

Celebrating Achievement Awards **2017**

4 December 2017

PROGRAMME



Supporting you to live well

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Welcome



Welcome to our Celebrating Achievement Awards 2017

Our annual Celebrating Achievement Awards ceremony is an opportunity to mark a cross-section of the outstanding work of our staff, volunteers and partners in pursuing excellence in mental health and learning disability services. All the nominations serve as an important reminder of the commitment and dedication of the thousands of people who make it possible for us to deliver high quality care – whether those people are directly delivering care or operating the support functions that underpin our services.

Across Devon Partnership NHS Trust, we have developed the six Is to describe the way in which we want to work to realise our strategic aims and objectives.

The awards highlight examples of best practice in these areas as well as in leadership and working 'Together' with our staff, people who use our services, their carers and their families. Every day both staff and volunteers go the extra mile to make our organisation a great place to work and receive care so we celebrate that within today's awards as well as people who have given long-term service and are recognised for their 'life-time achievement'.

The awards ceremony is hosted by our Chair, Julie Dent, CBE, and Chief Executive, Melanie Walker who are leading the journey we are on as an organisation to become a recognised centre of excellence in the field of mental health and learning disability.



Melanie Walker, Chief Executive



Julie Dent CBE, Chair

Running order

Welcome and introduction

Julie Dent CBE, Chair, Devon Partnership NHS Trust

Master of ceremonies

Melanie Walker, Chief Executive, Devon Partnership NHS Trust

Awards

The Improvement Award - Medical Director, Dr Helen Smith

The Inclusion Award - Chief Executive, Melanie Walker

Musical Interlude

The Innovation Award - Chief Operations Officer, Dr David Somerfield

The Inspiration Award - Director of Research and Development, Dr Peter Aitken

The Integration Award - Director of Finance, Sarah Brampton

Cream Tea and Refreshments

Theatre Performance

The Going the Extra Mile Award - Director of Nursing and Practice, Paul Keedwell

The Leadership Award - Assistant Director of Workforce and Organisational Development, Alison Dean

The Together Award - LEAP Co-ordinator and Together Lead, Ian Henwood

The Board Award - Chair, Julie Dent CBE

Lifetime Achievement Awards - Chair, Julie Dent CBE & Chief Executive, Melanie Walker



Improvement Award

Award for excellence in making high quality sustainable improvements

This award will recognise sustained high quality improvements, aligned to our aims, which have had an impact over a period of time. Nominations can relate to improvement in both clinical and support services.

Sponsored by Medical Director, Dr Helen Smith

Meet the finalists

Torbay Community Mental Health Team

For consistently delivering a high quality service within their demanding catchment area of Torquay. They are one of the first Community Mental Health Teams (CMHTs) to have successfully started weekly depot clinics - ensuring safe and timely administration of depots resulting in both higher patient satisfaction and effective use of clinical staff. The team also actively and enthusiastically welcomed being chosen as one of the pilots to adopt initial interventions to address waiting lists in the team. They have been successful in a reduction from over a hundred to nearly single figures. They have been using structured programmes like the CHANGE programme, initial interventions as well as weekly multi-disciplinary team meetings. Most importantly the team have engaged positively and proactively in dealing with challenging situations with personal and team contributions towards being solution focussed. The energy of the team is infectious and the team camaraderie and their focus on patient care is worth the recognition this award would bring.

Natalie Haley

For being a true inspiration and, despite very challenging circumstances, leading her ward to embrace more than one major change in the last year. Natalie has been part of the nursing team on Haytor since 2014 and arrived as a student, then preceptor and has been promoted during a time of huge change to Deputy Ward Manager. Natalie has overseen the successful implementation of the 'Four Steps to Safety' programme, which has seen a significant reduction in violence and aggression. She's been instrumental in changing the culture on Haytor and supporting the successful formation of a new team on the ward, whilst improving the overall perception of the ward to the outside world and making it a safe and positive environment for both patients and staff. Natalie has an exceptional skill at spotting strengths and weaknesses in her team, and challenging and addressing these appropriately. She is a highly professional, effective, calm, compassionate, honest, humorous, modest, dedicated and skilful individual who has had a leading role in creating an acute inpatient ward to be very proud of. Haytor is now a highly therapeutic and supportive place for acutely unwell people to receive care. Core to this appears to be Natalie's ability to remain interested in the experiences and perceptions of those around her, both patients and staff. This is not an easy or well recognised skill in a constantly changing, busy and, at times, anxiety provoking acute ward environment. As a consequence Natalie has been able to deliver both changes in practice and approach on the ward, build an excellent team and lead by example as an exemplary nurse manager.

Jacqui MacLean

For her tireless work and determination in the last year, resulting in a 50% reduction to length of stays for patients on Ward (with support from Sibio Ndimande, Sue Webber and other staff from Belvedere Ward and Franklyn Hospital). In addition, delayed discharges have reduced to the lowest levels since the ward was formed back in 2010. Recently there have been no delayed discharges for the ward at all. Furthermore Jacqui has stretched her role to support patients with dementia admitted to out of area beds, to ensure either a discharge or a swift repatriation to Belvedere, or helping them to secure a longer term solution. Jacqui always has a smile on her face and a listening ear, as well as having a great relationship with patients, their supporters and professionals. If someone needs help and support around any aspect relating to a patients discharge, Jacqui either; already knows the answer, has access to signposting materials and contacts or will find the answer.





Inclusion Award

Award for promoting equality, valuing diversity and championing recovery and wellbeing

This award is open to people who actively promote and champion recovery, inclusion and wellbeing which may be for either people who use our services or staff members.

Sponsored by Chief Executive, Melanie Walker

Meet the finalists

Trish Caverly

For her work on leading the production of short films about dementia in six community languages, giving information about dementia and relevant support services of Bristol. The films in Urdu, Punjabi, Cantonese, Somali, Polish and English were created to address the stigma, misunderstanding and lack of accurate information currently available for the culturally diverse communities across Bristol. From the initial concept through to the commissioning of the videographer, the writing of the content to the filming, editing and promotion, Trish has been the driving force behind this work. It was no small undertaking to engage with and coordinate medical experts, people affected by dementia and members of the relevant communities for each of the short films. Post production, Trish has led the way in the media strategy for the films, ensuring their success and reach- we now have over 1,500 views across the films on YouTube and receive emails from all over the country from people who have seen the films, including praise from local MPs. Even now, Trish has been busy promoting the films on local radio and using them as a great way to engage communities in dialogue, building those relationships so important to service engagement.

The daughter of someone using the service (who cares for her mother with dementia and is active in the Somali community in Bristol) says: “Many older people within our community have limited English and when they don’t understand what dementia is it can be very scary. These films explain about the disease and the help available in a simple, clear way, and most importantly in their native language, making it far easier for them to gain a genuine understanding of dementia, get a diagnosis from their GP and get support from the Dementia Wellbeing Service.”

The films can be viewed on the Dementia Wellbeing Service website

www.bristoldementiawellbeing.org

Nicky Haycock

For her perinatal link work with the Depression and Anxiety Service (DAS) over the last few years. Nicky has been a champion for women who experience antenatal and postnatal mental health difficulties. She has been an invaluable source of knowledge and information for the clinicians in the perinatal team, is always approachable and happy to discuss any potential referrals, willing to offer advice or assessment. Nicky’s knowledge of perinatal mental health and therapy skills has been instrumental in the recovery for many women who have been under the care of the perinatal team. She has been creative in offering an accessible service by arranging appointments at a local children’s centre and setting up and facilitating a Cognitive Behavioural Therapy (CBT) Postnatal Depression group. The feedback we have received from the women who have attended appointments and engaged in therapy with Nicky has always been positive and enabled them to move forward in their recovery journey.

A former user of the service says:

“I have found Nicky to be one of the most positive and encouraging professionals that I worked with on my road to recovery. Not only did she support me after the birth of my son, taking into account childcare requirements and ongoing postnatal mood disorders, she assisted me with my anxiety and agoraphobia, taking me from a point where I barely went out to the current day, where I have a job supporting women who are also experiencing perinatal mental health problems. Nicky inspired and spurred me on to this point; without her support and guidance, I don't believe that I would have the quality of life I have. Without Nicky, I wouldn't go out. Without Nicky, I wouldn't understand my behaviour and anxieties as much as I do. Without Nicky, I wouldn't have the happiness that I do. Nicky is truly inspirational, an asset to DPT, to DAS and I can never thank her enough for the difference she made to my life.”

The Delderfield Ward Team

For accepting a complex admission to the ward when there was no other placement available in the country. This person had been nursed in institutions since the age of eight due to extreme trauma they had suffered as a child. On arrival their self harm had escalated they were nursed on 3:1 staff, which soon reduced to 2:1 staffing as they formed really good therapeutic relationships with the nursing staff and began to trust the team. The nursing team became found it difficult to observe the significant self-harm and became exhausted and overwhelmed with the situation. However, their 'can do' attitude soon kicked in and staff completed many extra hours and missed designated breaks to ensure that they provided the best possible care for this person.

The occupational therapy team on the ward created individualised activity programmes to help with distraction and meaningful activities, staff trained in DBT assisted them on their recovery and they were successfully transferred to a more appropriate placement thanking all the staff team before leaving the ward.





Innovation Award

Award for change and innovation

This award will be for an outstanding person or group of people who have actively pursued and implemented innovative solutions that have led to improving the quality of services and the experience of people using or working in those services. Examples might demonstrate improved access and efficiency of services, the use of technology in improving services or innovation in the way that care and support is provided or received.

Sponsored by Chief Operating Officer, Dr David Somerfield

Meet the finalists

The Connelly House Team

For going from strength to strength as the only Occupational Therapy (OT) facilitated unit on the Langdon Hospital site. From November 2016, this involved the team to be comprised of Occupational Therapists, Support Workers and Assistant Practitioners, with no ward based nursing staff. This was an innovative solution to the ongoing struggle to fill nursing posts and the need for a service with rehabilitation, sustainable discharge and building independence at its core. This change



in unit and practice has seen a significant shift in culture and traditional ways of working that typically sit within the medical model. We have been unable to identify that this is replicated anywhere else within the UK and it was acknowledged by the CQC as a unique service with a core focus on rehabilitation. The staff at Connelly continue to work effectively with Multi-Disciplinary Team(MDT) members and utilise nursing support from outside the ward on a needs led basis. Connelly House has been acknowledged in reducing length of stay, with five sustained discharges since the commencement of OT facilitation, which is a drastic improvement from that of previous years. Patient feedback, completed in exit interviews, continues to show both good and excellent marks for the service experience.

The team are proactive in sharing their practice both locally, with trust wide CPD opportunities and in the Langdon induction, as well as more widely with a presentation at Royal College of Occupational Therapy Regional Conference and a visit and shared practice day with East London NHS Foundation Trust. They have further plans to visit Plymouth University. This innovative service and team continue to push the boundaries and traditions of inpatient wards demonstrating the potential for occupational therapy and a true rehabilitation approach.

The BRIDGE Project Team

For its collaborative work creating a real-time business intelligence system, to enable the IPP Directorate to achieve its aims of preventing and repatriating out of area placements. The Directorate required the support of a system which could support outcome based commissioning from providers, demonstrating that they deliver high quality, clinically effective and evidenced based care - which is patient focused, value for money and as close to Devon as possible. The IPP Management Team, Finance and the Informatics Team discussed developing a system which triangulates Quality, Activity and Finance information all in one place. There is currently no other system currently in the marketplace that provides this function. Key objectives of this project were:

- Improve the quality of the information to aid better decision making when deciding suitable placements for our patients. A visual storyboard to get a clear picture of the individual, their care information, quality of the placement, CQC rating, and financial information all without having to look through multiple systems.
- Find information related to placement and providers, and easily find their CQC rating and associated information.

Through the co-design approach, all the above was achieved. Although the full release was a success, it was apparent that some issues had been overlooked at the testing phase (now corrected) which will be taken into account in future projects. A cross department task and finish group is in place to review the new system, identify learning and take remedial action as required and evaluate BRIDGE effectiveness as well as sharing our success with other NHS Organisations'. BRIDGE is a brilliant example of co-producing innovative cutting edge technology across different services to improve the quality and safety of care and the patient/ carer experience.



Matthew Hibbert

For his role in the development of the non-medical prescribing role within the satellite Health and Wellbeing Clinic hub in Tiverton. Having three Health and Wellbeing Clinics (Torbay, Exeter and Barnstaple) is a key factor in our SMART Recovery programme. Following concerns about serving the local large rural area in Mid Devon and research from Public Health England and the Rural Services Network, Matthew Hibbert (supported by Consultant Dr Noble) developed an ambitious proposal suggesting that the Assessment Team remain as a satellite hub in Tiverton hospital and include two Non-Medical Prescribers (NMPs). The NMPs would carry out initial assessments as well as prescribe, monitor and review medication in designated 'call back' clinics. Matthew proposed that the involvement of NMPs within the multi-disciplinary assessment team would improve patient care without compromising safety. The evidence suggests greater autonomy over prescribing enables NMPs to overcome challenges in the traditional healthcare system, such as shortage of Psychiatrists generally, fewer Junior Doctors in Mental Health and the need to discuss each patient with a Doctor before starting medication. Matthew negotiated with colleagues to have access to Melrose Unit, where physical health monitoring can be carried out by NMPs for the clients who require it.

Key to the proposal was that this innovative way of working not only improves the health and wellbeing for people but it also does not incur any new cost to the organisation. Mathew has worked tirelessly in championing non-medical prescribing to improve the health, wellbeing and outcomes for people.





The Inspiration Award

Award for inspiring others

This award is for people who have inspired others to make DPT a great place to work or deliver improvements to services for the benefit of those who use them.

Sponsored by Director of Research and Development, Dr Peter Aitken

Meet the finalists

Jane Voke

For being a passionate champion for physical health. Jane has been a familiar sight for many years at Langdon Hospital running around the site in her blue physiotherapist outfit. Jane



has led several physical health improvement projects, particularly over the past three years and she was an integral part of the site going smoke free. Her passion for physical health is boundless and has been a key factor in increasing the awareness and interventions for physical health at Langdon for both staff and patients. She is an inspiration to all at Langdon.

Here are a few examples of what she has done over the past year:

- She has inspired and recruited a team of motivated leads to champion physical health on each ward here at Langdon.

- Inspired a whole toolkit of interventions for physical health which have been adopted across the wards
- Engaged the physical health leads and the rest of the MDT to successfully achieve the physical health CQUIN.
- Instrumental in the development and opening of the physical health and wellbeing centre, where we have a full physical health team, including a GP and practice nurse.
- Running promotion campaigns around specific areas which have been fun and engaging.

Jane has not only increased awareness of physical health but has inspired and motivated other staff to champion this cause as well, both with the patients they care for as well as with their own physical health needs.

Diane Hitchman

Trina Williamson said:

"I have worked alongside Diane for many years, supporting her mental wellbeing through troubled times. I am totally inspired by Diane's progress in the past year. Diane wanted to give something back to services and have a meaningful role in society. She now works two mornings a week in the corporate corridor as a volunteer Business Admin Support worker. Diane states she is really enjoying her role and feels totally supported by Charlotte, her Workplace Mentor. Opportunities like this, are pivotal to working in partnership, giving people hope and belief by drawing on peoples skills and strengths and then embedding them into our service. The next stage is hopefully paid employment with the organisation. Diane has achieved so much and should be very proud. This is an acknowledgment of a massive step towards her recovery."

Jack Phillips

For being a daily inspiration to patient's at Langdon.



A current patient at Langdon says:

“When I came to this hospital I could only get on the exercise bike for about 30 seconds. The farthest I ran was to the sweet shop and back. I will admit that I am overweight and very obese, I hate going to the gym- but when I came to Langdon I met a guy called Jack from the Sports Team. Day by day he has helped me get fitter and lose weight by him just giving me that little bit of courage and 1:1 time. I can now ride 10k in 44 minutes - I could not have done this without Jack's help and willingness to keep me going. He has inspired me to ride from John O'Groats to Land's End on an exercise bike for charity next year and that's why he should get this award.”



Going the Extra Mile Award

Award for extraordinary effort or achievement

This award will celebrate the contribution of an individual or team which has shown extraordinary commitment to our shared aims within DPT and has gone beyond the call of duty for people who use our services and/or staff members.

Sponsored by Director of Nursing and Practice, Paul Keedwell

Meet the finalists

Nicky Ashton

For her compassion and support dealing with an exceptional and extraordinary situation. Upon arrival to the ward a distressed mother found it difficult to trust people so when asked about a birthing partner, she immediately answered Nicky or Corina, the two HCAs whom she really connected with. Neither staff hesitated in agreeing to be part of this and, working collaboratively with her, the perinatal team and midwifery services, created a birthing plan. In the early hours, the mother woke with severe pain and had gone into early labour, Corina was working that night and immediately called Nicky at 6am. Nicky was not on shift, but, without hesitation, arranged to meet them at the hospital. Sadly the baby was still born and midwives supported Nicky to break the news to the mother. Nicky stayed with her for fifteen hours, throughout the day, supporting her to come to terms with the sad loss of her baby. What this meant for the mother was that she was supported safely by a trusted person of her choice who was there when she needed it most. As a team, we supported Nicky, by offering to swap shifts and ensure regular breaks, but Nicky declined and stayed with her patient until late into the evening,

The mother described how Nicky dressed her son, spoke to him and cared for him, She said "It really helped me at the time, I was in shock. I felt that Nicky was just so calm and caring, she was talking to my baby as though he was there. I kept thinking he was still breathing, and she let me know that he was at peace, She was just with me and I knew she understood, I couldn't have done it without her, I didn't know what to do." Fortunately, this situation is not an everyday occurrence so, on reflecting on Nicky's selflessness and courage, she responded by saying, "It's what we do, I was just doing my job!" Nicky is known as a calm, kind and compassionate person who on this occasion went the extra mile at a time of great human need, without consideration for the impact of that this tragedy could have on her own life. Thank you so much Nicky for going the extra mile and for being a valued member and integral part of our team.

Aaron Barber

For his continuous support even during demanding times. Over the last few months the Specialist Directorate has undergone significant recruitment, at a time when the HR Connect team were very challenged with regards to its staffing levels and processing an extraordinary amount of applications. During this time Aaron has been unstintingly professional, helpful and patient - he has got the job done without complaint. It is at times like this we are reminded how everyone has an important role in the organisation. Each person, including Aaron, plays a part in securing the best staff to deliver the best care for all our people accessing services. Despite numerous interruptions in his busy schedule Aaron never failed to be consistent in his approach and his patience is never ending. He is someone who is happy to go that extra mile even when he found himself in an incredibly demanding position.



The Shrublands Team

For their dedication and commitment. Torbay Drug and Alcohol service are an integrated substance misuse service in Torbay providing recovery focused support with people who are affected by drug

or alcohol addiction. The Drug and Alcohol Team in Torbay has gone the extra mile by building up great relationships through joint working with



partnership services, friends and family members. The Shrubland's team have set a standard of excellence by maintaining their dedication and commitment often against challenging circumstances when providing support to service users and their families and friends. They strive for partnership working through delivering an integrated service to ensure continuity of care for the people who use it.

Anya Teakle (Operational Manager of the Integrated Offender Management Team in South Devon) said:

"Over the last five years the positive partnership relationships between Shrublands staff and the police and probation services, specifically the Integrated Offender Management Team, has ensured that risk is prioritised and service to clients is safe, coordinated and informed. Managing some of the most difficult and chaotic clientele obviously benefits from having a joined up, non-bureaucratic but professional, and sometimes lateral approach. The speed in which Shrublands have dynamically joined or called multi-disciplinary team meetings has meant that a joined up partnership solution has been found."



Integration Award

Award for partnership working

This award will celebrate partnership working and its role in developing DPT as a centre of excellence and expertise in Mental Health and Learning Disability. This could include partnerships between teams, partnerships with families or external partnerships with stakeholders and communities.

Sponsored by Director of Finance, Sarah Brampton

Meet the finalists

Zoe Anderson

For working with partner agencies during challenging safeguarding reviews, to ensure a better process for the future. Zoe recently took over interim management of the Learning Disability Intensive Assessment Team (IATT) for South Devon and Torbay and was involved in two 'Whole Homes Safeguarding Reviews' which involved all agencies concerned. The team had identified unsafe practices in both homes that had previously not been picked up by partner agencies. Health and social care agencies were initially finding it hard to engage as they didn't recognise the full extent of the consequences behind some of the interventions being used. Both reviews proved particularly difficult to undertake, given the complexity of presenting issues, which impacted on all agencies involved. Zoe (with support from clinicians within IATT) was able to offer clinical advice and expertise to support a number of health and social care teams involved in both reviews - helping partner agencies understand implications of practices being carried out by providers. Zoe led the team in gathering necessary information to support the reviews and put in place a framework to reduce the levels of unsafe practice within the homes.



Inspector Earl Napier

For his forward thinking, collaborative work with our services in North Devon. Inspector Napier took over the role of Mental Health Single Point of Access for the North and West



Devon Local Policing Area about a year ago. When starting this assignment he had little mental health training or experience. However, he had a great deal of enthusiasm and willingness to learn. He has since built up really vital relationships with our Liaison and Diversion team and other teams including our Crisis Resolution Home Treatment (CRHT), Liaison Psychiatry Team and Approved Mental Health Professionals (AMHPs). He attends regular mental health and Police liaison meetings at the hospital and represents a forward thinking attitude and a determination to improve interagency working, which is second to none.

Inspector Napier is massively approachable for any member of our mental health teams and is always willing and eager to listen to our concerns, assisting with any issues as and when they arise. He shows a compassionate understanding of the restrictions mental health services face and works with us to find solutions. He is currently working on a pilot scheme to allow AMHPs to access police assistance more promptly when planning a Section 135. He is also working on rolling out more mental health awareness sessions to officers on the beat and has worked hard with mental health services to understand the under reporting of criminal acts perpetrated against staff and the Trust.

BBC Radio Devon Programme Team

For their work in setting up a regular monthly slot on BBC Radio Devon to talk about mental health and learning disabilities issues. This show has proven to be very popular with the listeners of BBC Radio Devon. This relevantly short programme takes an enormous amount of planning and developing. As well as organising the programme and taking calls from the general public, the team work with the programmes producer in case callers need advice or support or feel distressed by the issues that have been discussed. Every member of this team recognises the importance of this work and their commitment to delivering this requires a large amount of discretionary effort, above and beyond what might normally be expected. It is this sort of initiative that gets mental health and learning disabilities out into to the public's consciousness, to people who will often have had no contact with any mental health services and gives them knowledge, which helps to reduce stigma and gets topics into everyday conversation. This work is absolutely in keeping with our Trust vision for an inclusive society and fits with our aims to reduce the stigma associated with mental health and learning disabilities.





Leadership Award

Award for outstanding leadership

Nominations are invited for people that have demonstrated outstanding leadership, regardless of their role, that has made a positive impact on those around them. Their leadership qualities can be upheld as an example for others to follow.

Sponsored by Director of Strategy, Organisational Development and Workforce, Helen England. Presented by Assistant Director of Organisational & Workforce Development, Alison Dean.

Meet the finalists

Josie Saunders

For her exceptional and inspirational leadership as Ward Manager of our Learning Disability inpatient centre, the Additional Support Unit. She constantly amazes with her complete dedication, energy, patience and impressive strategic and intellectual abilities (you can always spot a former chess champion!). Without her leadership, our inpatient service for people with a learning disability would not have reached the high quality standards that have been achieved. The team is well known for doing excellent work with very vulnerable people and challenging situations. They have brilliant values and fantastic person centered approaches. The team is exceptional and a key reason for that is that they have a most inspirational leader in Josie. She constantly promotes the highest quality care and treatment through sharing a deep understanding and application of evidence based practice and legal frameworks. In addition she has a total commitment to delivering care with a complete focus on respect, empowerment, recovery principals and supporting human rights.

Josie and her team ensure that people who are admitted to the service, who are often non-verbal or have communication difficulties, have their voices heard and choices promoted. The service takes great care in working with families and carers and regularly receives really positive feedback. Josie is as skilled leading shifts 'on the floor' as when leading team events, supporting staff and generally leading the service. That all around competency, passion, ability and commitment to achieve the best is why she is held with such respect and inspires such loyalty within the team.

Pam Spencer

For her strong leadership in two areas of the Trust. Pam leads one part of the Devon ECT Clinic in Exmouth. Pam's drive has led the service to retain its ECTAS accreditation for a fourth time. It was during the peer review in June 2017 that the ECTAS inspectors commented on how impressed they were with Pam at leading the service (which is currently the only ECT clinic run at a theatre not on a general district hospital site or part of a mental health unit in the whole of the country!). Pam has achieved this



by out of the box thinking and challenge in order to meet these strict guidelines. She also leads the Clozapine Clinic in Exeter which now undertakes not only the weekly assessments and prescriptions for patients using clozapine from the Exeter area, but, due to its success, patients are being referred from further afield. Pam and her team have taken on the annual reviews of all patients, following a very successful research programme in 2016, which has produced even better results in 2017 (which is a feat very few research projects ever manage to achieve!). Pam has also laid the ground work to extend the clinic to incorporate a depot clinic and there are plans in progress to extend the clinic further to encompass wellbeing services. Pam has achieved all of this with a team of four (including herself).

Julie Wilson

For the direct impact her leadership skills have had on reducing the recruitment and retention risks at Langdon. The recruitment and retention of nurses has been the highest risk for the secure services directorate for some time. During the last few years, Julie has been leading on the Secure Directorate's recruitment , retention and development of nurses. This has seen the directorate's nursing vacancy and agency figures significantly drop- with positive impact for both patients and staff. This has been achieved by her clear vision, passion and decisive leadership which has seen a change in how new starters are supported and current staff are developed. This includes:

- Implementing a comprehensive, week long induction programme for all new starters with active patient involvement that has received really positive feedback.
- Initiated a senior staff nurse programme where a group of nurses have received training in enhanced interventions and leadership skills.
- Supported preceptees and students across the site with many students providing positive feedback and stories. Julie ensures that they are all looked after by the wards and goes the extra mile to make this happens.
- Attended many recruitment fairs and student feedback sessions and looks for any opportunities for development and to recruit potential staff to the trust.

Her enthusiasm has been contagious, with our ward managers now clearly focussed on this area.



The Together Award

Award for involving people using our services in everything we do

This award is for people who actively champion meaningful involvement of people using our services, including carers and families.

Sponsored by LEAP Co-ordinator and Together Lead, Ian Henwood

Meet the finalists

The Langdon Involvement & Engagement Team

For their work as role models within the hospital; demonstrating how to lead on a 'Together' approach in partner with our service users, advocating for co-production and the importance and need for co-design and collaboration. The Patient Involvement and Engagement team continue to strive for excellence, consistently working to improve the service offered, guided and working alongside those who use our service. Initiatives include;

- Patient Voice - A newsletter completed and created for the patients, by the patients.
- Patient Council
- Patient involvement in training and induction

The team continually strive to inform and inspire others within the wider Langdon team and further afield about co-production, co-design and collaboration - in the last month having completed multiple presentations and workshops both locally and nationally. These include; CPD sessions at Langdon, the HFMA Conference in Bristol and the Quality Network for Forensic Mental Health Services Conference. A recent questionnaire found that 95% of patients felt they had a better understanding of their mental health, 91% of patients felt better about themselves after attending the centre, 100% of patients value the Discovery Centre and 86% felt the centre supported their recovery. The team really practice what they preach. They are passionate about working together and have made huge improvements and developments in Langdon's work towards having a cohesive 'Together' approach from admission, to discharge and beyond.



The New Leaf Team

For their great teamwork and commitment to providing opportunities for everyone. The Technical Instructors carry out their roles with passion, innovation and support for people who use the service. Not only helping people who use our service aspire to their potential in their vocational rehabilitation, but also working to build on the commercial aspects of the service, creating opportunities for people to engage in. The admin team underpin this by supporting both clinical and commercial elements of the service. This year the team were highly commended in the Positive Practice Awards, also raising the national profile of the service and the Trust.

New Leaf has always prided itself as being a team that also includes the people who use the service, who are an integral part of producing high quality products to our customers, leading to additional work and more opportunities for others.



Matt Smith, Jez Brown & John Enever

For their work on a musical project with a Patient at Langdon.



The Patient at Langdon says:

“John organised a trip to Exeter Cathedral to record Peter (the bell) for my Kestler music prize entry (a national competition). Jez provided an interview with us – the name of the recording is ‘Inside the Mount’. Matt, the music teacher collaborated with me to produce a ‘Sound Art’ entry. We all worked well together as a team to produce the platinum winning entry. Their input was invaluable and I’d like this opportunity to ask for their work to be recognised. John and Jez are very friendly and helpful and Matt helped inspire us.”



Board Award

Award for outstanding contribution towards fulfilling our vision of an inclusive society where the importance of mental health and wellbeing is universally understood and valued.

This award is open to people who have made a difference, demonstrating their commitment and compassion in helping to achieve our vision. This award is open to all, whether as individuals, teams, in partnership or as a community.

Sponsored by Chair, Julie Dent

Meet the finalists

The Beech Leadership Team

For their outstanding and compassionate leadership. This group worked together and supported each other to provide exceptional care and leadership to their team in very difficult circumstances over the past year. On a day to day basis Beech ward is a well led and committed team who work together to deliver great care. Throughout a difficult period the leadership team of Beech provided steady and supportive care for their team, whilst continuing to maintain the great quality care that we know them for. During this period they also prepared for, and received, CQC inspectors who commented on several areas of good practice they observed. The challenges they faced as a leadership team were considerable and the way they worked together to maintain a steady and supportive presence, that all the staff can rely on, really should be recognised and commended. Sally, Jan, and Lewis drew on the trust that they had established over several years and the team respected their integrity without question.

One team member said:

"Throughout my first year of qualifying (preceptorship) Lewis has supported me above and beyond my expectations and has really helped to build my competence and confidence. His passion for the work he does makes him a brilliant role model for newly qualified nurses and has inspired me to strive to constantly ensure the best quality of care is given."

Another team member said:

"Both Sally and Lewis are an inspiration, not only to myself, but the whole of the Beech team. We have experienced some very difficult times as a team this year. Both Sally and Lewis were as open and honest as they could be during this period and also sought out support for staff from Nick Sarra to provide group and one to one supervisions. They asked colleagues from other teams to cover the ward so that staff could attend these vital opportunities to express their feelings. I genuinely believe that their actions and kindness were inspirational and brought us closer and stronger as a team, to continue to be proud of the work we do."

Jay Patel & Lynne Hollis

For being truly remarkable inspirations - going above and beyond to respond to the real needs of the people we support within the local community. Being compassionate and conscientious care co-ordinators they became acutely aware of the lack of support provision for clients using our services over the weekends. Indeed many of the people we support within the community face a great struggle every Friday evening - how are they going to fill their time safely until Monday rolls around? Will they have any other human contact across that period? How will they manage those difficult thoughts, feelings and emotions? People frequently report a lowering of their mood and an increase in the painful experience of isolation during the weekend as they may have not family, friends or other support to access across this period. Two days can feel like a lifetime in these circumstances. In response this Jay and Lynne established the SPACE Group which has been running for nearly a year every Sunday afternoon in a local community centre. SPACE is funded entirely by donations from friends and users of the service. Jay and Lynne volunteer their free time to staff this group every week. SPACE provides nothing short of a haven for people to gather, do activities, have social interaction, take time to relax and ultimately give them a place to feel included in society. People who have engaged with SPACE have spoken highly about not only the apt timing of this group (being at a weekend) but also of the warmth they feel when spending time with others. Jay and Lynne are described as approachable, friendly, caring and non-judgmental. Jay and Lynne show no signs of stopping and it seems as if SPACE is continually growing and thriving for the people who use this group. For their humility about their work, their caring towards others, their sensitivity to the needs of the people we work with, their determination to develop and grow the group, their strength at doing this in their own time and their warmth in offering a place of safety and inclusion, they are very deserving of this award.



Lifetime Achievement Award

This award is for someone who has dedicated many years of service to mental health and learning disability services within Devon or Bristol and whose service has been valued by their colleagues, our partners and the people we serve.

Sponsored by Chair, Julie Dent and Chief Executive, Melanie Walker

Meet the finalists

Mandy Haddock

Mandy has worked within the Mental Health and Learning Disability services across Devon for the last 36 years. She consistently promotes a person centred, inquisitive and collaborative approach to ensuring the best outcomes for our patients. In the last 14 years, Mandy has worked within the Liaison Psychiatry Services, in more recent years being the Service Manager across Devon.



Throughout all that time she has shown immense passion and dedication for the work she is involved with and the patients she has supported. There's no doubt that there is a vast number of individuals that have benefitted hugely from having Mandy on their side and working with them. She has shown colleagues the same dedication and support as described above, whilst not being afraid to challenge and encourage their development. Thank you Mandy for all you have done - you will be a massive loss to DPT on your very well deserved retirement.



Gail Leeder

This year marks Gail Leeder's 30th anniversary in the Community Neuropsychology team. During those thirty years Gail has worked tirelessly to ensure that adults with neurological conditions have access to the assessment and support that they need. Gail has been a keen advocate of collaborating with community partners and this year has been working on rekindling the team's relationship with Headway. She is a keen proponent of mindfulness based therapies and has developed and delivered mindfulness based group interventions, alongside volunteers, for a number of years. Always learning, Gail has recently embarked on EMDR training and is looking forward to being able to use this approach to help her client's process their traumatic experiences. Gail is a valued colleague and collaborator and we look forward to continuing to work with her for years to come.

Lynda Quick

Lynda is a pioneer for the service at the Laurels and for the past fourteen years she has worked tirelessly to provide people with gender identity issues a safe, compassionate and caring service. Her passion for this client group has enabled her to provide support, encouragement, education to all of those who have come into contact with her. She has always strived to provide an excellent service, valuing the fact that all people are different and have many differing needs to aid their wellbeing. She has consistently come up with ideas for improvement and change and is a role model for other staff - always going that extra mile in supporting and providing leadership to the team. Lynda could be nominated in all of the categories, but given that she is retiring in the next few months, lifetime achievement seems most appropriate. She will be very sadly missed by all her colleagues and the service users she has come into contact with over the years she has been with the Trust. We can only hope to continue the outstanding, forward thinking vision she has made happen in her lifetime.



Peter Warren

Pete started working for what is now DPT back in 1983 and retired from his full time post five and a half years ago returning to work part-time in what is now the Intensive Assessment and Treatment Team (IATT) Exeter and East, based at Franklyn House. Pete is a much appreciated and valued member of the occupational therapy (OT) team always willing to take on whatever challenges are presented to him with a smile on his face. In recent years these have included wheelchair abseiling and ballroom dancing! His patience, calm persona and gentle caring nature has enabled him to connect with service users and carers that others may struggle with. He is exceptionally talented in music and uses this as a great therapeutic tool engaging service users at all levels. He has always been, and continues to be, an inspiration to us all. He has achieved and contributed much in his time working for the Trust and remains keen to continue to achieve and contribute, thus he will continue to have positive impact on service users, carers and colleagues lives.



Marian Titley

Marian Titley is the lead Clinical Psychologist at the Haldon Eating Disorder Unit. In this role, Marian has pioneered the use of Radically Open Dialectical Behaviour Therapy (RO-DBT) working with people with severe eating disorders and related psychological issues. Colleagues of Marian are struck by her immense wisdom, her compassion and the depth and breadth of her knowledge and clinical expertise. Marian has developed evidence based psychologically informed practice across the Multi- Disciplinary Team (MDT) in Haldon, including training other staff members in this approach, and being readily available for informal supervision and consultation despite a very busy clinical workload. Marian also supported the wider team, often dealing with some very challenging issues, yet managing to remain grounded, calm and positive. Marian is deserving of recognition for her sustained contribution to this important and nationally recognised service.



Sue Webber

Sue has been with the Trust since 1989 and recently retired. Sue has worked her way up through the ranks from nurse, to deputy manager, to ward manager, most recently becoming the manager for Belvedere Ward. Belvedere is the only ward in the Trust supporting adults and older adults with dementia. Sue acknowledges that

this has been her most tricky role of her career. Sue has taken to this challenge as she has with any challenge - by doing the 'swan act' appearing calm but madly paddling away underneath. Sue has taken a ward and staff team that was pulling in many directions and given them one purpose. This has been demonstrated by a reduction in staff sickness, increase in staff recruitment, retention and morale, in addition to reduced length of stays for patients and huge reduction to 0% of patients who are a delayed discharge.

Barbara Maul

Barbara has worked form DPT since 1974. She is a dedicated manager to the current Continuing Health Care team, having worked across a number of different teams within the Learning Disability Services, include working at Royal Weston County hospital, then at Starcross and Hawkmoor. In 1976 Barbara started her nurse training, becoming a registered nurse in 1978. Barbara then worked at Langdon hospital for a short period until she moved to the Kenton Ward at Starcross. In 1983 Barbara became a community nurse in the Learning Disability Community Team until 2012 when she retired. She has come back to DPT working part-time until the present day.



Sue Ashby

Sue retired in October after more than 35 years' service. Her dedication and commitment to promoting and maintaining high standards of nursing care has been exemplary. Sue has tirelessly promoted Mental Health inclusion and has always put the client at the heart of everything the service has to offer. She is a role model for thinking about and remembering basic nursing care! Sue has held a variety of roles during her mental health career in Devon and will be fondly remembered for her senior nurse roles in adult and older person's mental health services in North Devon. A truly well-deserved retirement!



Gill Montgomery

Gill has worked for the Trust for many years and has supported a huge number of staff. Gill's management style is kind, caring, supportive and motivational.

A member of Gills' team said:

"I had some very difficult personal problems last year and she was amazing, she kept me at work and I genuinely felt that she really cared about what I was experiencing and supported me over and above any expectation I had of a manager. She was so kind and caring - it made such a big difference. Gill is no longer my line manager but she continues to be a huge source of support, she is the 'go to' person when I need certain information or have an issue I need to address."

"Gill is leaving now and she will be sorely missed, she has touched the lives of many people over the years and has worked tirelessly to support the people who the Trust provides services for and the staff who provide these services. She holds a huge amount of information and has been the oracle for so many areas of the Trust I think that acknowledging her contribution would be a fitting close to her time with Devon Partnership Trust."

Peter Conridge

Peter has been a mental health nurse for 37 years and, despite retiring, has now come back to continue work. Nothing is ever too much for Peter and he has a wonderful 'can do' attitude.

A DPT colleague said:

"When I have to make a referral to the CRHT team my heart always lifts when I hear Peter's voice on the phone as I know he will be helpful and thoughtful and put the patient first. He is exceedingly caring and has, I believe, never had a day off sick in his 37 years."



Marg Baker

Marg's friend and colleague Trina Williamson said:

"I first met Marg in 1985 when we started working together at Warkworth House and Redhills Day Centre. Marg has been a grafter all of her life and she has not had a day's sick since the early 1970's! Marg has dedicated her whole life to helping others, always going the extra mile above and beyond. Marg is skilled in many areas and has always maintained good quality, recovery-focussed interventions with people she supported. Marg has worked on general wards, The Cedars, place of safety suite and community settings... the list is endless! Marg had a nasty accident in June of this year and is slowly making a steady recovery – let's all wish her well!"

Peter Chester

Peter recently retired after more than 20 years' service. In the last few years he worked as the ward manager of Cofton ward on the Langdon site. Before this he was Head of the Occupational Therapist (OT) service at the Butler Clinic for a number of years. Peter was always willing to get involved and try new things. He was greatly liked by patients and colleagues. We wish him well in his retirement!



Nick Burrow & Helen Lawlor

Nick and Helen have both spent 37 years in the NHS. They work for the older person's mental health directorate. Having retired recently they have returned to work part time. Both have dedicated many years working with older people's mental health in the community, as mental health practitioners and latterly as clinical team leaders . They have made outstanding contributions to the quality of patient care and have helped shape and develop the service over a number of years. Helen has been very instrumental in developing the Devon memory service and continues to lead this service today. Helen and Nick have always been helpful and supportive to their colleagues and have shown true commitment throughout their career.



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