



Tees, Esk and Wear Valleys
NHS Foundation Trust



Our *superstars*

The Making a Difference Awards 2018 is our chance to celebrate the excellent work which takes place across the Trust, and to thank staff for their dedication, care and compassion. The Trust is very fortunate to have so many great staff who go out of their way to improve people's lives, embodying our values in everything they do.

This year's awards showcase some amazing people and work, and we are very proud of everything that we achieve across the Trust. We would like to thank you all for your continued commitment and contribution. Thank you.

Colin Martin
Chief Executive

Lesley Bessant
Chairman

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Clinician *of* the YEAR

A nurse, psychiatrist, psychologist or other healthcare professional who has excelled in their role and delivered high quality services that make a real difference to service users and their carers.



Denise Teasdale

WINNER

Denise Teasdale

Clinical lead nurse, Scarborough

Denise is the inspirational anchor of her team and has excellent leadership qualities, always encouraging staff to think outside the box. She is open to new ideas and ways of working, always supporting and educating the team and sharing her knowledge across North Yorkshire.

HIGHLY COMMENDED

Samantha Taylor

Clinical lead nurse, forensic services, Middlesbrough

Samantha was nominated by three patients and was praised for always being there for them. She is easily approachable, trustworthy, popular and outgoing. Patients feel able to laugh and cry with her and she is always on hand to help them through difficult situations.



Samantha Taylor

FINALISTS

Esther Birkby

Specialist occupational therapist, Middlesbrough

Superstar Esther embodies the Trust's values on a daily basis and has an amazing impact on service users' lives. Through the group she runs, she has helped countless socially isolated people feel that their lives have meaning and purpose.

Valentina Short

Nurse consultant, Durham

Valentina is enthusiastic and compassionate. She works with others to provide quality care whilst remaining committed to the wellbeing of her colleagues. She has made a significant difference to the lives of service users and carers by promoting a recovery-focused culture.

Healthcare support *EMPLOYEE of* the YEAR

For support workers in our clinical services who have excelled in their role and delivered high quality services that make a real difference to service users and their carers. Including healthcare assistants, therapy assistants, housekeepers and other non-qualified staff.



Diane Smyth

WINNER

Diane Smyth

Support worker, HMP Holme House, Stockton on Tees

Diane is a strong, knowledgeable and determined advocate for the men she works with at the prison, giving them time and understanding and supporting their recovery. She is the embodiment of what a caring, compassionate and innovative mental health worker should be.

HIGHLY COMMENDED

Jean Croft

Healthcare assistant, Scarborough

Jean supports people who have a learning disability. She was nominated for the work she's done alongside a service user who was diagnosed with cancer. She showed real compassion and understanding to help ensure they received the appropriate treatment.



Jean Croft

FINALISTS

Michelle Blenko

Support worker, Darlington Police Station

Michelle's commitment has been recognised by managers, service users and carers alike. She has consistently demonstrated excellence in patient centred care and exceeded the expectations of her role to provide the best possible support to service users.

Patricia Brown

Community support worker, Malton

Described as a breath of fresh air, Trish has a natural ability to engage with the most complex people and is often asked to mentor colleagues in care homes and private care agencies. She has the courage to speak out and make a difference if she feels someone's voice is not being heard.

Clinical Team of the YEAR

For outstanding teamwork in a clinical area, presented to a team that consistently demonstrates a can do approach in implementing change or introducing new services or ways of working.



Rapid prison transfer assessment service

WINNER

Rapid prison transfer assessment service HMP Durham

These two teams have worked together to improve care and support for prisoners who are mentally unwell. Clinical staff and prison officers have worked together to reduce unnecessary admissions to hospital and lengths of stay. Feedback has been extremely positive.

HIGHLY COMMENDED

Access to mental wellbeing team York and Selby

This team has worked hard to help people who have historically fallen between primary and secondary mental health services. The team has made significant improvements. They've introduced new practices and remained flexible to ensure patients are seen more quickly.



Access to mental wellbeing team

FINALISTS

Sandpiper ward Roseberry Park, Middlesbrough

The ward has been praised for its homely and supportive atmosphere. Staff have a positive approach, which helps service users believe in themselves and their recovery. Trauma informed care is also helping service users understand themselves and their issues.

Mental health services for older people, organic team Redcar and Cleveland

This outstanding and enthusiastic team has been involved in lots of quality improvement work, with outstanding success. Recent highlights include keeping complex and unwell patients out of hospital and helping to improve their mental health at home.

Non-clinical Team of the YEAR

Outstanding team work in a non-clinical area, presented to a team that consistently demonstrates a can do approach in implementing change or introducing new services or ways of working.



Ridgeway security and training team

WINNER

Ridgeway security and training team Middlesbrough

This team is always on hand to offer specialist support for patients with complex needs and high levels of aggression. They are responsive, compassionate and professional in their approach to their challenging work and have a huge positive impact on the lives of service users.

HIGHLY COMMENDED

The medical education team

This hardworking team is caring and encouraging to both the service users and to the medical students themselves, who they hope to inspire to specialise in psychiatry. They are dedicated to their role in education and their nomination was supported by a number of service users.



The medical education team

FINALISTS

Gardening teams County Durham and Teesside

These unsung heroes are dedicated to providing welcoming green spaces at Trust properties, not to mention keeping roads and paths clear from snow and ice. They have also developed sensory gardens for patients and provide internships for young people with learning disabilities/autism.

Professional nursing and education team

This committed team helps make sure the Trust keeps up to date with rapid changes in nursing standards, ensuring the Trust remains at the forefront of nursing. They offer invaluable support to all student nurses and those starting out in their careers.

Non-clinical services *EMPLOYEE of the YEAR*

For non-clinical staff in recognition of the excellent work they do behind the scenes to support front line services. Individuals who have excelled in their role and delivered high quality services that support our clinical services to provide better care.



Joanne Allick

WINNER

Joanne Allick

Accounts clerk, Roseberry Park, Middlesbrough

Joanne was nominated for the support she gives to service users to manage their financial affairs, helping to reassure those with anxiety. This has included working with a local bank to develop a unique and much valued service for forensic inpatients.

HIGHLY COMMENDED

Izzy Clayton

Clinical lead nurse, forensic services, Middlesbrough

Izzy showed extraordinary support and care for a man with Down's Syndrome during his work experience with her team. Without any formal experience of working with people with learning disabilities, she succeeded in making a real difference to this man's life.



Izzy Clayton

FINALISTS

Emma Walton

Recovery programme project support, Lanchester Road Hospital, Durham

Described as superwoman, Emma provides an essential project support and administration role within the recovery programme. She is driven by a desire to make services better. Staff, external consultants and experts by experience rely on her to get tasks done and are never disappointed!

Alison Cook

Domestic assistant, Lanchester Road Hospital, Durham

Alison provides a welcoming, thorough and customer-focussed service. She does a first class job, treating everyone with courtesy, empathy, respect and dignity. She always has a smile for visitors and her positive can do mentality is demonstrated on a daily basis.

Volunteer *of the YEAR*

For an individual or team who has shown outstanding commitment and exceptional contribution to the service they support. It is for anyone who volunteers their time and effort to support the Trust.



Child and adolescent mental health services participation group

WINNER

Child and adolescent mental health services participation group

Scarborough

These four young people have helped come up with ideas to improve services. They support and encourage each other and have grown in confidence. They've worked hard to improve services, using their own experiences to make a difference for other young people.

HIGHLY COMMENDED

Sophie Nixon

Volunteer at Huntington House, York

Sophie is an integral member of the reception team and a much appreciated friendly face to those who visit. She goes out of her way to help and care for clients. She recognises those that need extra support (or a hot chocolate!). Sophie is a real asset to the team.



Sophie Nixon

FINALISTS

Pete Brown

Volunteer driver for Teesside

Pete is an exceptional volunteer who gives up his time to support carers, family and friends to visit their loved ones in hospital. Without his commitment many service users would not enjoy regular visits. He is also a great listener and conversationalist who brightens up people's journeys.

Ian Alderson and Rosie the therapy dog

Volunteers at West Park Hospital, Darlington

A visit from Rosie can really brighten up a patient's day, not to mention putting a smile on the faces of staff. Ian has spent time training Rosie to adapt to every situation and she is extremely intuitive. Their visits have a real positive impact on both patients and staff.

Outstanding *initiative* - CLINICAL

This award showcases best practice and innovation. Presented to a clinical team or individual who has successfully implemented a new or improved service or delivered a successful project.



WINNER

The FOCUS initiative group leads Scarborough

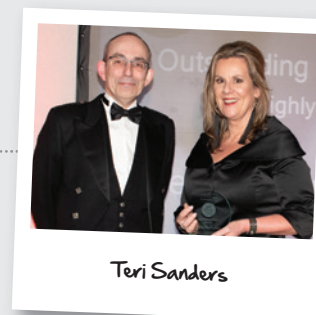
Service users were involved in the design of this innovative service, which was set up to help people who go to a number of different services because they feel their needs aren't being met. It puts service users at the centre of care decisions and has significantly improved individual lives.

HIGHLY COMMENDED

Teri Sanders

Safe Haven project, York

Teri was nominated for her hard work in setting up the new Safe Haven service in York. She listened to the ideas of service users and worked with different organisations to make this a reality. The Safe Haven is now somewhere service users can go for support before they are in crisis.



FINALISTS

Teesside all age liaison and diversion team

This team was nominated for the excellent work they've done in suicide prevention for perpetrators of child sexual exploitation. They've worked closely with the police to provide intense support to individuals. The team has applied to York University to pursue research in this area.

Children and young people's autism assessment team County Durham and Darlington

This creative team developed and piloted an innovative autism assessment process, reducing waiting times and assessment completion times. The average wait has reduced from 119 to 26 weeks and the target is now 12 weeks. Feedback from families has been extremely positive.

Outstanding *initiative* - NON-CLINICAL

Non clinical best practice and innovation. A team or individual who has successfully implemented a new or improved service or delivered a project with a positive impact on front-line services.



WINNER

Volunteer project, older people's mental health services

Teesside

This unique training course for the South Asian community is run by the Trust, Nur Fitness and Middlesbrough community learning services. As a result, more women are volunteering or working for the Trust, and our staffing demographic is more reflective of the local communities.

HIGHLY COMMENDED

Autism strategy project team

Putting people with autism at the centre of services is central to this team. They have demonstrated the vision, ambition and leadership required to provide mental health services that meet the needs of people with autism, helping them lead fulfilling and rewarding lives.



FINALISTS

Mental health services for older people, leadership team Teesside

This team has been described as deserving a medal for their innovative approach to talent management and appraisal plus. They believe that if staff have meaningful talent management conversations, they will provide better services. Feedback from staff has been extremely positive.

Yvonne Liddle Pop-up library

The popular pop-up library brings the Trust's library resources and staff expertise to outlying areas of the Trust, reaching colleagues who don't normally use the service. Last year 2,500 books were issued and 150 literature searches were conducted for staff.

People's choice AWARD

This award is chosen by public vote. It celebrates an individual or team who has gone the extra mile to help and support, recognising their care and compassion.



Durham and Darlington liaison and diversion team

WINNER

Durham and Darlington liaison and diversion team

This team face daily challenges, often working alone in the community and managing complex situations. In an effort to tackle high levels of staff turnover and sickness the team introduced a range of initiatives which have dramatically improved staff wellbeing and patient care.

HIGHLY COMMENDED

Redcar child and adolescent mental health service

This team rose to the challenge of improving staff wellbeing and resilience; developing service user participation; raising awareness of mental health issues in young people and strengthening links with partner agencies. They have been involved in some fantastic events with resounding success.



Vicky Brown

FINALISTS

Tina Profitt

Clinical nurse specialist, Stockton on Tees

Described as a true leader and inspiration to all nurses, Tina received six nominations. During her 30 year career she has always gone above and beyond, putting the patient first, acting as their advocate and ensuring they receive the highest quality care. Her huge heart, empathy and warmth are loved by everyone she works with.

The autism strategy project team

Up for their second award, this team is working hard to help provide mental health services that meet the needs of autistic people. Non-clinical and clinical staff have worked alongside service users and carers to develop autism awareness training and adjusted care pathways.

Chairman's award *for* EVERYDAY excellence

Chosen by the Trust chairman, Lesley Bessant, this award recognises a loyal, committed and flexible member of staff who can always be relied on.



Emma Walton

WINNER

Emma Walton

Recovery programme project support

This superwoman has implemented quality improvement methodology to support the team, overseen the training and recruitment of peer roles and supported the expert by experience programme. Emma is driven by a desire to make services better and is the glue that keeps the team together.

HIGHLY COMMENDED

Polly Harrison

Community psychiatric nurse, Whitby

Polly was nominated by a service user for the difference she's made to this lady's family. She supported them through a very difficult time, helping the individual to get back into the community through volunteering. She believes "everyone should have a Polly".



Polly Harrison

FINALISTS

Jenny Forge

Consultant psychiatrist, Durham

Jenny worked with a service user's parent to set up a parent support project, which has helped hundreds of parents and won national awards. She recognises the family's role in a young persons' recovery and has helped others develop the skills and confidence they need.

Andrew Bull

Associate practitioner, child and adolescent mental health services, Durham

Andrew is an unsung hero whose thoughtful, caring nature is appreciated by everyone. He has a real enthusiasm for helping young people. Andrew recently encouraged youngsters to build and race a soapbox go-kart to help them develop their skills and build their self-confidence.



Let's celebrate!



