



Gloucestershire Health and Care  
NHS Foundation Trust

# With you, for you

NEWSLETTER / NOVEMBER 2019



*Enter  
To Win*

TICKETS TO SEE BRIT  
AWARD-WINNERS  
BLAKE AT CHELTENHAM  
TOWN HALL

## Forest Hospital

New site unveiled.

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## IPS Launch

Herefordshire's new  
employment service.

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## Working Together

to provide better care for our  
communities.

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# Welcome to Gloucestershire Health and Care NHS Foundation Trust

This newsletter contains useful information about our new organisation, as well as stories from service users, patients and colleagues, which highlight why all the hard work we have put into the formation of our new Trust is so important. We hope you find the newsletter informative and interesting.

## A welcome message from Ingrid Barker and Paul Roberts

We are starting an exciting new chapter for physical health, mental health and learning disability services.

We have merged for a purpose. There is increasing evidence that communities and service users are best supported by better joined up services.

By coming together as one Trust, we can address the inequalities people with learning disabilities and mental illnesses face in accessing physical health care, and the challenges people with long-term physical health conditions face in accessing support for their mental health. We know we can provide **better care together**.

We know it will take many months, if not years, for us to fully transform services and provide the joined up mental and physical healthcare services our communities want and need but, as some of the stories in this newsletter demonstrate, we are already making strides in the right direction.

As well as providing what we hope will be useful information about the new organisation, this welcome newsletter also focusses on the people we serve and the innovative and transformational work that our colleagues do.

Inside, you'll find stories both from service users and patients, and from teams who have been working together to great effect.

To us, these stories are the essence of why we have formed this new Trust and are truly



inspirational in driving how we will develop the organisation.

They are just a small cross section of the potential opportunities and benefits of joining up.

We strongly believe that coproduction – with our service users and patients, our colleagues and our members – is the way to develop joined up services that will help challenge and address the barriers that some people experience when trying to access healthcare.

**We hope you enjoy reading this newsletter and thank you for your continued support.**

Ingrid Barker  
Chair

Paul Roberts  
Chief Executive

# Hundreds of pupils learn lifesaving skills



More than 500 school children in Gloucester learnt lifesaving resuscitation techniques as part of Restart a Heart Day.

Our clinical trainers visited Barnwood Park, Sir Thomas Rich’s and Ribston Hall schools to give students a 30-minute course in cardiopulmonary resuscitation (CPR). Every student had their own practice manikin to work on, and were taken through an interactive video by resuscitation trainers, with additional help from students from the University of Gloucestershire.

Resuscitation Trainer Stuart Haile said: “Anyone who has had a cardiac arrest needs immediate help – calling 999 is a great first step, but the chances of survival double if someone then starts immediate CPR. It’s a brilliant skill to have, and it’s great to be able to pass it on to all these young people.” Restart a Heart Day is a national campaign organised by the British Heart Foundation.

For more information and resources visit:  
[www.bhf.org.uk](http://www.bhf.org.uk)



## Get in touch

We welcome your ideas, thoughts and suggestions. Please contact the communications team:

☎ 0300 421 7142

✉ [ghccomms@ghc.nhs.uk](mailto:ghccomms@ghc.nhs.uk)

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## NHS discounts for members

Don’t forget that, as a member of our Trust, you are able to access NHS discounts, through the Health Service Discounts website.

1. Visit [www.healthservicediscounts.com/register-1](http://www.healthservicediscounts.com/register-1)
2. Fill in your personal details and choose a password
3. Under “membership type” select “Foundation trust member”
4. Then click on “join free”

## Our aims

Our merger is aimed at providing an improved quality of services, better service experience, enhanced support for carers, and greater access to services. We want to improve parity of care, have a better understanding of comorbidity, and increase our focus on community health, wellbeing and prevention. We can support the 'whole person' better and make referrals simpler and easier, and provide a better range of support for our communities, as well as for our commissioners and local health partners.

Our merger supports the aims of the **NHS Long Term Plan**, which is a plan for the NHS to improve the quality of patient care and health outcomes. The plan focuses on building an NHS fit for the future by:

- enabling everyone to get the best start in life
- helping communities to live well
- helping people to age well

The plan has been developed in partnership with frontline health and care staff, patients and their families. It will improve outcomes for major diseases, including cancer, heart disease, stroke, respiratory disease and dementia.

The plan also includes measures to:

- improve out-of-hospital care, supporting primary medical and community health services
- ensure all children get the best start in life by continuing to improve maternity safety, including halving the number of stillbirths, maternal and neonatal deaths and serious brain injury by 2025
- support older people through more personalised care and stronger community and primary care services

## Did you know?

Our new Trust has a workforce of approximately **5,200** colleagues – even more if you include bank staff and locums.

Our colleagues work out of more than **160** premises – some owned by us, some rented and some owned by other organisations we work alongside.

People with long-term physical health conditions are **two to three** times more likely to experience mental health problems.

People with bi-polar disorder or schizophrenia have a life expectancy 15 – 20 years below that of the general population. Their premature deaths are not due to their mental health condition, but due to physical health conditions.

**38%** of people with a learning disability died from an avoidable cause, compared to **9%** in a comparison population of people without a learning disability.

**40%** of people with a learning disability report difficulty using health services, compared to **18%** of the general population.



## Volunteers thanked at tea party



More than 100 of our volunteers and experts by experience came together for our volunteers' tea party. Certificates were presented to thank everyone for their hard work and the time they give to the Trust, and everyone enjoyed their afternoon tea alongside a number of inspiring presentations.

## New Reflective Space at Wotton Lawn

Patients and visitors to Wotton Lawn Hospital, in Gloucester, have a new quiet space for meditation, reflection or prayer to help their recovery. Bishop of Tewkesbury, Robert Springett, and Imam Hassan of Gloucester's Masjid-e-Noor Mosque were guests at the official opening, along with stained glass artist Liz Falconer, who created a piece of artwork for the space.



Matron Gary Dodson said: "Admission to hospital can be a difficult time and it's important that we have a holistic approach to the care that we deliver.

"We are very privileged now to have a dedicated space where people can practice their spiritual beliefs, or spend time to reflect."

Along with comfortable seating and soft lighting, there is storage for books and texts, with Iman Hassan presenting the hospital with an English translation of the Qur'an to add to the library.

The stained glass artwork was commissioned thanks to a donation to the hospital from the family of a patient on Abbey Ward, which provides care to residents primarily from Stroud and the Cotswolds.



## Site announced for new community hospital in the Forest of Dean

We have announced the site for our new community hospital in the Forest of Dean, following a year of joint work with Cinderford Town Council.

The Trust plans to acquire and build on the Collingwood Skatepark and Lower High Street Playing Field in Steam Mills Road, Cinderford, a site which will put the new hospital close to the town centre and make it as accessible as possible whether travelling by car or by public transport.

Last August, a Citizens’ Jury recommended Cinderford as the location for a new community hospital for the Forest of Dean, building on a prior series of engagement and consultation exercises with residents, colleagues and stakeholders.



Angela Potter, Director of Strategy and Partnership, said: “This is an exciting milestone which brings us a step closer to our vision of a modern, purpose-built hospital for the Forest of Dean.

“Working in partnership with the town council and Forestry England we believe we have found an excellent site and one which best suits the needs of the people of the Forest, in line with the recommendations of the Citizens’ Jury.”

## Council of Governors

Our current public Trust Governors, and their constituencies, are:

Stephen McDonnell	– Cheltenham	June Hennell	– Stroud
Vic Godding	– Cheltenham	Mervyn Dawe	– Stroud
Kate Atkinson	– Cotswolds	Josephine Smith	– Tewkesbury
Jenny Hincks	– Cotswolds	Bren McInerney	– Tewkesbury
Simon Smith	– Forest of Dean	Cherry Newton	– Herefordshire
Stephen Wright	– Forest of Dean	Miles Goodwin	– Herefordshire
Said Hansdot	– Gloucester	Mike Scott	– Greater England
Craig Pryce	– Gloucester		

To find out more about our Council of Governors and read meeting agendas and minutes, please visit [www.ghc.nhs.uk](http://www.ghc.nhs.uk)



The next Council of Governors meeting is on 21 January, 10.15am – 12.45pm. Please check our website for location.

# Herefordshire Services Update

Discussions have been taking place over the past year on the future delivery of mental health and learning disability services in Herefordshire. <sup>2</sup>gether began providing these services in 2011 and they have continuously improved and developed since that time. In recent years, however, the trend has been for NHS services to be provided on a regional basis, and this is reflected in the NHS Long Term Plan through the development of Sustainability and Transformation Partnerships and Integrated Care Systems. Gloucestershire falls into the South West region and Herefordshire into the Midlands and East. Trying to work efficiently and effectively across these two regions has proved very challenging, particularly in the context of the size of our contractual arrangements in Herefordshire. We have been considering whether the requirements to work within two regions is sustainable if services are to be supported as they should be. At our Board meeting in September, after considering a number of factors, our Board decided, with a heavy heart, to recommend to Herefordshire Clinical Commissioning Group (CCG) that they support us in moving

the delivery of Herefordshire services to Worcestershire Health and Care NHS Trust (WHCT). WHCT provides community physical health, mental health and learning disability services across Worcestershire and are a provider only operating in the Midlands and East. Our Board feels this will be more sustainable and our values drive us to ensure that the needs of our service users and carers come first. The services we provide in Herefordshire are excellent and colleagues there are delivering high quality care that we and our commissioners are quite rightly proud of. We are committed to ensuring they continue to be provided and enhanced in the years ahead.

Herefordshire CCG's Board has reviewed and accepted our recommendation. In view of this, steps are being taken to transfer service delivery from April 2020 and we will be working with service users, carers and our staff to ensure a safe and supportive transfer of responsibilities by this date. If you have any questions, please email [ghccomms@ghc.nhs.uk](mailto:ghccomms@ghc.nhs.uk) or visit our website for the latest updates.

## Volunteer transforms Oak House garden

A volunteer gardener has transformed the garden at Oak House, our 10-bed residential rehabilitation unit in Hereford. Joe worked alongside staff and service users over a six month period to turn the completely bare garden into an oasis of peace and calm.

Before volunteering, Joe had little experience of NHS mental health services but was keen to learn more. He said: "My experience at Oak House was one of a warm, friendly, welcoming atmosphere, in which I felt very relaxed. This enabled me to enjoy engaging with the gardening project and working alongside everyone. It was truly inspiring."

## Employment service launches in Herefordshire

National NHS funding has been awarded to our Trust to work in partnership with charity Landau, to support people who have experienced serious mental ill health back into employment in Herefordshire.

The scheme is voluntary and aims to remove some of the barriers people may face when trying to get back into work. Landau's employment specialists will be working directly with service users alongside the Trust's clinical teams.

## Our values and behaviours

Our Trust values underpin everything we do and have been developed through a process of co-creation with colleagues, board members, Governors, service users and Experts by Experience. Overall we engaged with more than 2,600 people, ensuring the values are truly representative both of those who work for the Trust and those who use our services.



Our values are:

working together | always improving | respectful and kind | making a difference

From this we have developed our behaviours - guiding principles for how we are with the people who use our services, families, carers, partners and each other.

Feedback from those involved included:

"The positivity of so many teams was super to see."

"The focus on the people who use services and working for great care was striking in all the sessions I did."

"This is the start [of the values work] not the finish."

"No-one seemed much interested in a set of values that exist only on paper. They want them to feel real in the way we do things together with service users and carers, and in the way we do things together as staff."

Linda Gabaldoni, Head of Leadership and Organisational Development, and Jane Melton, Director of Therapies, said: **"We'd like to thank all those who were involved in creating our values for their hard work and enthusiasm. Through this work, we have created values which will shape the future of the Trust and underpin everything that we do."**



**MOVEMBER®**

Our fathers, partners, brothers and friends are facing a health crisis, yet it's rarely talked about. Men are dying too young. We can't afford to stay silent.

Movember are the leading charity changing the face of men's health. Visit [uk.movember.com](http://uk.movember.com) to find out more.

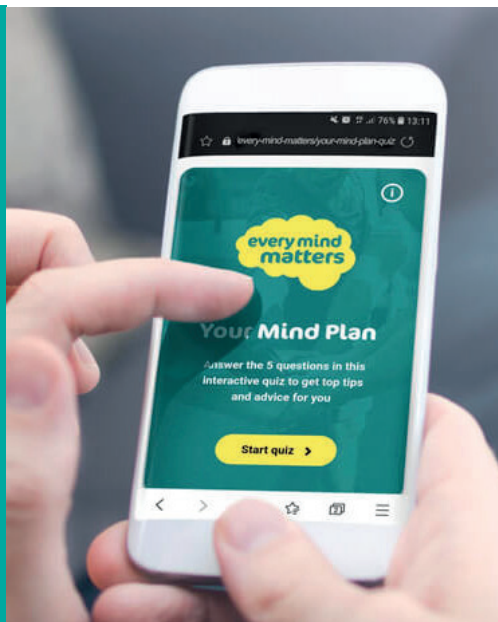


## Every Mind Matters campaign launches

We are supporting Public Health England's Every Mind Matters campaign. It is a way of empowering people to manage and improve their mental health, and support others in doing the same.

Every Mind Matters shows people the simple steps they can take to be better prepared for life's ups and downs. The new platform, which has been endorsed by the Royal College of General Practitioners (RCGP), will enable people to create a personalised action plan recommending a set of self-care actions to deal with stress, boost mood, improve sleep and feel in control.

To discover simple steps for a healthier mind, create your bespoke action plan at:  
[www.everymindmatters.co.uk](http://www.everymindmatters.co.uk)



## Learning Disabilities Conference

Gavin Harding MBE was the keynote speaker at our Better Care Together Learning Disabilities conference, held in Gloucester on 2 October.

Gavin has a learning disability and is an advisor to NHS England as well as former mayor of Selby.



The conference focussed on inclusion, opportunity, learning and celebrating achievements. Our co-chairs were Tim Heaven and Jan Marriott, Joint Chairs of the Gloucestershire Learning Disabilities Partnership Board. The event included sessions on access to dental services, reasonable adjustments and health inequalities, making things Easy Read and an opportunity to talk to organisations which support people with learning disabilities to get into work and training.

Kingfisher Treasure Seekers then spoke about a project with Gloucestershire Police, who have recruited people with learning disabilities as Police Cadets. Some of the cadets attended to speak about their experiences.

# Our Board of Directors



The Board of Directors is legally responsible for the strategic day-to-day operational management of the Trust, its policies and its services. Members of staff and the public are invited to attend all Board Meetings. There is an opportunity to ask questions, and agendas, minutes, and details of when and where meetings are being held are published on our website.

Our Board is made up of Executive Directors and Non-Executive Directors.

Executive Directors are full time, with direct responsibility for the day-to-day running of the organisation.

Non-Executive Directors are not full time and their responsibilities are different. They are recruited from a wide range of backgrounds, including, for example, financial services, business, or clinical disciplines. The Non-Executive Directors ensure the Board acts in the best interests of patients and the public. Acting as critical friends, they hold the Board to account by challenging its decisions and outcomes. They also help the Board to formulate strategies, by bringing independent, external perspectives. Ultimately, a Non-Executive Director must be satisfied that the trust has financial and operational integrity.

## Who's Who

- 1 Ingrid Barker, Chair
- 2 Paul Roberts, Chief Executive
- 3 Amjad Uppal, Medical Director
- 4 John Trevains, Director of Nursing, Therapies and Quality
- 5 Sandra Betney, Director of Finance and Performance
- 6 John Campbell, Chief Operating Officer
- 7 Neil Savage, Director of Human Resources and Organisational Development
- 8 Colin Merker, Managing Director of Herefordshire Services
- 9 Helen Goodey, Director of Locality Development and Primary Care
- 10 Angela Potter, Director of Strategy and Partnerships
- 11 Maria Bond, Non-Executive Director
- 12 Marcia Gallagher, Non-Executive Director
- 13 Graham Russell, Non-Executive Director
- 14 Jan Marriott, Non-Executive Director
- 15 Sumita Hutchison, Non-Executive Director
- 16 Duncan Sutherland, Non-Executive Director

# GHC People



## Nicola Dowdeswell

Community physiotherapist for Working Age Adults, Gloucester Recovery and Assertive Outreach Teams

**Length of time in current role:** 3 years

**What I love most about my job:** I love making a difference to people's lives to maximise their independence. I love that every day I am able to work with creativity and in collaboration with other teams and wider community to enable service users to access and engage in regular physical activity for positive wellbeing.



## Arthur Neild

IT Project & Telephony Support

**Length of time in current role:** 3 years

**What I love most about my job:** Visiting the numerous different sites and services across our Trust to discover how they work, and what our team could do to help and improve this with technology. Meeting people is great, and getting out and around sites helps to see the difference we can make.



## Caroline Halford

Immunisation Team Lead

**Length of time in current role:** 2 years

**What I love most about my job:** The best thing about the job is that I have an amazing team. We laugh together and cry together and we have grown into an amazing service. We should be aiming for a gold standard service – sometimes it may be silver, but I won't settle for anything less! I love the job, it is brilliant and I wouldn't change it for anything in the world.



## Becky Shaw

Children's Safeguarding Administrator and Ladies Class 3 British and National Autograss Champion.

**Length of time in current role:** 3 years

**What I love most about my job:** I love coming into work knowing that it is going to be different from the day before. The work that comes to us is always varied with different cases, and I am always learning something new.



## Ruben Cayuelas Franco

Community Dementia Nurse in Herefordshire

**Length of time in current role:** 6 years

**What I love most about my job:** I really enjoy working with patients and their families and making a difference. I also enjoy working actively with GPs, improving clinical skills.



## Cherie Mollentze

Single Point of Clinical Access Clinician

**Length of time in current role:** 7 months

**What I love most about my job:** I love being able to liaise with multi-disciplinary teams in order to get the best outcome for a patient, and this job also allows me to follow a patient's journey through from the first referral onwards. I am lucky enough to work with a supportive and encouraging team too!

# Working together

Teams have already been working together to show what can be achieved when we join up physical, mental health and learning disability care. Here are just a few stories of some of the inspiring work already taking place.

## Rapid Response and Charlton Lane Hospital

Charlton Lane Hospital, in Cheltenham, provides specialist assessment, treatment and care for older people with functional mental health problems and people with dementia. Rapid Response is a team of advanced practitioners, who provide hospital ward-based care in a patient's home.

Both teams share a goal of being able to treat patients in a familiar environment, without any added distress of moving them or admitting them to hospital.

### How they work together

Charlton Lane has used Rapid Response several times over the past year across all three wards. This has included the delivery of IV antibiotics, which prevented hospital admission for one patient, and support with using a syringe driver for another patient. Rapid Response is able to provide: a timely response; advanced assessment; new patient testing facilities; rapid initiation of treatment; equipment to treat a patient at home; regular monitoring; and training to the wider community team.

### What next?

- Integrating the current Deteriorating Patient Policy;
- Rapid Response moving into Pullman Place, in Gloucester, to work more closely with clinicians;
- Looking at an option to provide short-term Day Care to keep acutely confused patients safely in their home;



- The potential to expand the crisis service for dementia patients; and
- Training and ongoing support in recognising and treating a deteriorating patient.

## Let's Talk and Cardiac and Pulmonary Rehabilitation Services

Let's Talk wanted to improve access to psychological therapies for people with pre-existing health complaints, while Gloucestershire Respiratory Service and the Cardiac Rehabilitation Service were keen to make their services more integrated.

### How they work together

Statistics show that people with long-term physical health conditions are two to three times more likely to experience mental health problems. About 40 per cent of people with depression and anxiety disorders will also have a long-term health condition.



The evidence shows that not treating underlying depression or anxiety may lead to a range of adverse effects.

The teams have been working together for some years, but wanted to integrate. It was also identified that a similar approach could be beneficial for those attending the Cardiac Rehabilitation course. The teams planned and executed joint psychoeducational sessions that include a focus on anxiety, building on successful work that had already been undertaken. The courses have been codesigned, incorporating patient feedback.

One change was to combine physical and emotional aspects into the topic “managing breathlessness”. They now continue to meet and review the joint sessions.

## What next?

Wider joint working, and how they can both understand each other’s subject matter better. They have also involved development teams and the Clinical Commissioning Group to look at further joint working. One idea may be to embed a Let’s Talk therapist into the respiratory service.

## Complex Care at Home

The Complex Care at Home Team supports people with complex needs to continue living in their own home. The team is multidisciplinary and includes specialist general nurses from a variety of backgrounds, social care staff, mental health nurses, wellbeing coordinators, therapists, physios, occupational therapists, dieticians, dementia nurses and housing. It helps people improve their resilience, poor health and limited knowledge of self management techniques and can help delay the onset of any complications.

They consider the clients’ physical, emotional and mental health needs taking a holistic

approach. They work with those who are frequent attenders or users of services, supporting the patient and the family. They have seen many successes, including a man who came to the service with very low mood.

He was identified as having cognitive problems and they worked to ensure timely assessment and treatment options. His family were really pleased with the outcome and with the support received.

Another patient had been referred to the team because sectioning was being considered, due to her dementia and unwillingness to interact with healthcare professionals

A team member worked with her at her own pace, building a rapport, and discovered that she had a passion for music. Through this, she was able to engage with services and receive treatment and support, without needing to be sectioned.

The team applies its wide range of skills to patients, including case management, where patients have multiple inputs from a variety of services.

They also use health coaching to identify a patient’s meaningful goals and what matters most to them.

The team has really benefitted from learning about each other’s specialities, as well as being able to run ideas and concerns past each other.

## What next?

- Continue to run drop-in cafes in Cheltenham and Gloucester, which encourage patients to socialise.
- Developing a Dementia Pathway to align both services, with the focus on timely diagnosis and access to services for patients referred.

# Our Services On A Page



## Inpatient Services

3 Hospitals, 3 Recovery Units and 1 Inpatient Learning Disability Unit

 **215**  
beds



## Community Services

- Adult and Older People Community Mental Health Services
- Assertive Outreach Teams
- Community Learning Disability Teams
- Recovery Teams



## Countywide and Specialist Services

- Accommodation
- Alexandra Wellbeing House
- Better2Work
- Criminal Justice Liaison
- Crisis and Home Treatment Team
- Early Intervention
- Gloucestershire Recovery in Psychosis (GRIP)
- Eating Disorders
- Let's Talk - Improving Access to Psychological Therapies (IAPT)
- Memory Services
- Mental Health Acute Response Service (MHARS)
- Mental Health Liaison
- Perinatal Mental Health
- Research and Development
- Section 136 Suites
- Severn & Wye Recovery College
- Social Care/Approved Mental Health Professionals
- Working Well



## Children and Young People Services

- Children and Young People Service (CYPS, Gloucestershire)
- Child and Adolescent Mental Health Service (CAMHS, Herefordshire)



## Support Services

- Administration
- Communications
- Estates
- Finance
- HR
- Information Team
- IT
- Project Management
- Secretariat
- Service Experience
- Social Inclusion Team
- Training



## Community Hospitals and MIU

7 Hospitals, all with Minor Injury and Illness Units (MIU)

 **196**  
beds



## Community Services

- Community Nursing Services
- Occupational Therapy
- Physiotherapy
- Reablement and Referral Centre



## Countywide and Specialist Services

- Care Home Support
- Dentistry
- Falls Assessment and Education
- Homeless Services
- Integrated Community Team
- Macmillan Next Steps
- MSK Physiotherapy
- MSKCAT Outpatients
- Outpatients
- Podiatry and surgery
- Sexual Health and Sexual Assault Referral Centre (SARC)
- Specialist Nursing (i.e. Diabetes, Respiratory and Heart Failure)
- Speech and Language
- Stroke Services
- Urgent Care
- Wheelchair Services



## Children and Young People Services

- Complex Care
- Community Nursing
- Occupational Therapy
- Physiotherapy
- Speech and Language
- Health Visiting
- Neonatal Hearing
- School Nursing



## Support Services

- Administration
- Clinical Effectiveness
- Communications
- Estates
- Finance
- HR
- IT
- Performance and Information
- Project Management
- Workforce Development

## Our new branding

### Our new logo

Our new logo includes the trusted NHS lozenge and our new name – Gloucestershire Health and Care NHS Foundation Trust.



**Gloucestershire  
Health and Care**  
NHS Foundation Trust

### Abbreviation for our trust name

The agreed abbreviation for our Trust name is GHC.

### Our new visual style

Our visual style helps us differentiate ourselves from other local NHS organisations. Each circle represents one of our values and the circles are brought together by our strapline 'with you, for you'.



The strapline was suggested by a colleague at one of our values workshops. It is a succinct and powerful expression of what we are all here to do, whether we are caring for patients or in a support service supporting colleagues.

### Our logo for Herefordshire services

Our services in Herefordshire have their own logo. As our new organisational name is Gloucestershire specific it could cause confusion to those using Herefordshire services.



**Herefordshire Mental Health and  
Learning Disability Services**

We have therefore created a service logo for Herefordshire. This logo is always used with the textual statement 'Services provided by: Gloucestershire Health and Care NHS Foundation Trust' so it is clear who is accountable and responsible for the service.



**The Cheltenham Trust is offering two tickets to  
Blake: Christmas Classics, at Cheltenham Town Hall  
on Tuesday 10 December.**

Blake, the BRIT award-winning trio, will perform timeless Christmas songs including 'Have Yourself A Merry Little Christmas', 'Let It Snow' and 'White Christmas' in a spectacular evening of outstanding music. Expect funny stories and a 'virtual duet' with Dame Shirley Bassey.

To enter, please send your name and contact details to [ghccomms@ghc.nhs.uk](mailto:ghccomms@ghc.nhs.uk) or by post to Communications Team, Edward Jenner Court, 1010 Pioneer Avenue, Gloucester, GL3 4AW. The closing date for entries is **30 November**.

# Final word...



Wellbeing Coordinator **Tracy Smith** shares her experiences of working in mental and physical healthcare.

**What inspired you to become a wellbeing coordinator?** I worked on a hospital ward and felt quite sheltered. I would see people brought in who didn't need to be in hospital and instead wanted to see people in their own environments.

**Where did you study?** I started as a healthcare assistant at Charlton Lane Hospital in 1988 and have done all my training on the job.

**What do you like most about your job?** The time I can give to people, to build a rapport and for them to trust me, and the judgements and suggestions I make about their care. People really open up.

**Describe your role in five words:** Rapport, taking time, autonomy, teamwork.

**What was the last book you read?** Ant Middleton's autobiography.

**What is your most memorable experience in your role?** Having the confidence in myself to move on from my role at Charlton Lane after so many years and to push myself out of my comfort zone.



Community Dementia Matron **Kath Hodges** talks about her role and what inspires her.

**What inspired you to become a dementia matron?** I care for my mother who has dementia, so becoming a dementia matron was partly based on personal reasons. I also wanted to return to clinical practice and was excited to have the opportunity to join a newly formed team.

**Where did you study?** I qualified from Gloucester College of Nursing in mental health nursing in 1988.

**What do you like most about your job?** The diversity and the ability to be creative with families, working at their pace to achieve their goals.

**Describe your role in five words:** Meaningful empowerment, advocacy, supporting risk.

**What was the last book you read?** Take Nothing With You by Patrick Gayle

**What is your most memorable experience in your role?** Setting up the Mental Health Inreach team at Gloucester Prison in 2003. It was brilliant.

