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



## Intensive Community Treatment Service (ICTS) North St George's Park

Leaders in positive change for mental health care for under 18s, the ICTS team is set to become the first 24-hour mental health team for children in the country as part of a new government initiative. Innovative, adaptable and motivated, the team provide crisis intervention and intensive home-based treatment to young people in Northumberland and North Tyneside. By focusing on the goals of young people and their carers, response times have reduced, enabling the team to provide timely support to those who need it most. Staff around them say the team treat families in a way they would like their own families to be treated. Described as passionate and empathetic, the team is looking forward to the changes that aim to further improve patient care.



## Lennox Ward St Nicholas Hospital

Patients, staff, family members, bank and agency workers – everyone who visits Lennox says you are made to feel welcome the moment you step through the door. In fact the ward is so welcoming that a number of agency staff have accepted permanent posts there. A comfortable and caring environment, the ward has done immense work in reducing restrictions to improve the quality of care and the lives of young people. Staff ensure that their patients are made to feel valued and are often given the opportunity to have their say on changes in the ward. This has led to a new chill-out room where film nights are hosted regularly. Coming to the ward can be a daunting experience especially as many young people are not from the area and are miles away from home. The team on Lennox ensure that families are as involved as possible in their loved ones' care.



## Newton Ward St George's Park

What makes the team on Newton so special is their dedication to providing person-centred care. They work with men with severe psychosis to find out their individual strengths and things that really matter to them. It can be hard to maximise hope in a place where most of the patients are detained under the Mental Health Act, but the Newton team have found that warmth and good humour can de-escalate some of the trickiest situations. A "social lunch" every week with the whole multi-disciplinary team, working with outside agencies such as Bike 4 Health and a wellbeing clinic for patients and carers are just some of the initiatives the team have put in place. Times when the team are stretched makes their qualities shine through even more and the team's compassion, resilience and camaraderie is plain to see. In the words of one team member: "We genuinely hope that every single person we work with can have a better future."



## South of Tyne Eating Disorder Intensive Community Treatment Service (EDICT) Monkwearmouth Hospital

A friendly and welcoming team, the South of Tyne EDICT service ensure children, young people and their families are involved in all aspects of treatment and care. They don't hesitate to help other services and have been described as extremely supportive. Every member of the team works hard to provide exceptional care to the young people they work with. The team have used their initiative to set up a parenting group for carers of young people with an eating disorder, giving them the opportunity to share their knowledge and experiences. Colleagues believe the team's hard work and tenacity make them fully deserving of an award.





# Clinical Team of the Year Central

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



Drug and Alcohol Recovery Treatment Service (DART) Service  
HMP Haverigg

There could be a whole book on the list of successes the DART Service has achieved since CNTW became the provider of its drug and alcohol services in July 2018. In that time the team have introduced monthly service user forums, launched graduation ceremonies for those completing SMART recovery sessions, helped the prison achieve 100% in hepatitis testing and encouraged service users to participate in the prison park run, to name a few. Feedback from service users is consistently positive, highlighting the care and compassion the team provide on a daily basis. Working with people who are often difficult to engage, the team have had to be creative and innovative in coming up with ideas and their commitment to reducing the stigma of service users in prison is relentless. Staff have commented on the team's modesty, saying they should be extremely proud of all they have achieved but they will just regard it as "all in a day's work."



Fellside Ward  
Hadrian Clinic  
Campus for Ageing and Vitality

To say the Fellside team have had to deal with a number of changes in the last year would be an understatement. From a new location to a high turnover of staff and major changes to senior team members, the team have coped admirably. The team have showcased their perseverance and resilience by embracing the changes. Hard-working and dedicated, the ward is already seeing improvements since its move to the Hadrian Clinic, levels of patient aggression and seclusion episodes have both reduced. There has also been an improvement in staff morale with a reduction in sickness absences. One team member said: "We have had some of the most difficult days I have encountered in my career but thanks to my wonderful team mates I am still able to come to work."



Gateshead Community Treatment Team (CTT) Dryden Centre

The Gateshead CTT has gone through significant changes in recent times but have never lost sight of their role and patient care has always remained at the heart of what they do. Thanks to the merge of three teams, the CTT is now made up of 85 people yet manages to maintain a family-like atmosphere. Staff say it is impossible to tell this is a new team - one colleague said "anyone walking into the team today would not know that only six months ago it didn't exist in its current form." As they are not a specialist team, Gateshead CTT have worked hard to learn each other's different disciplines to see where their strengths lie. Often too busy to nominate themselves for an award, the team's commitment to providing the highest standard of care has never wavered.





# Clinical Team of the Year South

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



Beckfield Ward  
Care Quality Commission (CQC)  
Hopewood Park

By working collaboratively with patients and their families, Beckfield has become a less restrictive, more recovery-focussed service. Patients are able to develop their own care plans that are meaningful to them, something which has been praised by the CQC. Team members say morale is the "highest it has ever been", with positive feedback from all visitors on the ward, whether that is patients, carers or inspectors. The team have also presented at the Quality Network Conference in London, talking about the changes they have implemented to reduce restraint. As well as travelling to London, the team have been working hard on the ward decorating the dining room to make it a more welcoming place. One team member said "without the support of the staff I might not have continued to pursue a nursing career but they motivated and inspired me to do so."



Longview Ward  
Hopewood Park

Longview was identified as the pilot ward for a sleep well study. The success of the study was dependent on a cohesive team who worked together and Longview did just that. The study aimed to establish a baseline measurement of inpatient sleep, identify environmental barriers to satisfactory sleep and propose interventions to improve sleep. Adaptations were made to the ward, such as minimising noise and improving bed time routines, and service users were involved. Service users were encouraged to attend sleep awareness sessions and complete sleep diaries, with one saying "protective sleep has improved my mental health", saying they felt more rested. The study has been described as an excellent piece of work that really saw the team at Longview come together.



Sunderland Psychological  
Wellbeing Service  
Monkwearmouth Hospital

The Sunderland Psychological Wellbeing Service has worked hard to create the supportive and nurturing environment you see today. Monthly shared lunches, open lunches to celebrate staff and charity collections are just some things that help current staff feel valued and new staff feel welcomed. The service is committed to the wellbeing of its staff, organising staff wellbeing days to get to know each other and see how best the service can work together. The team are always looking at ways to keep the practice relevant, taking part in training and learning new skills. One team member says the service is sensitive to each individual's needs, whether that is staff or service users, which makes for a brilliant working environment.





# Clinical Team of the Year North Cumbria

This is awarded to a clinical team which provides all round consistently high quality clinical care in line with the Trust's values.



Children's Community Learning  
Disability Nursing Service  
Springboard Child Development Centre  
and Workington Community Hospital

Since its launch in 2017, the Children's Learning Disability Team have worked tirelessly to improve the lives of children with a learning disability and autism. Reducing isolation, empowering families and managing any difficulties and barriers that the children and their families might face are just some of the things the team does on a daily basis. Some of their achievements include increasing the number of referrals county-wide from 125 to 630 in a year, delivering over 100 parent groups and increasing parental confidence with many families happy to talk to commissioners and inspectors about the service. The team works closely with colleagues, partner agencies and experts by experience to deliver workshops and taught sessions as well as working on emotional resilience and individual positive behaviour support. The team's dedication to support, equip and empower families to understand and care for their child remains at the forefront of all the work they do.



Improving Access for Psychological  
Therapies (IAPT) - First Step  
West Workington

From senior management to student therapists and everyone in between, the First Step team really cares about delivering life-changing support. The collection of data and results is a major part of IAPT services and staff see this not just as a 'box ticking' exercise but something that can demonstrate the real difference the team can make to someone's life. As part of their commitment to improve, First Step has signed up to the EA Project where employment advisers have been embedded into the service. The team have embraced this change, recognising the contribution this can make to patient care. Each member of the team, whether brand new or 10 years in, works together to deliver the best possible care for the people they support. "An amazing team caring for amazing people."



North Cumbria Community  
Eating Disorder Service (CEDS)  
Carleton Clinic

Despite a climate of uncertainty, the CEDS team has successfully delivered an excellent service to young people and their families. In the year that the service has existed there has been a reduction in out-of-area admissions for young people with eating disorders. It is the team's culture of working together with families that is particularly impressive. The service aims to keep young people out of hospital and with their families which has had a significant impact not just on the young people but also on capacity and cost. Positive, passionate and innovative, the team is planning to launch an Instagram account with service user input and is engaging with pupils as part of school initiatives. Feedback from young people has been overwhelmingly positive with one service user saying: "I felt as though I was treated like an individual person rather than being given a label."



# Clinician of the Year North

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Steven Douglas  
Mitford Bungalows  
Northgate Hospital

Based on the bungalows at Mitford, Steven has been described by colleagues as an excellent clinical coordinator. Always going beyond the expectations of his role, Steven puts the needs of both staff and patients before his own. His hard work with the transition of patients going back into the community has changed the lives of many service users. He takes the time to help those in his care as best he can, driving them far and wide including to Leeds and Glasgow. Steven's team have praised him for always keeping them in the loop, making sure they are fully informed of transitions and the progress that is being made. Steven has many qualities that make for a good clinician but it is his powers to listen that his team say makes him a fantastic clinician, always hearing people's concerns to ensure transitions run as smoothly as possible.



Dr Rachel Gore  
Northumberland Older People's  
Psychiatric Liaison Team  
Wansbeck General Hospital

"A great role model for doctors", Rachel works tirelessly to improve the future of psychiatry. She has worked on a number of projects including a pilot liaison follow-up service, which has the need to refer to community services and improved discharge, and a video with a patient who had delirium to raise awareness of delirium. As well as additional roles in medical education, Rachel has been appointed director of undergraduate studies at the University of Sunderland and finds time to teach students as a tutor. Rachel may have a lot on her plate but she takes time to ensure everyone she works with is supported and always takes an interest in her team. Her teaching is so revered that when one medical student told a member of staff they were not planning on specialising in psychiatry they said, "Well you haven't met Rachel Gore yet!"



Dr Jayne Healicon  
North Northumberland Community Treatment Team  
Alnwick

Jayne's colleagues in the North Community Treatment Team believe it's her strong and calm presence that makes her deserving of an award. A highly respected member of the team, Jayne shows nothing less than genuine care, compassion and dedication to her role. Her passion for her role and the people she works with is clear to see in all that she does. With a genuine optimism and enthusiasm, Jayne always strives to do what is best for service users. In the words of her team, Jayne's ability to make both service users and team members feel valued deserves recognition. Always happy to accommodate others, Jayne will always have time for everyone no matter how busy she is.





# Clinician of the Year Central

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Anne Charlton  
Lindisfarne  
Northgate Hospital

Anne has an amazing ability to recognise the strengths and skills of her team members, making them feel valued and providing them with the opportunity to develop. In the words of her team, Anne's caring and compassionate manner embodies the values, morals and aspirations of every good nurse. When faced with difficult situations, as she often can be, Anne rises to the challenge. The needs of service users are at the heart of everything she does, having recently explored how to safely facilitate a family visit for a young man in long-term seclusion. She also came up with innovative ways to help his therapeutic relationship with his team, including yoga sessions and even allowing him to paint her face on Halloween! After 35 years in the Trust, Anne continues to motivate those around her. Due to retire this year, colleagues say her enthusiasm will live on in the people she has inspired throughout her career.



Dominique Hill  
Intensive Positive Behaviour  
Support Team  
St Nicholas Hospital

In addition to her clinical work, Dominique takes pride in sharing the experience of service users and stakeholders. From arranging teachers to attend the Intensive Positive Behaviour Support launch day to inviting a young person to talk at the annual Allied Health Professional conference, Dominique is a strong advocate for the involvement of experts by experience and their role in spreading the word about the positive work of Speech and Language therapy (SALT). Team members say it is "refreshing" to see someone so motivated in spreading positivity, particularly in what can be a difficult climate. Described as selfless by those around her, Dominique is always putting the needs of others before those of her own. Her hard work and determination is a credit to her team who think she fully deserves this nomination.



Mel Normanton  
Gateshead Community Treatment  
Team (CTT)  
Dryden Centre

Mel has seen many changes over his 40-year career in the NHS but he has always remained passionate about his job and the people he works with. His team in Gateshead CTT often refer to him as the 'CTT encyclopaedia' such is the depth of his knowledge and experience. Always happy to offer his expertise and enable newer staff to grow in skills and confidence, his team say "the CTT would not be the same without him." Mel is well-respected by staff and service users alike. He recently enlisted the help of a service user in setting up a forum group and they said that Mel allowed them to take the lead in what they felt was important, something they found "positive and reassuring." Over the years he has established good working relationships with other services, consistently supporting the wider team.



# Clinician of the Year South

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Jay Higgins  
Monkwearmouth Hospital

Colleagues say Jay comes into any clinical area like a beaming ray of sunshine. Often said to hide her light under a bushel, her team say she would be the last person to think she was deserving of an award. As one colleague said: "We need Jay to know just what a star she is!" Jay is always learning new skills and is keen to put her knowledge to practice in the service. In 2018, there was an unfortunate outbreak of flu. At the start of this year's flu campaign Jay was determined to ensure this didn't happen again, tirelessly promoting the benefits of the flu jab to both patients and staff. Jay organised a flu jab party giving those who had their vaccine a chance to catch up for a chat and some snacks. Thanks to this initiative, the uptake of the flu vaccine was higher than in previous years and two wards achieved 100% immunity.



Melanie Hall  
Walkergate Park

As a discharge coordinator organising complex discharges for people with life-changing neurological disorders, Mel's work can involve incredibly sensitive conversations with service users, families and external agencies. This is not always the easiest of tasks but Mel's team say she supports patients from admission through to discharge with the utmost respect and empathy. Mel approaches difficult situations with tact, professionalism and compassion and her team say they don't know how she manages to deal with the level of queries that come her way. Colleagues say Mel's understanding and compassion are second to none and the team would simply not function without her. Mel works tirelessly at the centre of patient care but always manages to maintain a smile on her face.



Veronica Locatelli-Booth  
Hopewood Park

Veronica's role as a consultant psychologist and heavy workload mean she could very easily lock herself away in an office but colleagues say she always maintains visibility on the ward, prioritising direct clinical work with service users, carers and staff. She has demonstrated her passion for staff wellbeing by helping develop resilience training, which is now available to all staff within the organisation. This year Veronica has also become a Schwartz round facilitator, encouraging staff to share their stories. If that wasn't enough to keep her busy, she jointly led on the sleep well initiative on Longview Ward, proof she is always looking for ways to improve patient care. She continuously demonstrates the Trust values and is caring, compassionate and committed to the professional development both of herself and of those she works with. A well-liked and highly respected clinician.



# Clinician of the Year North Cumbria

This is awarded to a doctor, nurse, psychologist, allied health professional or other clinically qualified member of staff who consistently provides high quality clinical care in line with the Trust's values.



Pauline Carlyle  
Carleton Clinic

As part of her tremendous efforts to introduce service user involvement within dementia services, Pauline has successfully started the first Dementia Engagement and Empowerment Project in the area. The involvement of service users with dementia is traditionally difficult but through her dedication and determination Pauline has been able to champion those living with the condition. By allowing service users to actively contribute in service design, Pauline has been able to increase the service's ability to offer person-centred care. Service users have worked to design their own wellbeing plans focusing on what they need to keep well and thrive rather than concentrating on symptom management. Pauline's infectious enthusiasm for improving the wellbeing of those living with dementia has not gone unnoticed by her team who think she is thoroughly deserving of this award.



Leanne Huntley  
First Step  
West Workington

Leanne has been nominated for her work and leadership on this year's flu campaign, becoming a vaccinator for the first time and vaccinating her whole team. Always a challenge, this year's flu campaign was made more difficult by the transfer of services in Cumbria. Described as an active problem solver, Leanne supported clinics, nurtured team leaders and vaccinators and supported staff members with a phobia of needles – all with a smile on her face! Colleagues say Leanne has lived and breathed the flu campaign over the last few months and that her contribution has been an asset to the people she works with. As one colleague comments: "Leanne has been instrumental in the campaign's success in Cumbria."



Katrina Walker  
Community Mental Health Assessment  
and Recovery Team  
Carlisle

As a nurse consultant in the community team, Katrina leads both healthcare and generic clinics for patients in the Carlisle area. Unfailingly passionate, Katrina is a continuous advocate for her patients and staff. Team members know they can rely on Katrina to offer them a helping hand. Despite working under high levels of pressure and demand, Katrina always remains positive. She works hard to make sure every patient she sees receives high quality and personal care. When she's not working in the clinics, Katrina finds time to look for ways to improve the practice, enabling the service is the best it can be.



# Healthcare Worker of the Year

This is awarded to a healthcare assistant, support worker, support time and recovery worker, assistant practitioner, peer support worker, clinical support assistant or any other non-qualified clinical staff member who has provided consistently high quality care, whilst achieving the highest standard of patient safety and outcomes.



**Derek Parry**  
**Ward 1, Walkergate Park**

“A pleasure to work alongside”, the pride Derek takes in his work is clear. Thanks to his calming nature and many years of experience, Derek has been known as an expert on the ward with staff looking up to him to help patients on their rehabilitation journey. He is a true advocate for patients, always speaking up for them and promoting their independence where possible. Approachable for both staff and patients, Derek’s team say they feel like they could come and talk to him about anything. One of the ward’s current patients said: “Derek is supportive and kind, always putting other people first. Derek goes out of his way to take me out for walks which I enjoy.”



**Graeme Potts**  
**Westbridge**

Outstanding commitment, energy and determination are traits Graeme displays every day. When times invariably get hard at Westbridge, he provides a high level of support consistently putting the needs of patients first. Graeme has great rapport with service users who feel they can have open and honest conversations with him. Graeme’s work in assisting with team development has been invaluable, helping communication between services and ensuring patient voices are heard. He has also worked with service users on a garden project, encouraging them to be involved in creating a private area for them to enjoy. Nothing is ever too much trouble for Graeme, he has even been known to put on his overalls and help with the decorating.



**Jimmy Hewitt**  
**Rose Lodge**

“If only we could clone lots of Jimmys!” According to his team, Jimmy “personifies healthcare worker of the year.” He is always making sure patients feel valued as individuals and embraces their emotional and mental challenges with a positive approach, making him popular with both patients and staff. Jimmy puts the interests of others before his own and has the ability to reach through to the most complex of patients, offering them hope and friendship. Even when his shift is finished Jimmy will stay to meet his patients’ needs. Despite offers for promotion, Jimmy has turned them down because he wants to spend as much time as possible with patients rather than being stuck in an office. A great role model to new staff, colleagues say that we could all do with someone like Jimmy to be our friend.



**Michelle Moore**  
**Akenside Ward**  
**Campus for Ageing and Vitality**

After being a nursing assistant for many years, Michelle took up the role of activities facilitator initially saying she would try it for a month. Fast forward three years, she is still in the role and absolutely flourishing. Michelle is always looking at how to make the ward on Akenside a friendlier and more welcoming place, getting patients involved in the planning of activities such as afternoon teas and quizzes. When she first started, Michelle’s team say she didn’t feel confident when talking in front of groups of people but now regularly leads group sessions and events. If you have visited Akenside, there’s no doubt you will have noticed the decorations. It’s thanks to Michelle that the ward is decorated for events all year round from Christmas to Easter to Wimbledon. A dream to work with, her work with the occupational therapy team has been described as “a match made in heaven.”





# Knowledge, Safety and Innovation

This award celebrates achievements in developing new ways of supporting service users, carers and staff through research or demonstrating good practice in patient safety or other clinical and non-clinical ways of working.



**Hayley Bilton**  
Physiotherapy  
Walkergate Park

Hayley has worked tirelessly to develop an innovative pathway aiming to get people back into cycling after a brain injury. This has led her to link with local cycling charities and schools and even bringing her own bike to work to allow patients to practice in a safe environment, running alongside them rain or shine. She has also worked with staff showing them how to train patients to get back onto a bike themselves. Hayley's work has not only given service users confidence and a sense of purpose, but has also been able to show them and their families what can be possible after a potentially life-altering brain injury. This is believed to be the first programme of its kind in a neuro-rehab centre in the UK.



**Fraser Reducing Restrictive Practice Project Team**  
Ferndene

In 2018, Fraser was identified as having high levels of clinical incidents requiring physical intervention. As a result, the unit was selected to participate in the Royal College of Psychiatry Reducing Restrictive Practice Project in which clinical teams all over the UK work to reduce the requirement of such interventions. The team have worked hard on this project, committing to it alongside their other roles. Off the back of the project, the team have implemented a number of changes including an open door initiative and having access to a vehicle daily, often having to think outside the box to put these changes in place. Thanks to their efforts, the unit has reduced its need for physical intervention by 65% in less than a year – a fantastic achievement.



**Laura Gibbons**  
Castleside Inpatient Ward  
Campus for Ageing and Vitality

Enthusiastic and flexible, Laura is a real asset to any team. She has delivered communication and interaction training (CAIT) to staff working on all organic wards across the Trust, aiming to improve the quality of care for patients with dementia to reduce incidents of aggression. As part of the training, Laura has developed digital training videos, research, promoted it at conferences and even wrote a book. Colleagues say Laura has remained very modest and humble despite the huge impact the training has made. Laura is an inspirational practitioner who throws herself into every task she does, “any challenge she takes on she immerses herself into it.” Laura has also found the time to complete a Masters and undertaken a leadership course.



**Dr Rachel Gore**  
Northumberland Older People's Psychiatric Liaison Team  
Wansbeck General Hospital

Rachel's vast knowledge about delirium and the fact the condition can be so easily misunderstood led her to making a film about a patient's experience. 'Eleanor's Story' follows a lady who has recovered from delirium. The video is used in teaching and training to give people a greater understanding of the condition. It is thanks to the positive relationship Rachel developed with Eleanor that the Trust were able to create the video which is being used in many areas of medical and nursing education. There are limited resources about the condition so this pioneering video is an exciting development in the education of delirium. Her passion for supporting patients and being able to deliver the best possible quality of care is inspiring.



**Paul Sams**  
Talk 1st  
St Nicholas Hospital

As the service user coordinator for Talk 1st, Paul has helped develop safety huddles within the Trust. While other organisations have implemented safety huddles for staff, CNTW is the first Trust to do so with patients as well. The huddles support staff and service users in expressing how safe they feel at certain times and look at how to make the Trust as safe as can be. Paul devised a plan, including awareness sessions, about how staff and patients can feel safe on a ward. Since the huddles have been introduced, fewer incidents have been noted and staff have welcomed the ability to quickly and easily assess 'ward temperature' when coming onto their shift. The success of the initiative has led to the Positive and Safe team developing plans to roll out safety huddles across the Trust.



# Working Together

CNTW staff often work together with others and this award celebrates this. It is given to an CNTW employee or team that has worked with other organisations – such as a charity, local authority, GP or emergency service – to achieve great things or has worked with a group of service users or carers to improve their experiences of a service.



## CAMHS Eating Disorders Pathway (Jane Robb at CNTW and Jane Melvin at NUTH)

For children and young people with an eating disorder, receiving inpatient care meant an out-of-area placement to a specialist unit, often hundreds of miles from home. The CAMHS New Care Model encouraged thinking differently by bridging mental and physical healthcare provision. The result is a robust eating disorders pathway through collaborative working with Great North Children's Hospital. The community eating disorder teams (EDICT) and Ferndene have joined forces with acute paediatrics to enable young people to remain within the local area, where they are supported by family and friends. By nurturing good working relationships with the community eating disorder teams and supporting staff with training, the work has helped avoid unnecessary transitions and ensures young people stay closer to home.



## Marsden Ward Monkwearmouth Hospital

Staff who have worked with Marsden Ward say they are struck by the level of carer involvement and the relationships staff members have with families. From 'little boxes of love', a care package given to bring comfort to carers when their loved one arrives on the ward, to the ward manager's open door policy, staff on Marsden work hard to maintain open and honest conversations with relatives. Offering kindness and support, while also acknowledging the sadness of the situation, the lengths the team go to in order to collaborate with patients deserves recognition. Family members are encouraged to join protected mealtimes and attend Talk 1<sup>st</sup> cohorts. This may not always lead to the most comfortable of conversations but the team's compassion and empathy ensure that carers' voices are heard. The team think about the carers' wellbeing just as much as that of the patient, letting them know how much they are appreciated.



## Sunderland Learning Disabilities Community Treatment Team and Northumbria Police

A palliative care patient's bucket list wish to be a detective for the day led to an amazing experience. When staff from the Trust got in touch with Northumbria Police they thought they might have been able to look round the station or have a ride in a police car but what they received was so much more. Multiple officers, with full support from their Chief Superintendent, gave up their time and resources to stage a full scale incident and live crime scene ready for investigation! A special uniform and warrant card were arranged for the patient to ensure she felt truly part of the team. She was able to participate in CSI with help from police dog Russell, make an arrest and was rewarded special commendation for her crime fighting skills – she even made the national news! Northumbria Police ensured the patient's every need was accommodated and the level of compassion shown was simply humbling. The similarities between our public services are truly remarkable, reminding us that together we can achieve great things.



## The Social Impact Bond Team (A project working with entrenched rough sleepers across Newcastle and Gateshead)

A collaborative partnership including CNTW, Changing Lives and Oasis Housing, the SIB team work with some of the most disadvantaged and neglected people in our society. The needs of these people are often not met because people see the substance misuse first rather than the individual. The SIB team work tirelessly to try to understand why service users are in that situation. Colleagues have said they are the most compassionate team they have ever met. The team have to navigate police, probation, the DWP, health and social care services, housing and the independent sector to gain access for people who have fallen through the gaps. This is no easy feat but despite the challenges they face, the team manage to stay positive always doing all they can for the people they serve.





# Leadership Award

This is awarded to someone who has shown outstanding leadership in CNTW. Leaders exist at all levels of an organisation and leadership is not dependent on role or seniority.



Ray Lamb  
Vocational Rehabilitation Service  
Hopewood Park

Ray has been with the Trust for 35 years, first working in occupational therapy before becoming the vocational rehabilitation manager at Hopewood Park. With a wealth of experience in horticultural design, it's thanks to Ray and his team that Hopewood Park's greenhouses and gardens look as good as they do. Gentle and encouraging in his approach, Ray is supportive to staff and service users alike believing everyone can make a valuable contribution. He is fully committed to motivating people and helping to develop their skills, whether they have experience in horticulture or not. Ray has a knack of making service users feel valued and appreciated during their recovery and offers them a range of activities such as taking cuttings, assembling hanging baskets and glasshouse management.



Genevieve Quayle  
Personality Disorder Hub  
Benfield House

Genevieve's team at the Personality Disorder Hub was set up with high expectations and high demand. Most staff were new to the models used and the team hadn't anticipated the level of trauma that clients have had to deal with. Staff describe the journey of the Personality Disorder Hub as a 'rollercoaster', with dark days, tears and a huge amount of stress and pressure. It is thanks to Genevieve's leadership however that staff say there has also been a lot of laughter, pride, growth and fulfilment. Genevieve is an assertive leader who does the right thing for the service and its clients. Kind and compassionate yet not afraid to challenge and question clinical practice, Genevieve always epitomises what a good leader should be. She supports her team and is fiercely passionate about the team's worth and role in the wider Trust.



Richard Thwaites  
Improving Access for Psychological  
Therapies (IAPT) - First Step  
Carlisle

An outstanding leader and advocate for both staff and patients, Richard is one of the main individuals that created the original First Step IAPT service in Cumbria in 2009. One colleague said: "There is no doubt in my mind that First Step would not be as great as it today without Richard." The service is led by someone who genuinely cares. Down to earth and personable, staff say Richard lights up the building when he comes in. Richard's passion for his staff's continued development is clear and the team say they feel they are encouraged to achieve their full potential. He is fair and stands up for what he believes is important; in the words of one colleague "you know that if you have an issue that needs taking forward Richard will always be there to fight your corner."



# Manager of the Year

This award recognises a person who has earned the trust and respect of their team by inspiring, fostering growth, encouraging and nurturing. They communicate well with their team and are open, honest and transparent.



Angela Dixon  
Hauxley Ward  
St George's Park

A kind, warm and welcoming manager, Angela has helped Hauxley through many challenging times. Hauxley has battled with a lack of consistent medical and nursing cover, a reduction in beds and increased clinical pressures, but Angela's way of putting staff at ease has ensured things have ran smoothly. She has worked all shifts to support the service, frequently covering gaps when needed. Thanks to Angela's calm manner and effective way of explaining things, she is an inspiration to her junior staff. Angela is also working for Hauxley to become a pilot site for increased student uptake supporting staff with secondment opportunities for training. Her great leadership through potentially stressful situations is the reason Angela's team believe she is deserving of an award. Although they say she will not feel like she has warranted a nomination and will simply say "I'm just doing my job."



Andrew Parker  
Westbridge

Andy started working at Westbridge in 2018 and since then has raised the profile of the step-down forensic service. He has worked hard to establish new processes within the service and integrated these to other wards in the Trust, allowing for greater communication between professionals, services and Westbridge. Andy encourages residents to be proactive and involved in service development. They are able to organise their own outings and empowered to take pride in their environment. He has also been supportive and caring with staff issues like long-term health conditions and personal issues, allowing his team to be flexible and take time to recover. Andy's pastoral care means all his staff respect him immensely. In the words of one colleague: "Andy has given Westbridge a true sense of direction."



Kathryn Strom  
Personality Disorder Hub  
Benfield House

A truly exceptional manager with a wealth of experience, Kathryn is able to strike that rare balance between being able to have difficult conversations while being caring and compassionate. Her emphasis on staff wellbeing means her team are able to cope with their extremely demanding roles, with her team saying they are encouraged to stop and think and be kinder to themselves. Many members of the team have said they would not have had the confidence to do something had it not been for Kathryn's support. She is a true champion in helping people realise their potential. Kathryn's ability to work between nurturing and governance makes for a great manager. Colleagues say that being able to promote work/ life balance while also being aware of responsibilities and performance targets is what makes Kathryn a great manager. One team member said "I wish I could bottle her calm, grounded objectivity."





# Unsung Hero

This award celebrates a person who does a fantastic job but whose contribution and role often goes unrecognised. Although just doing their normal day to day job, this individual's drive, commitment and support makes a genuine difference to others. This is the type of person who goes the extra mile and is always happy to help others.



**Tasnim Choudhary**  
**Hadrian Clinic**  
**Campus for Ageing and Vitality**

You will often hear a question being asked around Castleside and the answer will be 'Tas will know'. What Tasnim isn't able to find out isn't usually worth knowing. Although she is no longer based on Castleside, the team still contact her for advice, which she is only too willing to give. She keeps the ward running smoothly to the point where staff members would dread whenever she went on annual leave! Often asked to provide cover and given jobs outside of her role, Tasnim never complains, quietly and unassumingly getting on with her work. Tasnim does all she can to make sure the ward runs more efficiently and has put systems in place that have been used on other wards too. Always doing things to make other people's lives easier, Tasnim's team believe she is the definition of an unsung hero.



**Melanie Hall**  
**Walkergate Park**

A significant amount of what Mel does is behind the scenes and Mel's team believe she doesn't always get the recognition she deserves. Due to the life-changing injuries of patients at Walkergate Park, families are often not ready to hear that their loved ones might not be ready to return home. Mel supports them from admission through to discharge with the utmost respect and empathy. Her team say they are astounded by her levels of knowledge and professionalism. Mel has a young family and trains and competes in swimming and triathlon events. Alongside a busy home and work life, Mel still finds the time to support her colleagues who say they would be lost without her. Her work ensure that discharges are not only safe but will offer the best quality of life for patients and their families.



**Stewart Watts**  
**Chaplaincy**

"An all-round wonderful guy", Stewart supports the team of Trust volunteers in the Chapel Services in a way in which they are made to feel welcome. He goes out of his way to get to know each volunteer individually who say time and time again how much they enjoy volunteering when he's around. Stewart also supports many volunteer events and training sessions, bringing his warm personality to the delight of everyone attending. Stewart has a great impact on those around him and colleagues say they feel they can talk to him about anything. His great sense of humour and supportive nature makes him a true contender for this award.



**Linda Wheatley**  
**Domestic Services**  
**St Nicholas Hospital**

Linda's domestic work and friendly attitude make her an irreplaceable member of the team. She is dedicated to the improvement of the ward she works on and even helps support Talk 1<sup>st</sup> discussions. She serves as a friendly face when service users can be in distress and takes time to help new people settle in. Linda's ability to recognise any rising tensions in the ward and communicate this with staff before something escalates is invaluable. Often voted as star of the week, Linda is liked by both service users and staff. Very much part of the ward, she even organises raffles and fundraisers in her own time. Described as the mum of the ward, the team would like to nominate her to show her how much she is appreciated.





# Lifetime Achievement

This is awarded to a member of staff with 25 or more years of NHS service who has consistently, throughout their career in the NHS, demonstrated a high quality of performance and significant contribution to the organisation.



Dennis Davison  
Secure Care Services  
Northgate Hospital

Dennis began his career as a student nurse and has worked his way up to an associate director. Throughout his many years and job roles in the organisation, Dennis's aspirations to provide an outstanding service to the people he is responsible for have never changed. As associate director of Secure Care Services Clinical Business Unit, Dennis works tirelessly to promote a positive environment for all. His unfailing kindness and determination to ensure all his staff are happy is the driving force behind the smooth running of the service. Secure Care Services has undergone a number of changes but his colleagues say it is Dennis's positive approach that make him an inspiration to work with and to keep everyone going.



Mel Normanton  
Gateshead Community Treatment  
Team (CTT)  
Dryden Centre

Mel received a staggering 15 nominations for this award, a testament to the amount of people he has impacted in his 40-year NHS career. Starting in the laundry department, Mel has worked as a support worker and nurse before becoming team manager and clinical lead at Gateshead CTT. Approachable and caring, Mel is available to his team to provide advice whenever he is needed. He has a wealth of knowledge and experience and always has time for both staff and service users. Throughout his tenure there has been a great deal of change and unrest but Mel has always remained a stable leadership figure. A steady and calming influence on his team, colleagues say it would be difficult to meet someone more conscientious and dedicated.



Alan Oliver  
GARPRO  
Northgate Hospital

Alan began working at Northgate in 1976 before leaving the hospital to become a self-employed gardener, returning to Northgate as a nursing assistant. He took up the post of head of Garpro in 2000, transforming it into a hive of activity and an area of relaxation. Thanks to Alan's dedication and boundless enthusiasm, Garpro has become a favourite therapeutic activity for service users. Alan works relentlessly to provide meaningful activities to patients, giving them transferable skills and preparing them for transition into the community. Affectionately known as a hoarder, staff say Alan is always recycling old equipment and making flower beds out of cabinets. Garpro is set to move as part of CEDAR plans for Northgate and Alan has been working hard to ensure that the project will remain as something that contributes to the lives of patients. Due to retire next year, Alan's colleagues say he is thoroughly deserving of an award.



# Positive Impact

This award is for someone who is not employed by CNTW but who has made a remarkable contribution to the Trust or to mental health and disability awareness in their community.



Shona Chambers  
Skills for People

“Every team needs a Shona!” proclaimed NHS England’s Transforming Care project manager. Never before have professionals talked so openly about wishing they could “clone” someone. Mum to Michael, who is 22 years old and has a learning disability, Shona supports families across the region using her lived experience. Shona is a member of the team at Skills for People, where she provides support and guidance to families of disabled children so that they get the right support to lead fulfilling lives. She has worked with the North East and Cumbria Positive Behavioural Support (PBS) Community of Practice to deliver training for parents of disabled children, teaching them how to use PBS to improve the lives of their children and feel more positive about the future. Her enthusiasm to improve and develop local services is outstanding and she constantly strives (and succeeds) to enrich the lives of people with learning disabilities.



Barry Cleaver  
Castleside Day Hospital  
Campus for Ageing and Vitality

Barry has volunteered with the Trust for over 10 years, starting as a befriender and currently assisting staff on Castleside Day Hospital. He plans in advance the content of his sessions, talking to patients about the type of activities they would like to do. A real people person who is respectful to everyone he meets, Barry has built great relationships with staff and patients. He has played a pivotal role in supporting voluntary services at training sessions and raising awareness of volunteering, also assisting in the recruitment of volunteer coordinator as a panel member. “A gentleman making a huge impact as a volunteer.”



Northumbria Police  
Hospital Liaison Officers

Described as the hidden gems in the Trust’s close partnership with Northumbria Police, there was some distrust and disagreement when the hospital liaison officers first started. By building good relationships and working to protect vulnerable people around them, the team are now well-established and well-respected. They are experts in dealing with crime where mental health is a component, ensuring service users are treated fairly. The team have involved the wider community with their successful ‘Cuppa with a Copper’ and ‘Natter with a Nurse’ initiative, working to challenge the stigma of mental health. Many service users don’t often have the opportunity to see police in a positive way but colleagues say the team’s ability to instil trust and understanding may even deter some from reoffending.



# Chief Executive's Award

This award is given to an individual or team that John Lawlor, Chief Executive feels has exemplified the Trust values of being caring, compassionate, respectful, honest and transparent.



# Chair's Award

This award is given to an individual or team that Ken Jarrold, Chair feels has exemplified the Trust values of being caring, compassionate, respectful, honest and transparent.





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of the brochure or have any  
feedback please email  
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