



Children's Ward Re-opens After £1m Refurbishment

Also in this issue:

- Trust Tops National Staff Survey
- First Admiral Nurse Service Launches In Cheshire
- Giant Inflatable Bowel Boosts Cancer Awareness
- Success Celebrated At Student Nursing Times Awards



SEPSIS

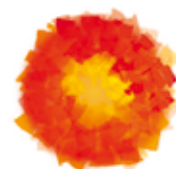
**IS A RARE BUT SERIOUS COMPLICATION
OF AN INFECTION**

**If your child has any of these symptoms
you should take immediate action:**

- Looks mottled, bluish or pale
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch
- Is breathing very fast
- Has a rash that does not fade when you press it
- Has a fit or convulsion

Acting quickly could save your child's life. If your child has any of these symptoms, don't be afraid to go to **A&E immediately or **call 999**.**

For more information visit **nhs.uk/sepsis**
or **sepsistrust.org**



THE UK
**SEPSIS
TRUST**

welcome to all.together

Welcome to the eleventh edition of All Together, our newsletter designed to keep you updated with the latest news and activities of Mid Cheshire Hospitals NHS Foundation Trust (MCHFT), the organisation behind Leighton Hospital in Crewe, Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford.

Evidence shows that engaged staff - those who are committed to their organisation and involved in their role – deliver better health care. We're sure it will come as no surprise, therefore, that NHS organisations with more engaged staff tend to have higher levels of patient satisfaction.

It is for these reasons that we are delighted to share with you the latest NHS Staff Survey results - we are ranked number one in England, achieving the best results of all acute trusts in the country. The annual survey also placed the Trust in the top 20% in an incredible 16 out of 32 areas, including staff motivation and staff recommending the organisation as a place to work or receive treatment. You will find the full story on page six.

As you read through this edition of All Together you will notice that the themes of engagement and commitment continue. On page five you will find out about how a committed team has been supporting former nurses to return to the profession (and how they have been rewarded for doing so).

A different group, our Pressure Ulcer Prevention Team, formed in November 2016 and has since been engaging with staff from across the organisation to reduce avoidable pressure ulcers. You can find out how they have performed so far on page 18.

Finally, we are pleased to continue our 'day in the life' series. This feature introduces you to different Trust staff, from nurses and doctors to the more unfamiliar roles, and gives you a snapshot of what they do in a typical day. Turn to page 16 to find out who we have included this issue and please don't hesitate to send in your thoughts of who you'd like to see in the future. Ideas can be sent to all.together@mcht.nhs.uk.

This is just a small sample of the articles included in this newsletter. Elsewhere, we have all of our regular features so that you can keep up-to-date with our charity's activities, the work of our volunteers, and the Member events to look forward to over coming months (please 'save the date' for our Annual Members' Meeting, which will take place on Wednesday 4 October and include a health and wellbeing fair). As you may have seen on the front cover, we are also pleased to share with



you details of our refurbished children's ward which is already offering our young patients a more comfortable hospital experience.

We hope you enjoy the articles and finding out more about your local hospitals and would be happy to hear from you if you have any suggestions or ideas of your own. If so, please email them to all.together@mcht.nhs.uk.

If you wish to view previous editions of this newsletter you can download them from our website - www.mcht.nhs.uk/AllTogether.

Best regards,

Dennis

Dennis Dunn
Chairman

Tracy

Tracy Bullock
Chief Executive

Public Invited To Celebrate Trust Staff

Members of the public are being invited to recognise local NHS staff for going the extra mile and making their healthcare experience a more pleasant and positive one.

MCHFT is encouraging those who have benefitted from the kindness of its staff to put them forward for the Public Choice Award, which is part of the Trust's annual Celebration of Achievement Awards.

Patients, relatives, visitors and carers are all eligible to nominate individuals or teams for their hard work and outstanding commitment.

People can nominate staff, wards and departments at Leighton Hospital in Crewe, Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford, as well as those who work for Central Cheshire Integrated Care Partnership out in the community.

Chairman Dennis Dunn said: "The whole reason we exist is to serve the people of mid Cheshire and so the Public Choice Award is perhaps the most significant and valuable recognition for a member of our hospitals who has done something exceptional that has been valued.

"We love the involvement and engagement we have with the public we serve and it is special for us to know that they support our dedicated colleagues."

If you would like to nominate a member of staff for the Public Choice award visit www.mcht.nhs.uk/publicchoice and fill out the short form.

Alternatively, you can email celebrate@mcht.nhs.uk with your nominee's name, department (if known) and the reasons for your nomination.



Pictured: the awards presented to staff at last year's Celebration of Achievement Awards

Those visiting Leighton Hospital can also fill out a printed nomination form, which can be found at various locations, and post it in one of the Celebration of Achievement postboxes (Main Reception, Treatment Centre).

The deadline for nominations is 5pm on Friday 28 July. The winner will then be announced at the Trust's Celebration of Achievement Awards later in the year.

Missed the chance to nominate? We run a 'Thank You' scheme throughout the year as a further way to recognise Trust staff. Turn to page 7 or visit www.mcht.nhs.uk/thankyou for further information.

Welcome To Our New Director



Pictured: Chris Oliver, Chief Operating Officer

Chris worked at the Trust as a Divisional Accountant and then Service Manager between 2005 and 2008.

Since then, Chris has held a number of other senior positions that have enabled him to successfully lead healthcare staff in a variety of challenging roles. These include time as a Service Delivery Manager, Divisional Manager, Associate Director of Operations (Acute Care Division) and Divisional Director (Medicine and Acute Care Division).

Tracy Bullock, Chief Executive, said: "I have no hesitation that Chris will make a valuable contribution to the Trust - he has a track record of driving performance and delivering results against a background of service development and improvement."

Chris has taken over from Denise Frodsham who now holds a part-time Director role that focusses on partnership development and external transformation, including the recently formed Central Cheshire Integrated Care Partnership (CCICP).

Tracy added: "I would like to thank Denise for her passion and commitment during her time as Chief Operating Officer, not just for the Trust but for our patients and the public we serve. We are very fortunate, however, to retain Denise's enormous experience, skills and organisation memory."

The Trust is pleased to announce that Chris Oliver has joined the Board of Directors in the role of Chief Operating Officer.

Chris, who started in May, has worked for the NHS for more than 14 years and most recently held the position of Director of Operations at Wirral University Teaching Hospital NHS Foundation Trust.

He is also no stranger to Mid Cheshire Hospitals -

Partnership Picks Up Nursing Times Award



reward brilliant educational establishments, and honour those who are committed to developing new nursing talent as mentors, lecturers and providers of placements.

The awards also pay tribute to students who have demonstrated the academic achievement, clinical prowess and personal qualities that will make them brilliant nurses.

Tracy Bullock, Chief Executive of MCHFT, said: "We are very proud of winning this award. It's a reflection of all the hard work that has gone into our Return to Practice programme, which truly embraces the needs of former nurses so that they can return to a career in nursing.

Mid Cheshire Hospitals, in partnership with the University of Chester, has been named a winner at this year's Student Nursing Times Awards.

The collaboration won the Return to Practice Course of the Year category, as a result of the salaried training scheme delivered at Leighton Hospital.

The project was led Sue Hamman, Head of Nursing and Healthcare Professions at the Trust, and Chris Barker, Senior Lecturer in the university's Faculty of Health and Social Care.

As a significant proportion of nurses and midwives approach retirement age, the UK faces a nursing shortage. This category looked at how Return to Practice courses are an essential way of bringing nurses back into the workforce, but adult learners or those who have been out of the profession and practice for a while need support to refresh and update their knowledge and skills.

Judges looked for a course that will help smooth nurses' or midwives' route back into their profession and help them quickly and easily get up to speed with modern practice, however long they have been away.

MCHFT and the university worked together to develop a flexible, innovative and supportive course to bring experienced nurses back to the profession. The pilot course has achieved a 100% success rate, with all the students completing and returning to clinical practice. Now, thanks to such positive feedback and results, funding has been granted for another two cohorts.

The Student Nursing Times Awards are a perfect opportunity to support the whole student nursing profession and to celebrate the achievements of students shaping the future of nursing. They celebrate the very best in nurse education, recognise and

"Thanks to the success of the programme we will be launching a new cohort in September and we'd be happy to discuss future opportunities with anyone who may be interested in putting their invaluable skills and experience back into practice."

Chris Barker added: "The Student Nursing Times Awards has been an amazing experience and it's wonderful for us to achieve such recognition for our fantastic Return to Practice course.

"The judging panel praised us for our outstanding collaborative working and commitment to constantly improve and develop the course, through seeking student feedback. We are now busy recruiting and looking forward to welcoming our next cohort of students, due to commence in September."

Nursing Times and Student Nursing Times Editor Jenni Middleton said: "The Student Nursing Times Awards are always very special. Every year I am impressed by the standard of the students who enter - they demonstrate all the hard work, intelligence, enthusiasm, passion and skill we want to see in our future workforce. It is incredible to look at what they achieve in addition to their studies.

"Of course, they could not do that without the support of their mentors on placement and university staff, which is why we are so pleased to be able to honour those individuals and institutions in these awards too. This event shows the excellence entering nursing and we are extremely proud of all our finalists and winners. Congratulations to them all."

Pictured: The Return to Practice team collect their award



Pictured: Trust staff celebrate the NHS Staff Survey results

Trust Tops National Staff Survey

Staff at Mid Cheshire Hospitals are among the happiest NHS workers in the country, according to results from a national survey.

The Trust is celebrating after achieving the best results of all acute trusts in the 2016 NHS Staff Survey.

MCHFT has been rated in the top 20% in 16 out of 32 areas, including staff recommending the organisation as a place to work or receive treatment.

It's also in the top 20% for staff motivation at work, staff agreeing that their role makes a difference to patients, and staff ability to contribute towards improvements at work.

Staff have also rated the organisation in the lowest (best) 20% for employees working extra hours, as well as staff feeling unwell due to work-related stress.

The Trust, which was ranked fifth out of all acute trusts in 2015, placed 'better than average' in another 11 areas, 'average' in four and 'below average' in just one.

Tracy Bullock, Chief Executive, said: "We are extremely proud of these results and of our dedicated and compassionate workforce.

"This national survey shows that our staff are engaged and motivated, which helps us to deliver first-class care in our hospitals and in the local community.

"The survey also identifies areas where we can improve and we will be looking at the results very closely to ensure further improvements are made for the benefit of our staff and patients alike."

Chairman Dennis Dunn added: "Really great leadership is evident at all levels of Mid Cheshire Hospitals, as well as in the senior teams.

"Most gratifying of course, beyond our number one ranking, is the performance and support of our brilliant staff and our belief

that a genuine commitment and aspiration to achieve excellence really benefits our patients."

The results mark another achievement for MCHFT, which is also rated 'Good' by the Care Quality Commission and is consistently named as one of the top NHS organisations to work for.

The annual staff survey is commissioned by the Department of Health and involves randomly-selected staff answering questions about their trust as an employer and healthcare provider.

"This national survey shows that our staff are engaged and motivated, which helps us to deliver first-class care in our hospitals and in the local community."

Professor Sir Mike Richards, Chief Inspector of Hospitals, said: "We have found that the NHS Staff Survey is one of the most reliable predictors of effectiveness of NHS Trust leadership and the quality of care they provide for patients."

More than 420,000 workers from 316 NHS organisations completed the latest survey, which is the biggest response achieved in its 14 year history and shows another year of improvements.

Nationally, it finds that 80% of frontline NHS staff are able to do their job to a standard they are personally pleased with, 90% of staff say their job makes a difference for patients, and 92% of staff feel trusted to do their jobs.

Would you like to see the results in full? NHS England has launched a new results site, which allows users to view local and national results through a series of interactive dashboards. The address you need is: www.nhsstaffsurveyresults.com.

Employee of the Month

Latest Winners

In 2014 the Trust launched two new initiatives designed to recognise staff who go above and beyond what is expected, as well as for displaying the Trust's key values and behaviours.

Thank You cards were introduced across all areas of the organisation so that patients, visitors and staff could provide hand-written messages of appreciation, whilst the Employee of the Month scheme allows staff to reward colleagues and teams who consistently exceed the standards that we all expect from each other.

Both schemes have received positive feedback since they were introduced, and this article provides an update on your Employee and Team of the Month winners between February and May 2017.

February 2017

- Employee of the Month – Gareth Pritchard, Security
- Team of the Month – Accident & Emergency

March 2017

- Employee of the Month – Michelle Williamson, Ward 14
- Team of the Month – Ward 4

April 2017

- Employee of the Month – Dr. Richard Harris, Medicine
- Team of the Month – Endoscopy Nursing and Scheduling Teams

May 2017

- Employee of the Month – Nicola Collings, MRI Scanning
- Team of the Month – Computer Services



Pictured: Dr Richard Harris



Pictured: The Endoscopy Nursing and Scheduling Teams (above) and Ward 4 (right)



Note to Staff

Nominating a colleague or team for these monthly awards is easy – just complete either the electronic form available at www.mcht.nhs.uk/employeeofthemonth or one of the specially-designed A5 cards that have been distributed across the Trust, and a judging panel will review all of the submissions. Please note that the deadline for receipt of nominations is the first Monday of every month.

Thank You!

Note to Patients, Public and Members

Unfortunately, we can currently only accept nominations for Employee of the Month from staff. If you wish to acknowledge a member of staff who has gone the extra mile, please send them a 'Thank You' using one of the specially-designed cards around the Trust or the electronic form available online at www.mcht.nhs.uk/thankyou.

Giant Inflatable Bowel Boosts Cancer Awareness



Pictured: Tracy Bullock (above, centre) and the Mayor of Crewe (below, right) were among those to tour the inflatable bowel



bowel habit, and unexplained weight loss.

Those who recognise the symptoms and who have had them for three weeks or more are recommended to make an appointment to see their GP.

For further information about local bowel screening call the Screening Hub on 0800 707 60 60.

Visitors to Leighton Hospital were given the opportunity to tour an inflatable bowel in March and April, as part of a plan to raise awareness of bowel cancer.

The novel approach was on show in the hospital's Treatment Centre on select days and was open to staff, patients and visitors.

Those who attended were able to learn about the signs and symptoms of bowel cancer, as well as speak to members of the Cheshire Bowel Cancer Screening Programme about the condition.

Councillor Diane Yates, the Mayor of Crewe, was just one of the individuals who visited the inflatable bowel. Chief Executive Tracy Bullock also took the tour.

Lee Findler, Clinical Nurse Manager for the programme, said: "Bowel cancer is a major health problem in England – one in 20 people in the UK develop bowel cancer during their lifetime.

"The inflatable bowel proved to be a successful way of raising awareness of the cancer and to promote screening, which is available to men and women who are aged 60 to 74 and registered with a GP.

"Bowel cancer is the fourth most common cancer in the UK, but it's also one of the most curable if diagnosed early. This is the reason why screening is so important and why we'd encourage anyone who's showing symptoms to see their GP."

The symptoms of bowel cancer include blood in your poo, going to the toilet more often, a change in

Bowel cancer: what are the symptoms?

Bowel cancer is a general term for any cancer that begins in the large bowel. There are three key symptoms you need to look out for:

- **Persistent blood in the stools** - that occurs for no obvious reason or is associated with a change in bowel habit
- **A persistent change in your bowel habit** - which usually means going more often and with looser stools
- **Persistent lower abdominal (tummy) pain, bloating or discomfort** - that's always caused by eating and may be associated with loss of appetite or significant unintentional weight loss

The symptoms of bowel cancer can be subtle and don't necessarily make you feel ill. Bowel cancer symptoms are also very common, and most people with them don't have cancer. Those who recognise the symptoms and who have had them for three weeks or more, however, are recommended to make an appointment to see their GP.

First Hospital-based Admiral Nurse Service Launches In Cheshire



Pictured left to right: Sheridan Coker (Admiral Nurse) Lady Clare Daresbury (Trustee of The Anne Duchess of Westminster Charity), Anna Chadwick (Dementia Lead/Admiral Nurse), Alison Lynch (Director of Nursing & Quality)

International Nurses' Day, which took place on Friday 12 May, saw the launch of a new hospital-based Admiral Nurse service in South Cheshire that will provide families affected by dementia with the specialist support that they need.

Living with dementia can sometimes be a hard and lonely experience. When things get challenging or difficult, Admiral Nurses work alongside people with dementia and their families: giving them one-to-one support, expert guidance and practical solutions.

Admiral Nurse Sheridan Coker has joined Mid Cheshire Hospital's Dementia Lead and Admiral Nurse Anna Chadwick, who is based in Leighton Hospital. Their aim is to provide specialist support for people with dementia and their families during the hospital stay and afterwards by providing community outreach to families.

The Admiral Nurses will share their specialist knowledge and skills with staff in the hospital to improve the care that people with dementia receive. This new way of working will also allow for a more seamless and effective discharge back into the community.

Sheridan's appointment has been made possible by a partnership between Mid Cheshire Hospitals and Dementia UK, the national charity that provides specialist dementia support for families through Admiral Nursing, and the Anne Duchess of Westminster's Charity Trust who have provided £50,000 funding towards this new service.

Sheridan said: "The Admiral Nurse service is not just about supporting individuals throughout their journey,

both in and out of hospital, but about the entire family.

"We will be working hand-in-hand with families and providing them with the necessary skills and knowledge to help them better understand dementia and its effects.

"We'll also be working closely with other healthcare professionals so that families get the right support at the right time. By all working together - the service, families and other professionals - we can help to prevent hospital admissions or, where there has already been an admission, help to get people out of hospital quicker.

"We are very pleased to be part of this new service and have no doubt that it will have a positive impact on local families affected by the condition."

Dr Hilda Hayo, Chief Admiral Nurse at Dementia UK, said: "A hospital admission can be both physically and emotionally demanding for people with dementia and their families. Admiral Nurses take the time to reassure and understand the family's needs as well as sharing their specialist knowledge and skills with other staff to ensure good quality and better co-ordinated dementia care."

Tim Marshall, Chair of Trustees at The Anne Duchess of Westminster's Charity, said: "The Anne Duchess of Westminster's Charity are delighted to support the new Admiral Nurse service in South Cheshire. The provision of support to families living with dementia in this area will undoubtedly be invaluable."

Our Newly Elected Governors

Public



JANET OLLIER
Congleton



TIM ASHCROFT
Vale Royal



MARK PERRY
Vale Royal



BARBARA BEADLE
Crewe and Nantwich



GLYNDAL ALSADI
Crewe and Nantwich



JANET ROACH
Crewe and Nantwich



BEN SELBY
Crewe and Nantwich

Patient & Carer



DENNIS FRICKER
Patient & Carer



**MAUREEN
LEVERINGTON**
Patient & Carer



JOHN PRITCHARD
Patient & Carer

Partnership Organisations



Dr GLADYS PEARSON
Manchester Metropolitan
University

Staff & Volunteers



JOHN OSUAGWU
Clinical Support Staff



RICHARD SUTTON
Other Professionally
Qualified
Staff &
Community
Services



**CAROLINE
BIRCH**
Recognised
Representatives
of Trade Unions
and Staff
Organisations



**NICK BOYCE
-CAM**
Medical and
Dental
Practitioners



**HELEN
PIDDOCK-
JONES**
Registered
Volunteers

We held our latest Governor elections earlier this year. This time, we were looking for sixteen new candidates to join our Council of Governors over three different constituencies (public, patient and carer, and staff).

During January, our Members put themselves forward for the position and in April we welcomed our successful candidates to the Trust, with some new to the role and others returning for a second term. All of our new Governors can be found on the opposite page.

How do I contact a Governor?

The Council of Governors at Mid Cheshire Hospitals is made up of 29 individuals, all of whom can be contacted via the Trust Board Secretary by emailing foundation.trust@mcht.nhs.uk. Governors can also

be reached by post: simply address your letter to the Governor you would like to contact and send it to *Membership Office, Leighton Hospital, Middlewich Road, Crewe, CW1 4QJ*.

What are Governors responsible for?

The Council of Governors has four main roles and responsibilities: advisory (by communicating to the Board of Directors the wishes of Members and the wider community), guardianship (by ensuring that the Trust is operating in accordance with its Principal Purpose and is compliant with its Authorisation), strategic (by advising on a longer term direction to help the Board of Directors effectively determine its policies) and membership (to represent the interests of Members).

Meetings Held In Public

Members and the public are welcome to attend and observe both the Council of Governor's meetings and the Board of Director's meetings, the dates of which are given below:

Council of Governors

Your Council of Governors meet four times a year and these meetings are open to everyone. All meetings are held in the Postgraduate Medical Centre at Leighton Hospital from 5.30pm until approximately 8pm. The next meeting will take place on Thursday 20 July 2017.

Papers and agendas from previous meetings can be found in the Members section of the website at www.mcht.nhs.uk/members.

Board of Directors

The Trust's Board of Directors meet every month at 9.30am in the Board Room at Leighton Hospital.

- 7 August 2017 (Monday)
- 4 September 2017 (Monday)
- 2 October 2017 (Monday)
- 6 November 2017 (Monday)
- 4 December 2017 (Monday)

Papers and agendas from previous meetings can be found in the Board Minutes section of the website at www.mcht.nhs.uk/boardminutes.

To register your attendance at any of the above, please call 01270 612128 or email foundation.trust@mcht.nhs.uk.

Hold the date - Wednesday 4 October

We will be holding our Annual Members' Meeting on the morning of Wednesday October 4 at Winsford Lifestyle Centre. This year, for the first time, the event will include a health and wellbeing fair. A number of Trust departments and local organisations, such as One You Cheshire East, will be available to talk about their services and what they can do for a healthier you. Further details will be announced soon.

Member Events

The Trust has planned a number of events for its Members to enable them to learn more about various conditions, treatments or services offered at its hospitals. The following sessions are set to be held in 2017 at Leighton Hospital, unless otherwise stated. For further information, to book your place or to confirm details, please contact the Membership Office on 01270 612365.



Focus on ... Urology
Wednesday 26 July 2017
9.30am - 12.00pm
Postgraduate Medical Centre

Focus On ... Organ Donation
Thursday 7 September
(Time to be confirmed)
Postgraduate Medical Centre



Annual Members' Meeting
Wednesday 4 October 2017
10.30am - 1pm
Winsford Lifestyle Centre

Chief Executive Update
Tuesday 24 October 2017
2.00pm - 3.30pm
The Board Room



Focus On ... Dementia
November (TBC)
Postgraduate Medical Centre

Pictured: long-term patient Caitlin is shown around the refurbished ward

Children's Ward Re-opens Following £1m Refurbishment

Young patients at Leighton Hospital are benefitting from a more colourful and comfortable stay following a £1.1m refurbishment.

The hospital's Paediatric Assessment Unit, Ward 16, has been transformed during the year-long project, which is part of a wider plan to refurbish all of the hospital's wards.

Long-term patient Caitlin Shaw, 15, was given the honour of cutting the ribbon during an official opening event in June. Caitlin was among guests, which also included Chief Executive Tracy Bullock, to then tour the new facilities.

As part of the work, various administrative functions and a paediatric audiology suite have been relocated to allow for more clinical space. This now includes a seven-bed day case unit, two four-bed bays and four single rooms.

Each bed has also been decorated with animal-themed skylights and wall panels to help create a calming environment for those on the ward.

Andrea Collins, Ward Manager, said: "We care for children up to the age of 16, and sometimes 18, and so we wanted the ward to be appropriate for everyone.

"The animal decorations, which help to brighten up the ward and offer a distraction to our patients, were made possible thanks to charitable funds and so we'd like to thank all of the individuals and families, including staff who have been fundraising, who have supported us."

All side rooms on the ward now have an ensuite toilet, which will assist the hospital in infection control, and bays have their own hand basins and toilets.

A number of safety features have also been introduced. A secure reception and waiting area has been created and the traditional nurses' station has been replaced by smaller

stations next to bays so that healthcare staff can monitor patients at all times.

The ward, which has lights that automatically adjust depending on outdoor conditions, also features an isolation suite for the first time. This has its own air system and can therefore be used to prevent the spread of infection.

Ward Manager Andrea explained that it also offers staff flexibility. She said: "We've been using the isolation suite for autistic patients or those with special needs because it cuts out all of the noise on the ward and so can help to keep patients calm. It can also be used as a normal side room."

Andrea added: "The ward is fantastic. It's a nice, calming environment and has been designed so that everything we need is at hand. It's therefore helping with patient flow and makes us fit for the future."

Tracy Bullock, Chief Executive, said: "A visit to hospital can be a distressing time for children and so we want to make their stay as pleasant as possible.

"Our refurbished Paediatric Assessment Unit will help towards this - it's bright and welcoming and has a number of features to make our younger patients more comfortable."

Work started on the ward, which was temporarily relocated to Ward 19, in June 2016.

It is now the sixteenth inpatient area to be transformed as part of a hospital-wide refurbishment project. The Trust now plans to refurbish the remaining children's ward, Ward 17, along with the adjoining outdoor play area.

If you would like to raise funds towards the project please contact the Trust's Charity Manager on 01270 273248 or by emailing charity@mcht.nhs.uk.



Pictured above: one of the animal-themed skylights on the ward; Ward 16's refurbished corridor; Tracy Bullock and Caitlin Shaw at the opening

Maternity Service Awarded £80,000 For Training



The maternity service at Leighton Hospital has been awarded £80,000 for training that will further enhance the safety of care local women and their families receive

The Trust is one of 136 NHS organisations to receive money from Health Education England's Maternity Safety Training Fund. It will be used to provide additional training for all midwives at the hospital, as well as doctors and maternity support workers, and to purchase an advanced maternal and neonatal birthing simulator.

The simulator, known as 'Noelle', will help prepare staff and students for complex cases and also help with team building, communication skills and multi-disciplinary teaching and training.

Elizabeth Nocton, Workforce Development Lead, said: "We provide care for women and their families from the start of their pregnancy through to birth and beyond and

are committed to delivering high quality and safe care at every stage.

"We're delighted to receive this investment as it will allow us to provide staff with further training so that we can improve our award-winning services even more."

As part of the investment, all of the hospital's midwives will gain accreditation as a Newborn Life Support Provider by attending a nationally recognised Resuscitation Council (UK) course.

This training provides clear theoretical and practical instruction in the management of resuscitation at birth and will ensure all babies born at MCHFT receive the best care possible.

The £80,000 is just part of an £8m fund that has been distributed across NHS Trusts with maternity services in England.

Lisa Bayliss-Pratt, Health Education England's Director of Nursing, said: "Trusts were invited to apply for funding in 2016 and the response from service providers and partners in applying to make maternity services safer through education and training has been excellent, as well as the response from training providers to meet demand for course places.

"Thank you to all applicants and regional experts who worked hard to prepare and assess training plans. I am delighted that all NHS maternity trusts have been awarded an allocation from the fund to progress their training and safety improvements, helping to make maternity services safer for mothers and babies, and enhance their care experience."

Charity Unveils New Brand

As Mid Cheshire Hospitals embarks upon its sixth successful year we are delighted to reveal our new master brand.

The charity was formally launched in 2011 and since then has received overwhelming support from the local community, patients, visitors and Trust staff. This has meant that Mid Cheshire Hospitals Charity has successfully delivered two major fundraising appeals and collectively raised nearly £5 million, leading to significant and often life-changing differences for patients.

Charity Manager Laura Riddle states: "A decision was made by the Trustees to elevate the master brand awareness so that businesses and residents supporting Mid Cheshire Hospitals Charity would understand that they can still donate to the charity even if we don't have a live appeal."

Laura continues: "Mid Cheshire Hospitals Charity supports everyone in the community. Funds raised go to supporting Leighton Hospital (Crewe), Victoria Infirmary (Northwich) and Elmhurst Intermediate Care Centre (Winsford), which provide essential care for all ages of the family from pre-birth right through the lifespan of all individuals."

Mid Cheshire Hospitals NHS Foundation Trust staff and Governors voted on different options for a new brand identity, created over the past few months by Bare Bones Marketing in Middlewich. Almost 300 members of staff voted and the butterfly was a clear winner.

The butterfly mnemonic is used to convey the sentiment of transforming or transformation, which works on numerous levels.

Firstly, the patient is transformed through the treatment they receive. Secondly, Mid Cheshire Hospitals Charity's work helps to transform the service the hospitals can offer and, thirdly, fundraisers and supporters can transform their community through their donations. The butterfly is also reflective of the rural location of Cheshire.

We would love to hear Members' views on our new brand – please get in touch.



Pictured: Laura Riddle (Charity Manager) and Tracy Bullock (Chief Executive) with the new charity logo

Charity To Display At RHS Flower Show



Pictured above: the 'Remember Me' garden design

Mid Cheshire Hospitals Charity is very excited to be collaborating with Jane Bingham and Penny Hearn of The Cheshire Garden to create a charity garden at this year's RHS Flower Show at Tatton Park.

The garden, called the 'Remember Me' garden, aims

to raise awareness of dementia and its effects amongst the people of Cheshire and their families, along with visitors to the show. It will also support the charity's new 'Everybody knows Somebody' dementia appeal.

We are thrilled to have been awarded one of the highly coveted spots in the Future Spaces category, of which there are only three awarded by the show's organisers. Future Spaces is about creating outdoor (green) spaces for the future, tailoring future spaces to specifically suit individuals with conditions such as dementia. In the case of the Mid Cheshire Hospitals Charity garden, this is about looking back in time in order to enjoy the present and the future.

The design concept of the show garden focuses on evoking memories in order to enhance the person with dementia's experience of their environment and reduce agitation and distress. The designers have looked to create a 'home from home' outdoor space where people with dementia or a cognitive impairment can enjoy the freedom to be themselves. It aims to educate and inform visitors of the journey that someone with dementia might take.

(story continued on following page)

Visitors to the garden will experience a memory shed called the 'Room of Inklings', which contains items in glass containers such as sea shells, old seed packets, marbles and garden tools, which are designed to spark memories by representing the memories of the past and happy times during childhood. The actual planting tries to represent the potential impact of dementia – at one side of the garden the planting will be organised in large colourful drifts with memories of planting styles from the 1960s and '70s with many flowers chosen to attract butterflies including Buddleja, which gradually becomes less vibrant and disorganised, culminating mixed up wildflower meadow.

Laura Riddle comments: "I am very excited to have

our first ever charity show garden at RHS Flower Tatton Park 2017. I am very thankful to Jane Bingham and Penny Hearn for all their hard work on, and dedication to, this project.

"It is very timely for us to undertake this event with the launch of our new brand featuring a butterfly that symbolises transformation, a very relevant and important theme for our garden."

This year's show runs from Wednesday 19 July (RHS members only) until Sunday 23 July. If you would like to visit the show and experience the 'Remember Me' garden, we would be delighted to see you there. Tickets are available via the RHS website: rhstattonpark.seetickets.com/content

Well Done, Nick

We'd also like to say a huge "thank you" and congratulations to MCHFT Senior IT Technician, Nick Shaw, who completed the Virgin London Marathon on Sunday 23rd April in support of MCH Charity, raising an amazing £2,262 towards the 'Everybody knows Somebody' dementia appeal.

Pictured right: Nick Shaw with his London Marathon medal

Volunteering Is For Everyone

Mid Cheshire Hospitals is extremely fortunate to have over 300 volunteers who regularly give up their time to help our patients and staff. The volunteers are involved with helping all over the Trust. Here are a couple of the lesser known roles where volunteers play a really important part ...

Eye Theatre Volunteers

Leighton Hospital is lucky to have a dedicated team of volunteers who help to care for patients having procedures under local anaesthetic. A theatre volunteer meets the patient before the procedure begins and explains they will be there to hold their hand throughout. The patient is instructed that once the procedure starts they are to squeeze the volunteer's hand if they need anything. These volunteers provide comfort and reassurance for our patients during what can be quite a nervous experience.

Macmillan Pamper Volunteers

Our Macmillan pamper volunteers use the 'M' technique therapeutic hand massage to help patients relax as they undergo treatment.

Volunteers Judy and Sarah also apply dark coloured nail varnishes kindly donated by Boots in Sandbach. The application of dark coloured nail polish can help to preserve the nail bed in certain treatments. Additionally, the unit can offer adapted body massages and guided imagery relaxation thanks to our volunteer Complimentary Therapists.



Pictured below: Two of our pamper volunteers practicing their skills, and one of our hand holders working in theatres





A Day In The Life ...

'A day in the life ...' aims to give you an overview of the different roles in our Trust. Over future issues of **All Together** we will give you a glimpse of a typical day for particular members of our staff, from nurses and doctors to the more unfamiliar roles. This edition we meet **Cathy Samsudin and Victoria Magnall** from the **Pharmacy Aseptic Unit**, a licensed facility that provides a range of sterile medicines ready for patient use, including chemotherapy.

No two days are the same for us working for MCHFT, but let us take you through what one of our busy days can look like ...

9:00am: The phone rings. It's one of the consultant paediatricians from Ward 22 - a new baby has been born 12 weeks prematurely and is too small and too poorly to feed. This means that she will need intravenous nutrition along with drugs and infusions to support her complex needs.

10.00am: We are in discussion with a dietitian from the Intensive Care Unit. An adult patient who has just undergone extensive bowel surgery is on bowel rest and must be fed intravenously. This patient has highly individual needs because of his condition.

11.00am: We are informed that the emergency eye kit has been taken from the out of hours cupboard overnight, so we must obtain the patient details and prepare antibiotic eye drops required for them.

These are just a few examples of how the Pharmacy Aseptic Unit responds to the needs of each individual patient here at Mid Cheshire Hospitals. Once we have agreed on the products that are to be manufactured, before we make the product and assign it a shelf life, we need to check that the formulations we plan to use will be chemically stable

The shelf life we assign could be anything from a few hours to several weeks depending on the drugs that are involved. Many of the products we use need to be handled in the Pharmacy Aseptic Unit, not only because of their complexity, but also from a safety perspective, especially when it comes to hazardous drugs such as chemotherapy.

Our production team consists of specialist technicians and assistant technical officers who are hand-picked and highly trained in aseptic manipulation with excellent dexterity and a good eye for detail. They work at pharmaceutical isolators within pharmacy cleanrooms. Transfer of products into the cleanrooms takes three stages of decontamination and disinfection using specialist solutions and the isolators and rooms need cleaning daily. The production team change into specialist cleanroom clothing and maintain and monitor their aseptic skills by manipulating broth solutions and performing finger dabs onto agar plates to check for microbial contamination. Hazardous drugs are manipulated in a special isolator under a negative pressure to prevent risk of leakage or contamination.

The aseptic unit is part of the Pharmacy Department, and we hold an MHRA (Medicines and Healthcare Products Regulatory Agency) special licence. This means that products must be manufactured according to the Good Manufacturing Regulations and regularly inspected in order for us to maintain our licence.

Our pharmacist role covers many aspects, from the clinical, multidisciplinary role discussing patient needs,

product formulations and chemical stability to engineering aspects, for example looking after the isolators and the air handling unit. We line manage a team of twelve staff and are responsible for their training and continued development.

Being accountable to the MHRA and meeting their standards is always a challenge as the standards are constantly evolving and changing. Quality is built into each stage of the manufacturing process, from the staff training to standard operating procedures, documentation, audit, self-inspection, and environmental monitoring. All of these come under the heading of a quality management system. We need to ensure we adhere to all elements of this system to be assured that the products we produce are safe to use.

We enjoy our role because it is so varied and we know that we provide a valuable, highly specialised service which has a positive impact on patient outcomes.

Struggling With Stress?

Stress causes physical changes in the body designed to help you take on threats or difficulties. You may notice that your heart pounds, your breathing quickens, your muscles tense and you start to sweat. This is sometimes known as the 'fight or flight' response.

Once the threat or difficulty passes, these physical effects usually fade. But if you're constantly stressed your body stays in a state of high alert and you may develop stress-related symptoms. These can be emotional, mental, physical or behavioural.

Big life changes, even happy events like planning a wedding, can create stress. Feeling that you aren't in control of events in your life can, too. It's important to tackle the causes of stress in your life if you can. You can't always prevent stress, but there are lots of things you can do to manage stress better. Many of these are detailed on the NHS's online 'mood zone' (www.nhs.uk/moodzone). You may also benefit from trying these simple stress busters:

Be active - exercise won't make your stress disappear, but it will reduce some of the emotional intensity that you're feeling.

Connect with people - a good support network of colleagues, friends and family can ease your work troubles and help you see things differently. The activities we do with friends help us relax. We often have a good laugh with them, which is an excellent stress reliever.

Have some 'me time' - we all need to take some time for socialising, relaxation or excursive. Try setting aside a couple of nights a week for some quality 'me time' away from work.

Challenge yourself - setting yourself goals and challenges, whether at work or outside, helps to build confidence. This will help you deal with stress.

Accept the things you can't change - changing a difficult situation isn't always possible. Try to concentrate on the things you do have control over.

Name: Victoria Magnall

Role: Technical Services Manager

Background: Victoria graduated in Pharmacy from Liverpool. She went on to complete her pre-registration Pharmacist training at Royal Liverpool Children's Hospital where she became the Technical Services Manager and lead paediatric TPN pharmacist. She went on to obtain a Diploma in Clinical Pharmacy and an Msc in Pharmaceutical Technology and Quality Assurance. Victoria joined the Mid Cheshire Hospitals in August 2011 as Technical Services Manager to job share with Cathy Samsudin.

Name: Cathy Samsudin

Role: Technical Services Manager

Background: Cathy graduated from Cardiff University. She went on to complete her pre-registration Pharmacist training at University Hospital of Wales and then moved to East Glamorgan Hospital in South Wales where she undertook a Clinical Diploma. Whilst working in South Wales, Cathy was closely involved in the design and build of the Aseptic Unit in the newly built Royal Glamorgan Hospital. Due to family commitments she moved to North Wales and joined Wrexham Maelor Hospital as the Deputy Aseptic Services Pharmacist and Lead Cancer Pharmacist. Cathy joined Mid Cheshire Hospitals NHS in July 2002 as the Technical Services Manager.

As Technical Service Managers Cathy and Victoria have overseen many developments in the Aseptic Unit, including upgrading of the facilities and changing the focus of the Unit to support provision of chemotherapy to the Macmillan Cancer Unit. They are also the specialist pharmacists for the Neonatal Unit and for adult and neonatal nutrition. They are also the named Quality Assurance Managers on the MHRA license.

Help other people - evidence shows that people who help others, through activities such as volunteering, become more resilient. If you're short on time, try to do someone a favour every day.

Work smarter, not harder - working smarter means prioritising your work, concentrating on the tasks that will make a real difference. Try to leave the least important tasks to last.

Try to be positive - look for the positives in life and things for which you're grateful. Try writing down three things that went well, or for which you're grateful, at the end of each day.

If you've tried self-help techniques and they aren't working, see your GP. There are lots of other options open to you, such as guided self-help or cognitive behavioural therapy (CBT).

Notice to staff:

As a Trust, we take the health and wellbeing of our staff very seriously. If you need support, whether it's stress-related or a different work or personal matter, help is always available. Insight provides free and confidential counselling and advice for all employees and is available 24/7. To access the service just call 0800 027 7844. Our Organisation Development Team can also be contacted about coaching and mentoring.

Trust Celebrates 95% Reduction In Avoidable Pressure Ulcers



Pictured above (left to right): Kirsty Howard, Sally Mann, Jacqui Fletcher, Laura Egerton and Stefanie Mahan at the pressure ulcer conference. Pictured right: Kirsty Howard speaks to Mark Radford during a visit to Leighton Hospital



Inpatients at Leighton Hospital are safer than ever from harm following the introduction of a team focused on eliminating avoidable pressure ulcers.

The Pressure Ulcer Prevention Team formed in November 2016 and since then, thanks to a number of initiatives and the support of staff, avoidable pressure ulcers have reduced at the hospital by more than 95%.

A pressure ulcer, also known as a bedsore or pressure sore, is an injury to the skin or underlying tissue caused by pressure, friction or moisture. They can be extremely uncomfortable and in some cases result in severe harm.

Around 186,000 patients across the country develop a pressure ulcer in hospital each year, but with the right interventions for prevention and treatment the majority are avoidable.

After seeing an increase in hospital acquired pressure ulcers since 2015/16, the Trust appointed Sally Mann, Divisional Head of Nursing, to lead the newly formed Pressure Ulcer Prevention Team.

The team includes Kirsty Howard, Skin Care Specialist Nurse, and Stefanie Mahan, Tissue Viability Specialist Nurse, who work alongside Quality Matron Laura Egerton in leading the way in harm prevention.

Sally said: "Reducing avoidable pressure ulcers by 95% is an incredible achievement.

"This is not just a result of the team's work - staff from across the organisation have engaged and helped to raise awareness so that those in our care experience no additional harm."

As part of the team's work, the Trust has been taking part in the national 'React to Red' campaign, which

is committed to educating as many people as possible about the dangers of pressure ulcers and the simple steps that can be taken to avoid them.

Information boards have been placed at the end of ward bays at Leighton Hospital to remind staff how often patients need to be repositioned, and visual aids introduced for staff to keep track of harm free days in their area.

The Pressure Ulcer Prevention Team also identified 'hot spot' areas to receive intensive weekly support, engaged with a regional pressure ulcer group, and led education and training for both staff and patients.

Alison Lynch, Director of Nursing and Quality at the Trust, added: "This is not just great news for the organisation, but for our local population. Staff have shown great team work and leadership to reduce harm in our most vulnerable patients."

To celebrate the reduction, and to raise further awareness of the skin injury, the Trust held its first ever pressure ulcer conference in June 2017.

More than 100 people attended the event, which included a number of exhibitors and a motivational talk by independent wound care consultant Jacqui Fletcher.

Guests also took part in the 'Pressure Area Challenge', a national competition for NHS trusts to identify the different pressure points on the body in the shortest amount of time.

Mark Radford, NHSI's Director of Nursing for Improvement, recently visited Leighton Hospital to learn more about the team's work and other quality improvements being made at the Trust.

MEET THE TEAM ...

Inspiring Futures

Our Inspiring Futures team formed in early 2017 and their goal is to transform the way we interact with our future workforce. Since forming, the team has focused on implementing six different ways we engage with our participants, and this means that everyone who comes to us for everything from a one day work experience placement to a year long apprenticeship gets the most out of their time here.



1. Work Experience Placements

Work Experience is a placement in which a young person or adult carries out a range of workplace tasks and activities with emphasis being put on the learning aspect of the experience

It is important for us to engage with people in the local area and make sure that a variety of placements are offered in areas across the Trust, with the duration of placements ranging from one day to a whole week.

The team tries wherever possible to match an applicant's placement with their interest, but we also aim to introduce young people to careers that aren't typically associated with the NHS to try and provide our participants with a realistic and relevant understanding of the NHS and the different careers that are involved in improving our health community.

2. Apprenticeships

Apprenticeships are work-based training programmes leading to nationally recognised qualifications that are built around the needs of the employer.

Apprenticeships are on offer for both new and existing employees and are funded by the Apprenticeship Levy, from GCSE all the way to degree standard.

We promote comprehensive programmes of learning through our apprenticeship scheme that enables us to build a skilled and flexible young workforce made up of trained and motivated staff who can provide exceptional levels of service to both our patients and communities whilst developing themselves in the role.

During Apprenticeship Week in March, the team organised the Trust's first NHS Careers Fair. The event was a huge success; we welcomed over 150 visitors throughout the evening from high-school age up to professionals looking for a career change. They had the opportunity to speak to over 30 exhibitors from 20 different NHS professions.

3. Traineeships

A traineeship is an education and training programme with a work experience basis that focuses on giving young people the skills and experience that employers look for. The traineeships are on offer for those who are not in employment. Traineeships can last up to six months and include work preparation training and English

and maths support if needed.

At the end of a traineeship, there is a guaranteed job interview if a role becomes available. We also ensure to put together meaningful feedback for the trainees and help them secure an apprenticeship or employment with someone else.

4. Supported Internship

A supported internship is a programme specifically aimed at young people aged 16 to 24 who have a statement of special education needs, Learning Difficulty Assessment or an educational, health or care plan who need the extra support to move into the employment they want.

Supported internships are structured study programmes based primarily with an employer. They are intended to enable young people with learning disabilities to achieve sustainable, paid employment by equipping them with the skills they need for work.

5. Medical Shadowing

'Shadowing' is a term to describe the process of following someone around in order to gain first-hand knowledge of that person.

There are several reasons to shadow a doctor. Shadowing opportunities provide aspiring medical students with a unique insight into the life of a physician. Furthermore, most medical schools encourage pre-medicine students to have at least one shadowing experience **prior** to applying for a university place.

6. Health Ambassadors

A Health Ambassador is a qualified and experienced health worker who is willing to inspire and encourage young people to think about a career and educational opportunities in healthcare.

If you would like some more information on the courses we offer or about becoming a Health Ambassador you can contact the Inspiring Futures Team on:

01270 273661 or 01270 6128066 or email Inspiring.Futures@mchtr.nhs.uk

Visiting Us?

The table below outlines the speciality, visiting times and contact telephone number for each ward at Leighton Hospital, as well as the general numbers for Elmhurst in Winsford and Victoria Infirmary in Northwich. Please note that these details are correct at the time of printing (July 2017) and visiting times and specialities may change should reconfiguration occur after this time.

| Ward | Speciality | Visiting Times | Telephone Number |
|---|---|---|------------------|
| Ward 1 | Cardiac | 3pm-8pm | 01270 612003 |
| Ward 2 | Medical Short Stay | 3pm-8pm | 01270 612009 |
| Ward 3 | Acute Medical Unit | 11am-8pm | 01270 612034 |
| Ward 4 | General Medicine, Care of the Elderly | Open at all times | 01270 612018 |
| Ward 5 | Respiratory | 10am-4pm; 6pm-8pm | 01270 612021 |
| Ward 6 | Stroke and Rehabilitation | 3pm-8pm | 01270 612359 |
| Ward 7 | General Medicine | 3pm-8pm | 01270 612030 |
| Ward 9 | Orthopaedic | 7pm-8pm | 01270 612039 |
| Ward 10 | Surgical Assessment Unit | 3pm-8pm | 01270 612044 |
| Ward 10 | Surgical Specialties Ward | 3pm-8pm | 01270 612045 |
| Ward 11 | Surgical Ambulatory Care Unit | 3pm-8pm | 01270 273093 |
| Ward 12 | Female Surgery & Gynaecology | 3pm-8pm | 01270 612199 |
| Ward 13 | General Surgery | 3pm-8pm | 01270 612057 |
| Ward 14 | Gastroenterology | 3pm-8pm | 01270 612012 |
| Ward 15 | Orthopaedic Trauma | 3pm-8pm | 01270 612066 |
| Ward 16 | Paediatrics, 10-16 Years | Open at all times to parents / carers. Other visitors (including siblings): 2pm-8pm | 01270 612070 |
| Ward 17 | Paediatrics | Open at all times to parents / carers. Other visitors (including siblings): 2pm-8pm | 01270 612465 |
| Ward 18 | Diabetes, Endocrinology | 3pm-8pm | 01270 612051 |
| Ward 21B | Non-Acute Rehabilitation Unit | 3pm-8pm | 01270 612214 |
| Ward 22 | Neonatal Intensive Care Unit | Open at all times to parents and siblings. Other visitors: 6.30pm - 7.30pm. Only two visitors per patient at any time. | 01270 612290 |
| Ward 23 | Maternity | Partners only: 10am-10pm Other visitors (including patient's other children): 10am-8pm Only two visitors per patient at any time. | 01270 612287 |
| Ward 25 | Gynaecology Outpatients (Patrick Murphy Unit) | | 01270 612212 |
| Ward 26 | Labour Ward | | 01270 612144 |
| Ambulatory Care Unit | | Open at all times | 01270 273926 |
| Critical Care | | 12noon-2pm; 5pm-8pm | 01270 612167 |
| Elmhurst Intermediate Care Centre, Winsford | | 3pm-8pm | 01606 597630 |
| Victoria Infirmary, Northwich | | | 01606 564000 |

Other useful contact details:

- **Main Switchboard:** 01270 255141
- **Customer Care Team:** 01270 612410 / customer-care-team@mcht.nhs.uk
- **Mid Cheshire Hospitals Charity:** 01270 273248 / charity@mcht.nhs.uk

Online:

- **Website** www.mcht.nhs.uk
- **Twitter** [@MidCheshireNHS \(Trust\)](https://twitter.com/MidCheshireNHS) / [@MCHCharity \(Charity\)](https://twitter.com/MCHCharity)
- **YouTube** www.youtube.com/user/MidCheshireHospitals
- **Facebook (MCHFT)** www.facebook.com/MidCheshireNHS
- **Facebook (Jobs)** www.facebook.com/jobsatMCHFT

