



# Celebrating our first ten years

*Ten years ago, in April 2006, TEWV was created following the merger of County Durham and Darlington Priority Services NHS Trust and Tees and North East Yorkshire NHS Trust. Our aim then, as now, was to provide a high quality range of mental health and learning disability services for the people who live in our areas, and beyond.*

Since then we have expanded both geographically, taking in much of North Yorkshire, and in the number and type of services we provide.

Expanding our area has brought challenges but we have welcomed more service users and staff into the TEWV family.

We work in the community with those who need our care and expertise as well as running specialist hospitals throughout the area.

We have formed partnerships with organisations including the police and prison service to ensure mental health services are provided to those who may find themselves in challenging positions. We also run a number of specialist services such as eating disorders.

Our work covers all ages from children in crisis to the elderly and those with dementia.

Our innovative quality improvement system (TEWV QIS) is ensuring service users get the most benefit from everything we do and our research teams are looking to the future to ensure we can provide the best possible care and treatment for those most in need.

As we continue to work with more and

## TEWV at a glance

2006

**2006**

TEWV is created through the merger of the County Durham and Darlington Priority Services NHS Trust and the Tees and North East Yorkshire NHS Trust



**2010**

£74m Roseberry Park, Middlesbrough opened

**2011**

awarded first ever Research Culture Award by the Health Service Journal

**2011**

took over responsibility for all mental health and learning disability provision in Harrogate, Hambleton and Richmondshire

**2011**

opened our first regional specialist centre for adults and children with eating disorders in West Park Hospital, Darlington and West Lane Hospital, Middlesbrough



**2009**

Lanchester Road Hospital, Durham opened

**2008**

TEWV became the first mental health Foundation Trust in the North-East

**2010**

paid £18m for West Park Hospital, Darlington and became the first NHS Trust in the country to voluntarily terminate a PFI contract



**2011**

named Mental Health Service Provider of the Year by Royal College of Psychiatrists

more people in different locations we are committed to supporting our amazing staff who give the best possible care to those who use our services and help them on their recovery journey. We are also keen to celebrate their professional achievements either through our own awards schemes or by sharing their pride at winning national recognition for their work.

This brochure is our chance to look at back on some of the many highlights of the past decade, and to look to the future and what we hope to achieve in the next ten years. It has been a momentous journey, and we have faced some challenges along the way, but we are as committed as ever to ensuring we can give the right care, to the right people at the right time.

# Tees, Esk and Wear Valleys

NHS Foundation Trust



**2013**  
the redeveloped Cross Lane Hospital,  
Scarborough reopened by The  
Archbishop of York Dr John Sentamu

**2015**  
took over mental  
health services in  
seven prisons as part  
of the North East  
Prison Cluster



**2015**  
Care Quality Commission  
rate us as 'good'



**2016**  
all our sites became smoke free

2016

**2015**  
awarded Gold Standard by  
Investors in People



**2016**  
awarded the contract  
to run mental health  
and learning  
disability services in  
the York area



**2016**  
2016 completed the £13.8m  
rebuilding project at West Lane  
Hospital, Middlesbrough



**2014**  
ARCH recovery college  
opened in Durham

If you would like to become a member of the Trust  
please go to our website **[www.tewv.nhs.uk](http://www.tewv.nhs.uk)**,  
email **[tewv.ftmembership@nhs.net](mailto:tewv.ftmembership@nhs.net)** or call **01325 552314**.



# Building for the future

*One of our main aims has always been to provide the best possible care in the best possible surroundings. In the last ten years we have invested heavily in new buildings and refurbishments. Here we look back at some of the highlights.*



**All things  
bright and  
beautiful**



## Giving young people a voice

Children and young people are at the heart of everything we do at West Lane Hospital, Middlesbrough.

Our £13.8 long-term rebuilding project has created a safe environment for the assessment and treatment of young people from across the UK. Uniquely we gave young people the opportunity to have their say about all parts of the development, from facilities and

furnishings to the care they receive. Work started on this special rebuilding project at West Lane Hospital in 2013 and was completed in 2016.

The Newberry Centre, The Westwood Centre, The Evergreen Centre and the Glades provides state-of-the art education and leisure facilities, as well as comfortable accommodation, meeting spaces, therapy and consulting rooms.

## Modern care for all

We are dedicated to modernising the care we provide as demonstrated in 2013 when Bankfields Court, a £5.3m unit for people with learning disabilities, opened in Middlesbrough.

The building has transformed the care we offer with two six-bedded in-patient assessment and treatment units and six rehabilitation flats. At Bankfields Court we provide inpatient treatment for people from Middlesbrough, Redcar and Cleveland, with learning disabilities,



who have mental health problems, challenging behaviour or epilepsy. Clients, who helped plan the development, benefit from a therapeutic environment with facilities including a sensory room and activity rooms.

In 2009 we opened Lanchester Road Hospital, a 76 bed facility in a beautifully landscaped environment on the outskirts of Durham. The hospital provides accommodation for a range of mental health and learning disability services. Each of the en-suite bedrooms is on the ground floor with a window seat, most of which overlook the countryside. Each of the wards has its own enclosed garden and each unit includes communal living areas and kitchens. The light and spacious entrance opens up to a coffee shop and leads into a beautiful central courtyard with seating areas for everyone to enjoy.



## A safe place to be

Some of our service users can feel anxious and it is vital we create a calm, safe environment for them. With this in mind, we opened a specialist inpatient unit for older people with dementia and complex needs in Malton, North Yorkshire in 2013.

The £3.9m purpose-designed Springwood offers patients from North Yorkshire 24 hour care in homely surroundings. The innovative design includes internal and external wander pathways which give patients with dementia the space to walk around in safety without feeling agitated.

## Award-winning Roseberry Park

In May 2010, we opened the award-winning £75m Roseberry Park in Middlesbrough, built under the Government's private finance initiative (PFI). This mental health and learning disability development formed a key part of our plans to modernise the way services are provided. Roseberry Park is made up of a number of self-contained ward units, clustered around closed landscaped courtyards. The facilities are complemented by various activity and recreational areas with easily access to safe and secure courtyards and gardens.

We offer a range of specialist services at Roseberry Park and the therapeutic nature of art is recognised with pieces, many designed by staff and



service users, being used to great effect around the development to provide a relaxed environment. Since it was built, Roseberry Park has won a number of awards for improving the patient environment through its innovative design.



## Home is where the art is

Art plays an important role in everyday life at the £10.4m redeveloped Cross Lane Hospital in Scarborough, which was officially opened by The Archbishop of York, Dr John Sentamu, in 2013

Our investment has led to an improved standard of accommodation including a new specialist mental health unit for older people and extensive refurbishment of the adults' inpatient unit.

The unit for older people, which was planned with help from service users, carers and staff, provides care for people with needs such as dementia and depression. Artwork, chosen with the help of patient groups, features heavily and does more than simply brighten the living space. Photos of local people and places are an aid to recognition for patients and elsewhere art is used as signposting with photos of harvests and cooking on the way to the dining room.

## Improving service users quality of life



In Ripon, one of our newest builds is specially equipped to help those with complex mental health problems improve their quality of life.

The £3.6m Orchard, which opened in July 2015, provides both a specialist in-patient service and a base for staff working in the community.

The in-patient rehabilitation and recovery unit allows service users to live in a homely environment as they work towards community integration and, where possible, independence.



# Working with everyone

*In our first ten years we have won a wide range of contracts covering every aspect of mental health and learning disability care. We pride ourselves on sharing our knowledge and good practice to ensure we provide the very best care for everyone.*



## Spreading our wings

In June 2011 we were given responsibility for all mental health and learning disability service provision in Harrogate, Hambleton and Richmondshire, welcoming service users and more than 500 staff to TEWV. This was an important time for the Trust as we were able to provide services and implement our good practice across a much wider area.

In 2014 we took over three more services for North Yorkshire; the improving access to psychological therapies (IAPT) service, the vulnerable veterans and adult dependents service based at Catterick Garrison and the community eating disorders services. In 2015 we took over responsibility for mental health services in York and Selby.

## Prison partnership

Since April 2015, we have provided mental health and learning disability services in seven prisons across the region, as part of the North East Prison Cluster (NEPC) Healthcare Community.

We work with prisoners at HMP Low Newton and HMP Frankland, Braxside; HMP Durham; HMP young offenders institute, Deebolt; HMP Holme House, Stockton; HMP Kirklevington Grange, Yarm and HMO Northumberland.

We also provide services at the dangerous and serious personality disorder unit at HMP Frankland. We work with partners to provide assessment, treatment, primary care services, trauma services, psychiatry clinics, and day services such as art groups, healthy lifestyle groups.



## Approval needed

In 2013/14 the Department of Health appointed us to manage the North of England (Mental Health Act) approval panel (NEAP). Under the Mental Health Act, decisions to detain someone in hospital are agreed by at least one specially trained doctor who

is 'approved' by an expert panel. Once detained people must be allocated an 'approved' clinician. NEAP manages this approval process for the North of England and provides advice to professionals applying to come approved clinicians or Section 12 doctors.

## Specialist eating disorder centre



We opened the first regional specialist centre for adults and children with eating disorders in 2011. Specialist teams ensure inpatients get the mental and physical support they need. Dedicated chefs and kitchen facilities are provided so patients can plan and prepare food as part of the management of their condition.

The adult inpatient unit at West Park Hospital, Darlington was the first in the country to adopt a fully integrated team approach to providing physical and mental health care for eating disorders. The Evergreen Centre, our eating disorder unit for children and young people at West Lane Hospital Middlesbrough, provides a comfortable and calm environment, designed with help from young people. In 2013 we were accredited as excellent by The Royal College of Psychiatrists, as part of the Quality Network for Eating Disorders.

## Military contract

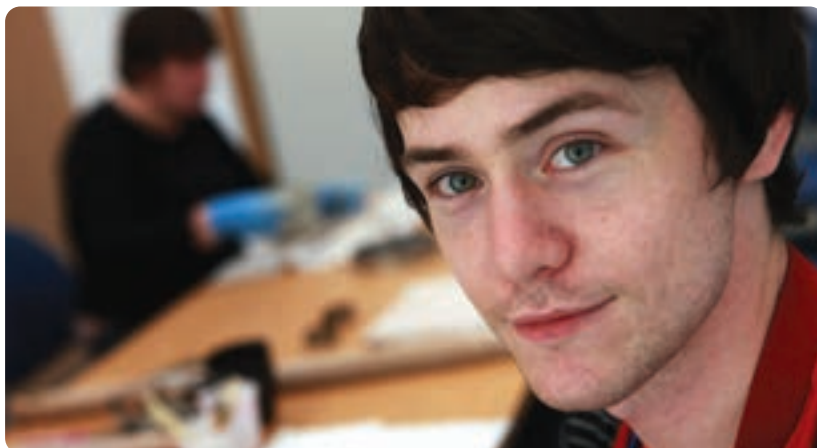


We are one of eight mental health trusts, contracted by the Ministry of Defence, to provide acute mental health inpatient services for serving military personnel.

As part of a national network of organisations, we can ensure serving military personnel who require admission are never more than two hours away from their base.

We provide our service at West Park Hospital, Darlington and have established links with Catterick Garrison to ensure patient admission, treatment and discharge is easy, safe and delivered with help from military service liaison officers and clinical staff.

## Improving care for children and young people



We have been part of the national Children and Young People's Improving Access to Psychological Therapies (CYP IAPT) programme since 2012, when we were successful along with another NHS Trust and Northumbria University in bidding to establish the North East, Yorkshire and Humber CYP IAPT Learning Collaborative. The Trust-wide CAMHS Service Transformation project, which aligns with Future in Mind and Local

Transformation Planning, works to ensure services are appropriate, accessible, effective and efficient.

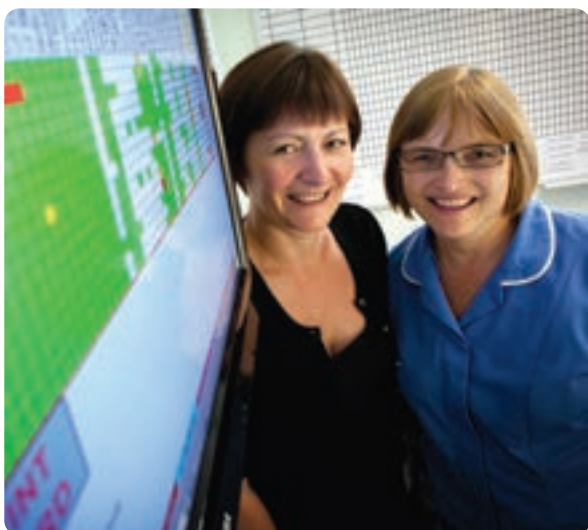
The project supports existing CAMHS services to deliver the best interventions, working with young people, their parents and carers. The service regularly talks to families and young people who have used it, or may use it, to ensure it is the very best it can be.



# Aiming to be the best

*We aim to deliver high quality services which make a positive difference to people's lives. Over the past ten years we have developed a number of ways of working to help us achieve this.*

## Quality is everything



We are now eight years in to our journey using our award-winning quality improvement system called TEVV QIS. The system helps us remove waste whilst focusing on those things that add value to our service users, their carers and the people who commission our services.

TEVV QIS puts staff at the centre of planning and implementing any changes and has led to some real successes. Our award winning purposeful inpatient admission model has reduced people's length of stay in hospital and helped promote recovery. We are building on this work with the launch of the community services programme that will look to further improve how we work with service users in the community. The success of TEVV QIS relies on training our staff to use the tools in their everyday work. We have trained more than 80 staff to be certified leaders so they can lead improvement work across the Trust. Another 270 staff have completed QIS leader training so they can lead improvement work in their area and 250 staff have completed QIS admin training. We are also training and coaching a range of organisations across the UK to help them maximise quality and reduce waste.

## Business matters

As a Trust we consistently meet our financial and other business targets. In 2010 we became the first NHS Trust in the country to voluntarily terminate a PFI contract when we paid £18m to buy out West Park Hospital in Darlington.

This decision saved the Trust £14m and gave us full control over our flagship hospital, which houses our Trust-wide head offices.

We review our strategic plans annually with the board, governors, managers and clinical leaders actively involved in decision-making. In 2011 we introduced new management and leadership arrangements to strengthen our links with local communities. This means we have people who understand the specific needs of the community as well as senior staff ensuring key decisions fit into the Trust's wider ethos and direction.







## Breaking new boundaries

High quality research underpins all our clinical services and ensures we can offer the best care to our service users. Our research and development team works across the Trust offering a variety of local, national and international research studies to service users leading to cutting edge care.

Our work with the School of Medicine and Health at Durham University shows how we embed research into everything we do. In 2010, we launched a major new research centre with the university focusing on young people's mental health. This has been recognised as an international centre of NHS-driven mental health research. More recently, we were named as the highest UK recruiter to research trials for people with dementia.

## Helping our staff to help others



Our staff are very important to us and over the past decade we have worked hard to support them. It is important that we look after staff welfare as this ultimately benefits the people who use our services. Our employee support officer gives advice and support to staff with mental health issues and we run award-winning wellbeing retreats which give staff time to reassess their lives. We also celebrate our staff with the bi-monthly Living the Values awards and our annual Making a Difference awards ceremony.

We also value our staff's professional development. In 2012, we set up a talent board to ensure we have the right number of staff with the right

skills in the right places at the right time. Initially our focus was on supporting staff in leadership and management roles but over time we have extended the approach to other staff groups. Our healthcare assistant (HCA) framework is helping new and existing healthcare assistants improve their career development. Using both e-learning and learning in the workplace, HCAs are encouraged to further their careers and benefit the service users they work with.

Our dedication to training is reflected in our psychiatry summer school which attracts students from across the UK, giving them the opportunity to find out what it's really like to be a psychiatrist.

# A host of new services on offer

*To prosper and provide the best possible care to our service users we have had to develop new and innovative ways of working over the past ten years. We make sure people get the care and support they need in the right place, at the right time.*



## On the road to recovery

In 2013 we launched our 'recovery programme'. Personal recovery is much broader than traditional clinical recovery which focuses on removing symptoms and getting back to normal. For many people recovery means finding a way of living a meaningful life within the limits of mental illness. Helping someone to recover can include assisting them to find

a job, getting somewhere safe to live and supporting them to develop relationships. In 2014, we opened the ARCH recovery college in Durham for service users, carers and staff. Courses aim to give service users the skills they need to manage their recovery and help staff ensure their practice is more recovery based.

## Veterans help

We know that the experiences people have during military service, and the move to civilian life, can sometimes trigger mental health illness. Our staff have been specially trained in military culture and mental health awareness so they can better understand and treat the mental health illnesses of people who have served in the Armed Forces. We are part of the veterans' wellbeing assessment and liaison service (VWALS) is run in partnership with Combat Stress and the Royal British Legion. It provides assessment, liaison and signposting for military veterans and their families.



## Helping people in the community

We work hard to ensure, where appropriate, service users get the care they need outside of hospital. We know that people prefer to be cared for in their own homes and this helps to maximise their quality of life so, wherever possible, we help people stay in a safe, familiar environment.

Our rehabilitation services work to help people develop the confidence and skills they need to lead as independent and socially inclusive lives as possible. Since 2011 we have seen a

reduction in the need for inpatient rehabilitation services, as we work to help more people move into appropriate accommodation including residential care, nursing homes and supported accommodation.

We also provide crisis services for adults and children to ensure those who need urgent assessment and care can receive it and are not hospitalised unnecessarily. These crisis services have seen a reduction in waiting times and admissions.



## On the beat with the police



Since we took over responsibility for services in North Yorkshire we have worked with partners and commissioners to set up much needed '136 suites' in Scarborough, Harrogate and Northallerton. These 'places of safety' are for vulnerable adults detained by the police under Section 136 of the Mental Health Act who previously had to be taken into custody for their own safety, even though they may not have committed an offence. Now they can be assessed and arrangements can be made for treatment and care. We also have '136 suites' in York and Middlesbrough.

Our street triage teams in Teesside, Scarborough and York are also working to cut the number of people unnecessarily detained under Section 136 of the Mental Health Act. When police believe someone involved in an incident has a mental illness they contact their street triage team to carry out an immediate assessment. This means those people who need care receive it quickly, and those who don't need our services are not unnecessarily detained. We also have mental health nurses working in police custody suites and courts to identify and assess mental health problems, substance misuse and learning difficulties.

## Living well with dementia

We provide specialist mental health support for older people in care homes and work with staff to help them recognise mental health issues and learn new ways to manage the symptoms. Thanks to this work, the number of care home residents who are admitted to mental health hospitals has dropped and the use of medication has significantly reduced.

The Harrogate Dementia Collaborative has led to a number of new measures being adopted including specialist dementia care

training in hospital and speeding up diagnosis. In Darlington, closer working between our liaison psychiatry staff and ward staff at Darlington Memorial Hospital is having a significant impact on dementia care and we are working closely with health and social care partners in the Durham Dales to improve care for older people. Our memory services are also making sure that people with dementia are diagnosed as quickly as possible and get the support they need.

## Working on the wards



Our acute hospital liaison teams provide mental health assessment for inpatients in acute hospitals. The service ensures patients get the right diagnosis, treatment and care and are not kept in hospital unnecessarily. Our acute liaison psychiatry teams, working across the Trust area, assesses and

develops care plans for people admitted into non-mental health hospitals, including accident and emergency, acute wards and community hospitals. The teams also help hospital staff increase their skills and competencies in the early detection of mental health problems.



# Getting it right

*We aim to provide exceptional, quality services, supporting our staff in giving people the best possible care. Our dedication has been recognised with a various national accolades as well as positive feedback from the people who work for us, our service users and their carers.*

## Award winning services



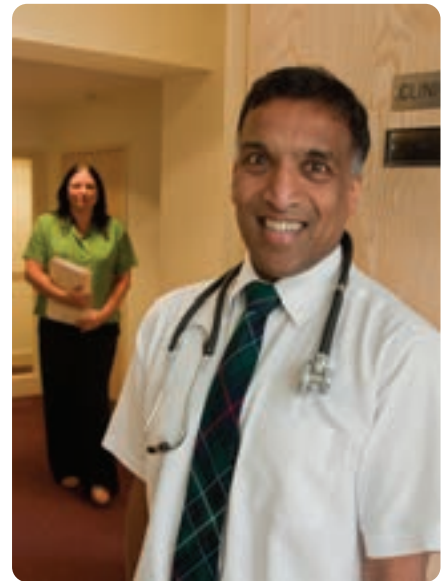
We have won a vast number of awards over the past ten years, proving our commitment to being the very best we can. In 2011 we were named Mental Health Service Provider of the Year by the prestigious Royal College of Psychiatrists (RCPsych). In the same year, we were awarded the first ever Research Culture Award by the national Health Service Journal (HSJ) for our contribution to worldwide mental health research. More recently, we were shortlisted for two HSJ awards for board leadership and staff engagement.

Many individual services, teams and staff have also won awards for their excellent work. Earlier this year, staff on Ward 15 at The Friarage Hospital, Northallerton scooped the Psychiatric Team of the Year for Working Age Adults award at the annual RCPsych Awards.

At the 2015 Positive Practice Mental Health Awards, we won two awards; Talking Changes won the award for

partnership working for improving access to psychological therapies (IAPT) in County Durham and Darlington and our CAMHS crisis and liaison team won the award for Innovation in Child, Adolescent and Young People's Mental Health. The same team had previously won the accolade for CAMHS at the Nursing Times Awards.

We are proud of all our achievements and will continue to strive for national and international recognition for everything we do.



## Going for gold

In 2015 we were awarded the 'Gold Standard' by national business accreditors Investors in People (IIP).

IIP assesses how well organisations manage and develop their staff and the gold award puts us in just 7% of accredited businesses to have gained this prestigious endorsement.

The IIP reviewers were impressed with how our staff share ideas to improve services and how we welcome feedback from service users and their families. They also highlighted our range of health and wellbeing activities for staff, such as our award-winning retreats, access to mindfulness programmes and our occupational health service



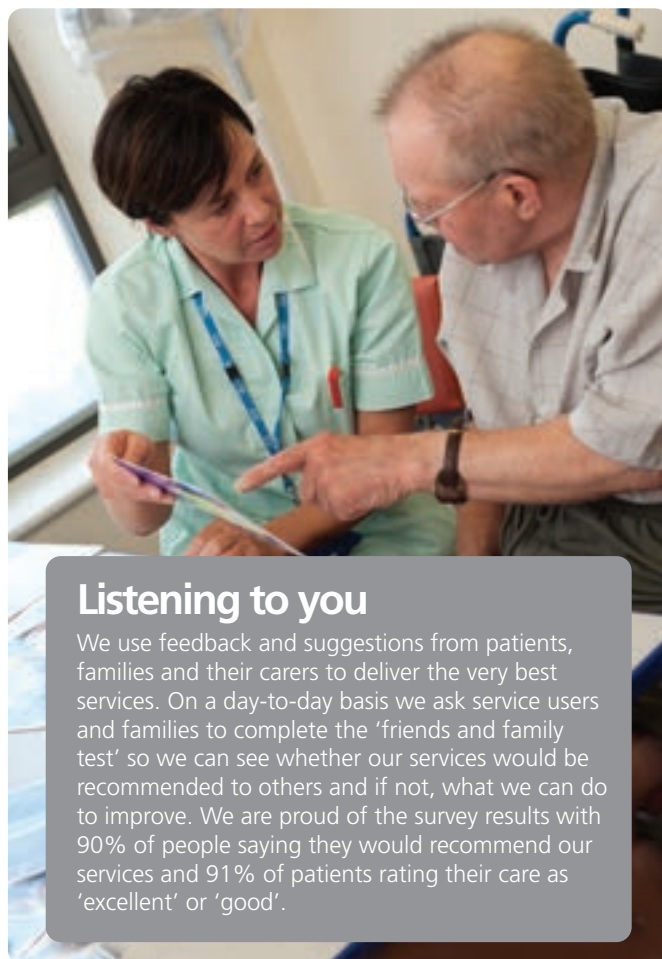
## Positive staff experiences



The NHS Staff Survey is the largest survey of staff opinion in the UK. Each year a random number of staff are invited to give their views on working for us. Over the past ten years we have had consistently good results and for the past three years we have been the highest rated mental health and learning disability trust in the UK.

These positive scores were reflected further by the Health Service Journal which named us as one of the top ten NHS employers in the country.

As well as the national survey, we use regular feedback from staff via the 'friends and family test' to improve services.



### Listening to you

We use feedback and suggestions from patients, families and their carers to deliver the very best services. On a day-to-day basis we ask service users and families to complete the 'friends and family test' so we can see whether our services would be recommended to others and if not, what we can do to improve. We are proud of the survey results with 90% of people saying they would recommend our services and 91% of patients rating their care as 'excellent' or 'good'.



## CQC – so far so good

Following our first Care Quality Commission (CQC) Trust-wide inspection, the services we provide were rated as 'good'.

We were rated as outstanding or good in 52 of 60 areas, none of our services were inadequate and the inspectors highlighted 16 areas of good practice.

The CQC also said our leadership was outstanding and support and care for patients in all areas was rated as good or outstanding.

*Dr Paul Lelliott, CQC's Deputy Chief Inspector of Hospitals, said: "TEWV provides good, and some outstanding, services to a large population. We found a committed and caring workforce that was meeting the needs of its patients."*

# Looking to the future



The first ten years of the Trust have been busy and eventful with a number of significant highlights and achievements, many of which are detailed in this special publication. Everyone involved with the Trust, from our staff and the people who use our services, to partner organisations and commissioners have contributed to our success and we would like to thank them for their contributions.

We are now preparing to face the challenges of the next ten years, and beyond. As we look to the future there are a number of key areas we will be focusing on:



**Recovery** will continue to be an important part of the work we do. We have already made significant developments and we will continue strive to ensure all the work we do is recovery-focused. We will expand our work with volunteers and peer support workers, who use their own experience of mental health to support service users and each other, in moving towards their recovery goals. We want to create paid peer worker roles within community services and continue our work to enable those who have experience of mental health

issues to help design the services of the future. We are also expanding our involvement peers programme, which allows those with experience of mental health to support our staff in self-management courses and group interventions, whilst helping us to continue to tackle stigma.

**Partnership working** is at the heart of everything we do. We recognise that GPs, acute hospitals, care homes, ambulance service and the voluntary and community sector are “partners-in-care” and we







healthcare project which supports all clinical staff and patients to take an active role in managing their physical health. We will continue to monitor and improve on the results of this project to ensure our staff and patients have good physical and mental health.

**Waiting times** - we know how frustrating it can be for people who have to wait to receive the care so they desperately need. We have significantly reduce waiting times over the past ten years and we will continue to drive down waiting times whilst giving people more choice about when they are seen.

**Our staff** are committed to providing the best possible services and it's important that we support them. None of our achievements so far, or our aims for the future, would be possible without our dedicated, caring teams. We are developing plans to improve staff health and wellbeing focusing on preventing ill health, reducing stress and building resilience so staff feel happy, empowered and able to provide the best care. These plans include expanding our employee psychology and support services, promoting well-being in the workplace and training more staff in mindfulness techniques.

We are certainly facing many challenges in the coming years but through our continued research, innovation, partnership working and the commitment and dedication of our staff we will continue to work hard to provide the best mental health care for the next ten years and beyond.

work with them to provide truly joined-up modern care. In the future we will build on our links with the voluntary sector to help us deliver the services that people want, when and where they want them. We are also developing a unique way of working with GPs; strengthening working relations, communication and learning to improve community care, ensuring people receive the best possible care and treatment, at the right time and place.

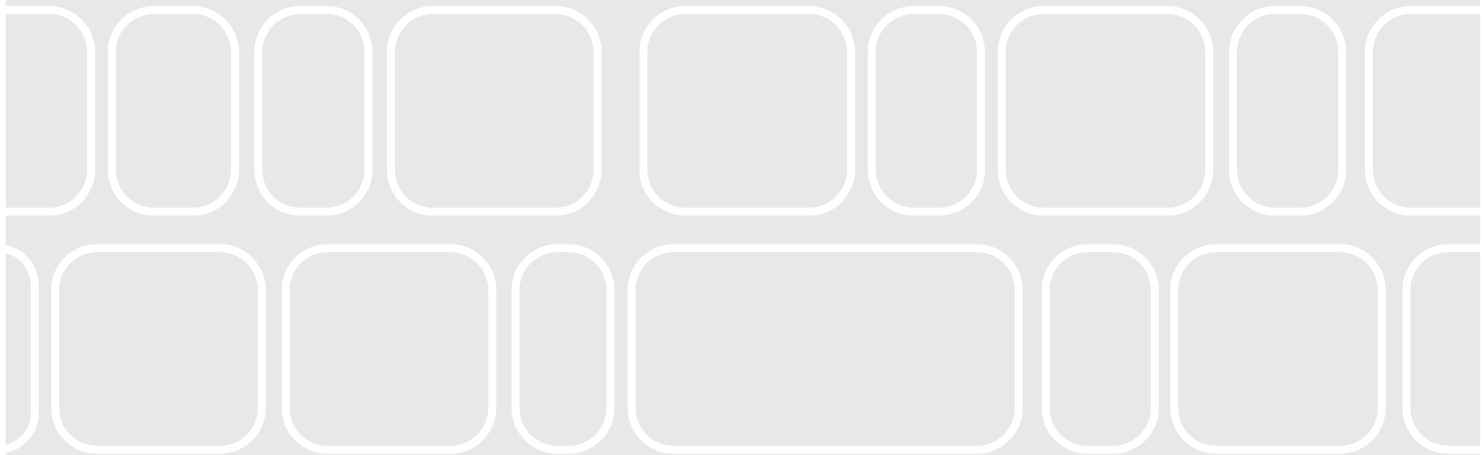
**Care at home** - developing services that enable us to support people in their homes, whenever possible, remains a key priority. We will continue to reduce the amount of time people need to spend in hospital, making sure they get care and treatment they need, when and where they need it.

**Hospital care** - for those people who are admitted to hospital, the quality of the environment is extremely important. We have some of the best inpatient facilities in the country and work to modernise our facilities continues. As well as improving existing facilities we are keen to build new hospitals and care facilities. We are involving local people in plans for a new hospital for York, due to open in 2019 and we are awaiting planning permission for a preferred site for a new hospital in Harrogate.

**Physical health** - the Royal College of Psychiatrists has highlighted the need to address inequalities experienced by those with mental health problems in the prevention, assessment, diagnosis and treatment of physical health care problems. We have invested in a physical

**Colin Martin**  
Chief Executive





For more information about the Trust and how you can get involved  
visit our website

[www.tewv.nhs.uk](http://www.tewv.nhs.uk)