



## Valued Service Award

*Recognising any valued health or care services in the community*

### **ARCH Teesside**

Kerri Brems from Arch has nominated the service which offers free and confidential counselling and advocacy support to people who have been affected by rape or sexual abuse no matter how long ago the experience may have been. They are passionate about advocating for their clients, empowering people to move forward and recover from sexual violence and abuse.

The service is always looking for ways to support the needs of victims and survivors. An example of this, is recognising that there was no support for parents and caregivers of children who have experienced abuse. The Light Project is a mix of 1:1 and group support sessions, where parents and caregivers can support each other whilst also learning tools, information, guidance in how to support their children and young people. Another example is the newly developed programme that has resulted from research that shows prevention education is vital for our young people. This programme aims to equip our children and young people with knowledge and information on various topics from Gender to Sexualisation.

Not only does the service provide valuable support to victims and survivors and families of sexual violence, but it is also constantly challenging victim blaming attitudes, myths and stereotypes and false narratives that often surround sexual violence and can prevent people coming forward for support, through social media, attending networking events and through delivering training to various professionals.

The service is constantly changing and adapting, involving our clients voices in everything we do to ensure they are heard. This includes not only fighting for justice, if they want to, but also ensuring that their voices are part of our services, development and are included in our new strategy to help drive us forward for the next 5 years.

### **Health Records Library & Admissions South Tees Hospitals NHS Foundation Trust**

The service works very hard getting thousands of notes back into file or to offsite storage. They also send out all notes coming in from offsite storage to the Trust,

getting notes to ward's as quickly as possible for emergency admissions and on time for planned admissions.

Without the constant process of moving notes in a timely manner the Trust could end up with cancelled clinic appointments or planned procedures not going ahead.

As a team we have perfected a method that keeps things moving in a timely manner to keep notes where they are supposed to be. The team work extremely well together which is essential.

### **Home Instead**

Has been nominated by Suzanne Froggett, UK Case Management the care given to an individual with life changing injuries. The client returned home from a care facility very quickly and needed urgent Care within her home. This service agreed to help me and provide temporary care. This relationship quickly developed, and they agreed to support my client on an ongoing basis. The package is quite unpredictable, and the client has significant behavioural difficulties. The service always responds with a positive attitude and are committed to providing excellent care for the client. They have been extremely flexible to the changing needs and difficult situations. I and the client value this as an excellent service as an excellent. The Care Workers are exceptional and work extremely well with my client.

My client and family are grateful for the Care Workers expertise and flexibility. They do go the extra mile by ensuring the client has the necessary stimulation to keep her settled and content.

The client settled well with the Care Workers, she does not settle with anyone, and her wellbeing is enhanced by their professionalism.

Yes. The Care Workers have adapted and learned from the clients and family needs.

### **Middlesbrough MHSOP Admin Team - Woodside Resource Centre**

Have been recognised by their manager Melanie Sinclair who says admin staff are not always remembered or appreciated for the work they do, but they hold the place together. They work well together and the wider nursing and MDT team. They worked tirelessly throughout covid and are most often the first port of call for service users who may at times have frustrations about NHS services (given the current NHS climate and stressors).

Despite this the team remain upbeat and I really can't thank them enough myself for all the work that they have and continue to do.

I truly feel that mine and all members of the MDT team's jobs would be much , much harder without their ongoing support and good work.

### **The Prospect Surgery Middlesbrough**

Has been nominated by Jayne Henderson from the Practice. After surgery went into special measures and within 6 months managed to turn it around to receive

a rating of good, this is extremely rare and only a handful of practices have achieved this. All the staff working within the practice pulled together to make this change. We are now more committed than ever to ensure the patients receive the best possible care and have changed and upgraded every area of the practice to receive this achievement.

Despite the good rating the surgery is continuing to develop, they have arranged additional training in Dementia, Carers, Suicide Awareness and Domestic Violence as well as linking with other services and are working towards the Carers tick Award.

This has helped the practice become more proactive when it comes to patient's health and well-being and allows the staff to be more aware of any struggle's patients have when they contact the practice.

Patients feel more listened to and satisfied with everything from booking an appointment to being seen by a clinician. We are increasing our list size every day, and this is a testament to how much we have improved.

Every aspect of the practice has improved the service we offer our patients from their first contact to the satisfactory conclusion of their contact with the practice.

### **Reach and Respond - Beyond Housing**

Have been nominated by Emma Louise Close-Reid for their work in helping people stay happy, healthy, and independent in their own homes no matter the age with flexible packages tailored to the individual. The team work with residents and their family to create a solution that meets their needs, with the goal of giving them the confidence and empowering them to enjoy living at home with all the freedom they desire.

On average it takes responders 24 minutes to arrive, talking to customer's and supporting them while they wait for an ambulance is a part of the responder role that is often forgotten or overlooked but it can often be the most rewarding. Responders may not always require assistance from the emergency services if a customer has a fall, they use lifting equipment to safely assist uninjured customers off the floor allowing the emergency services to focus more of life-threatening calls.

They aim to support the NHS where possible to reduce the pressure and demand on their services. There has been a lot of positive feedback from customers, social workers

### **Same Day Emergency Care Team – South Tees Hospitals NHS Foundation Trust**

This team was nominated by Julia Johnson. The team came together from surgical and medicine to become one team to give an excellent service to patients. It is the provision of same day care for Emergency patients who would otherwise be admitted to hospital but are likely to be discharged on the same day.

The staff give patients excellent care, patient experience and always go the extra mile. Staff have worked hard over the winter period and have even opened the department 24 hours to help support A&E with patient flow. Patients all say that it is an excellent service.

The staff all work well as a team to give a high-quality care and patient experience, right care, right place, first time. This improves patient experience and satisfaction enabling the patient to return home the same day. This reduces overnight admissions and pressure on ED, acute and inpatient wards and will improve flow. The service is now seeing up to 80 patients a day through the department.

### **South Tees Transfer of Care Team**

Have been nominated by Dr Ali Tahmassebi, who says it is reported how delays to discharging people from hospital when they are fit to leave continues to be a significant issue. Delays in discharges has been a particular issue in South Tees due to a number of factors. As an initiative to address this, South Tees system partner organisations, agreed to create an integrated Team to focus on safe, early discharge, out of hospital assessments and improved patient outcomes with a focus on home-based rehabilitation.

A South Tees Strategic System Lead for Transfer of Care has been appointed who can make decisions on behalf of all partner agencies to facilitate discharges in the interest of the system and the patient.

The Lead has worked closely with Trust and Local Authority colleagues to form a multi-disciplinary, integrated team of discharge facilitators, transfer of care co-ordinators, trusted assessors and social workers. They are based in James Cook University Hospital but have close links with all community-based teams and the Integrated Care Board. Their aim is to ensure South Tees patients who require on-going care, are discharged to the right place, at the right time and with the right support to maximise their independence and have the best possible outcome following their stay in hospital.

There are many examples of what the team has put in place to support. Discharge back home with the appropriate package of care and getting out of hospital as soon as possible is what most patients want. It enhances the chance of recovery and maintaining independence.

The Team is now an embedded and vital part of managing patient flow in the hospital and transfer of care to the community. Most complex discharges for South Tees residents pass through the service and it plays a pivotal role and link between health and social care services.

In order to further enhance step down care, the Lead for the service is working with colleagues to develop an Enhanced Reablement Service as part of an integrated receiving team based in our Single Point of Access.

South Tees system leaders representing South Tees Hospital, Middlesbrough and Redcar & Cleveland Councils, and the Integrated Care Board are agreed that the best way to overcome the challenges around discharges is to maintain and strengthen the links between health and social care with further integration, as epitomised by this service.