

10 August

2020

As you know, in April, our CDDFT Charity was successful in securing a share of the funding raised up and down the country from generous donations by NHS Charities Together. We used some of this funding to purchase 72 iPads which have been invaluable in helping keep patients connected with their families while visiting restrictions are in place. As a major supporter of NHS Charities Together, Marks and Spencer selected four projects from across the whole NHS to feature in their stores, on social media and across their website. We're delighted that our use of iPads has been selected as one of the four projects. Matron for Palliative Care, Suzanne Vickers, representing both her team, and #TeamCDDFT, is now featured on banners across 300 M&S stores across the UK, in a campaign launched last week, promoting the huge difference the iPads have made – thank you Suzanne!

We use charitable funds to enhance patient care and staff wellbeing in all sorts of ways – you can help by promoting our Charity in your own networks or if you think you can help in any other way, please contact the charity team: cddft.charity@nhs.net

We are the NHS: People Plan for 2020/21

For the last year we have seen a concentrated focus on how it feels for you to work for us as an employer, we are pleased to announce that the 'We are the NHS: People Plan for 2020/21 has now been finalised and launched and that what we have in place very much aligns to that to support your experience whilst at work.

We are the NHS outlines action for us all in the way we work together and sets out what we as NHS people can expect from our leaders and each other. It focuses on how we must look after each other and foster a compassionate and inclusive culture, as well as action to grow and train the workforce, and to work together differently to deliver patient care. It includes specific actions for 2020/21, and principles to endure beyond this time and reassuringly aligns with CDDFT's recently refreshed People Matter strategy.

NHS England, NHS Improvement and Health Education England published the Interim People Plan in June 2019, things have moved on since then but the focus remains the same. Its central themes of more people, working differently, in a compassionate and inclusive culture – are even more important now than they were then.

The pandemic has created real difficulties, laying bare how our NHS people's lives can be deeply personally and professionally challenging. It has further revealed inequalities, shining a spotlight on the urgent need to address the safety and experience of our colleagues from ethnic minorities.

We have also learned so much from this experience. The courage, flexibility, innovation and collaboration of our people has already transformed the NHS faster than we could have imagined, we have seen here at #TeamCDDFT how we have broken down barriers and worked collectively towards a common goal. Everyone who works in the NHS has felt public appreciation like never before and can take extraordinary pride and fulfilment in the contribution they make. We must not 'roll back' on our support to our NHS staff as we look ahead to the rest of 2020/21.

The plan aims to make real and lasting change, building on the creativity and drive shown by our NHS people in their response to the pandemic. It is practical and ambitious, setting out the focused action that NHS people have told us they need right now, and for the rest of the financial year. It includes specific commitments around:

- Looking after our people – with quality health and wellbeing support for everyone
- Belonging in the NHS – with a focus on tackling the discrimination that some staff face
- New ways of working – effective use of the full range of our people's skills and experience
- Growing for the future – how we recruit, train and keep our people, and welcome back colleagues who want to return

It is reassuring that the points above have very much been taken into consideration locally as to how we work together for an improved experience at work. Whilst truly a challenging experience for all, we have in place our People Strategy 'People Matter' and associated underpinning strategies that reassuringly already take into account these areas of focus for us and our aims to be an engaging, inclusive employer of choice supporting agile working and continually encouraging the wellbeing of our people in order to deliver the highest quality care to our patients.

The People Plan commitments will now be used to enhance the framework for continued delivery of all these areas of focus across CDDFT and the actions supporting delivery of our People Matter strategy.

For reference you can find the full **We are the NHS: People Plan for 2020/21** [HERE](#)

If you would like to discuss your own experience at work, please contact cddft.workforceexperience@nhs.net or you can access our Health and Wellbeing Resource Hub [HERE](#)

'Thank you' and goodbye to our Medical Junior Doctors at DMH

As many of our junior doctor colleagues rotate to new posts, medical consultants at Darlington Memorial Hospital recently held a socially distanced 'thank you' to express their gratitude. #TeamCDDFT Chief Executive Sue Jacques, and Medical Director Jeremy Cundall also attended to personally thank them and express their admiration for the flexibility, resourcefulness and hard work demonstrated by all over this challenging period. We wish them the very best in their new posts.

Darlington restaurant, Stable Hearth, who were very generous to us during the peak of the pandemic, supplied yet more pizzas to show their own gratitude to our junior doctors.

NHS People Pulse - share your experiences #YouMatter



In partnership with NHS England and Improvement, we recently launched a new staff 'pulse check' which is entirely anonymous and voluntary. NHS People Pulse will give us another way to listen to your views and help improve the support we provide during the Covid-19 response and recovery. Your feedback will also inform local and national changes that

improve the experiences of our people and patients.

Please take just five minutes every two weeks to check in on a number of important questions via this quick and simple People Pulse. [CLICK HERE](#) to tell us how you feel.

Changes to safeguarding adults training

Please [CLICK HERE](#) to view some important changes to Safeguarding Adults training.

Monthly generator testing at DMH

On the DMH site, it is necessary to undertake routine monthly testing of the standby electrical generators, using the site's electrical load. The site has three generators and each will be tested once per month as per the following programme:

	Generator 1	Generator 2	Generator 3
August 2020		12/08/2020	19/08/2020
September 2020	02/09/2020	09/09/2020	16/09/2020
October 2020	07/10/2020	14/10/2020	21/10/2020

As a consequence of the test, the areas indicated will experience an electrical interruption of up to 5 seconds on the date and time stated. Each generator serves a different area of the DMH site and the areas affected on Wednesday 12 August 2020 are available to view [HERE](#).

All affected departments will be visited by a member of the Estates team prior to the interruption, to confirm that the testing can be undertaken. For further information before or during the shutdown, please contact Paul Saunders on extension: 43074, mobile: 07810 505954 or email: paul.saunders3@nhs.net

Patient safety message - neck brace application

A message from the Patient Safety team:

At a recent serious incident investigation there was significant learning identified to be shared Trust wide in order to mitigate the risk of a reoccurrence. The incident related to a patient who suffered a deterioration of a trauma wound after a neck brace was fitted and the patient was subsequently discharged with no follow up advice. The Trust Community Services team were asked to review the patient by care home staff as they were concerned about redness under the neck brace. This resulted in the patient being presented back to the Emergency Department for further treatment.

The learning identified from the incident is detailed below;

- There was no advice sought in respect of pressure ulcer prevention and management once a mechanical device had been introduced as part of the clinical management plan
- When skin checks were carried out for the patient once the medical device was introduced there was no reference to skin checks made to the wound on the patient's neck. It is documented for other areas of the patient's body
- The patient was discharged from hospital with no ongoing care plan and it was felt by the review group this was needed as the neck brace could not be removed for eight weeks

It was clarified as part of the review that all patients who have a mechanical device fitted (in this case a neck brace), should receive a patient handbook and a follow up advice contact card for the Orthotics team for any aftercare problems. There is an example of a patient handbook available [HERE](#), however this is device specific and will change depending on what device is fitted. A copy of the Orthotics contact card is also available [HERE](#) for colleagues to refer to if needed.

Ulysses feedback to reporters

A reminder to colleagues managing incidents that feedback must be provided to incident reporters. [CLICK HERE](#) to view guidance, which is also available on Ulysses and provides examples of useful and effective feedback. If an RCA has been completed, sharing the learning from the report is also important at a later date, even if incident feedback has already been given earlier. This is important for nursing and medical colleagues to provide quality feedback to reporters that assures them that issues are being addressed, and also encourages future reporting.

Training & development opportunities

IMP Novice training - sessions returning in September

A message from the Programme Management Office:

IMP Novice training was stood down in March due to Covid-19. We are now in a position to re-introduce training from September 2020. Sessions will have reduced attendees to allow for social distancing and will adhere to the new maximum occupancy levels permitted in our meeting rooms.

Dates with availability can be viewed [HERE](#). To book a place, please contact Susan Bell: sue.bell@nhs.net.

Open University Registered Nurse Degree Apprenticeship

A message from Tracy Bruce, Talent for Care Coordinator:

CDDFT has a potential opportunity to offer limited spaces on the Open University (OU) Registered Nurse Degree Apprenticeship, due to commence in early 2021.

This opportunity is to be offered to #TeamCDDFT colleagues who currently hold their Foundation Degree (in a healthcare related subject)/Assistant Practitioner Apprenticeship/Nursing Associate qualification and have completed their study within the last 5 years, to enable access to the shortened apprenticeship programme.

In order to apply for this fantastic opportunity, applicants must:

- Have gained their Foundation Degree (in a healthcare related subject)/Assistant Practitioner Apprenticeship/Nursing Associate qualification within the last 5 year (certificates to be submitted with expression of interest)
- Hold literacy and numeracy qualifications to level 2 (this equates to GCSE grades A, B or C or CSE grade 1 or functional skills level 2) Certificates must be included with expression of interest.
- Be full time for the duration of the apprenticeship and have full line manager support (any uplift to full time hours is to be funded by the service area). Successful applicants will work at their current band for the duration of the apprenticeship.
- Be working in a healthcare practice setting where nursing is a primary intervention and registered nurses can support, supervise, assess and provide a mentor/assessor for the student
- Be of good character and health, demonstrate on-going professional development and have a minimum of 5 years' service within CDDFT

The apprenticeship consists of 1 day (7.5hrs) academic (distance) learning and 2 days (15 hrs) of practice placement per week. The remaining 2 days (15 hrs) of the week, the apprentice will spend back in their current service area as part of the team, continually and simultaneously working and learning to develop their skills whilst contributing to the provision of care to our patients. The academic component of the course is undertaken entirely by distance learning and computer literacy is required.

The duration of the apprenticeship depends on the prior attainment with regards to level 5 qualification and a successful credit transfer application. A foundation degree/assistant practitioner apprenticeship will allow applicants to complete in 3 years and a Nursing Associate qualification applicants to complete in 2 years.

If you would like to apply for this opportunity please [CLICK HERE](#) to access the expression of interest form. Expressions of interest must be completed and returned electronically to: cddft.ouapprenticeship@nhs.net with copies of relevant certificates by **Friday 4 September 2020**.

Following submission of expressions of interest, the Trust will perform eligibility checks against the criteria described above. Details of eligible candidates will be passed to the OU for shortlisting and interviewing. If you require any further information regarding this opportunity, please email: katiepike@nhs.net or tracybruce1@nhs.net

Please note the above is pending business case approval.

Staff news

Sad news

A message from Chairman, Professor Paul Keane OBE, and Chief Executive, Sue Jacques:



It is with great sadness that we share with you the news that Trust Governor, and our friend, Mrs Ethel Armstrong MBE, passed away last week, having just celebrated her 90th birthday. Ethel will be greatly missed by so many. She was involved not only with the Trust but also the NHS Retirement Fellowship. Her passion for nursing shone through as did her kindness and zest for life. Her vibrant and positive personality made her a joy to know and she has made such a valuable contribution to the organisation since becoming a Governor in 2016.

In particular, Ethel established a national profile for herself during the 70th Anniversary of the NHS in 2018. The same year, Ethel celebrated 70 year continuous NHS service and was part of the national celebrations in Westminster Abbey. Ethel was the only person in the country to have continuous service for the NHS since its creation in 1948 and indeed received an MBE for services to the NHS and retired people. She would often share fascinating tales of her experiences over the years including during the war but was extremely humble regarding her time as a Governor and supporting the NHS Fellowship as a 'privilege'.

She was loved by all who knew her and will be greatly missed.

Compliments

Well done to the District Nursing Team based at Meadowfield Clinic, Durham, who recently received a lovely letter of thanks from a patient: "I am in a long period of recovering from emergency surgery in March, which followed major surgery in February. When I returned home at the end of March I required regular visits from district nurses for a period of two months, to change dressings. The visits included evenings and late nights and in the early hours, as well as during the day. I would like to express my gratitude for the skilled attention I was given, all the more so when this was at a time when there was considerable additional pressure on the district nursing service because of covid-19."