



Gloucestershire Health and Care
NHS Foundation Trust

With you, for you



MEMBERSHIP NEWSLETTER – SPRING 2022



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Welcome

Welcome to the membership newsletter for Spring 2022, during what continues to be both a challenging and extremely busy time for the Trust.

Recently we have received planning permission for the new community hospital in the Forest of Dean, hosted inspectors from the Care Quality Commission in Urgent Care and had our full CQC Inspection announced, and helped launch a major new website for mental health support for young people called On Your Mind Glos.

In addition there have been accolades for Employment Services, Food Standards and the Community Diabetes Service and an award for digital group activities at Tewkesbury Hospital. We'll have more news on the CQC visit, as well as a look at the upgrades to Stroud Hospital next time.

Oliver McGowan Mandatory Training in Learning Disability and Autism trial

This training trial is named after Oliver McGowan, whose death in 2016 highlighted the need for health and social care staff to have better training in learning disabilities and autism.



It forms part of a national commitment to develop a standardised training package. Gloucestershire Health and Care NHS Foundation Trust (GHC) was one of only four national partners selected to co-design and co-deliver the training for groups of health and social care staff as part of a national pilot.

All of the training has been fully co-designed and co-delivered with people with a learning disability, autistic people, family carers and people working within learning disability and autism services.

The eight-month trial, which launched in Gloucestershire on 1 April 2021, is currently in the evaluation phase.

The Department for Health and Social Care will use the recommendations from the evaluation to inform a wider rollout when the final training package becomes mandatory across England in 2022/23.



Get in touch

We welcome your ideas, thoughts and suggestions. If you would prefer to get your newsletter by email, please let us know. Please contact the communications team:



0300 421 7142



ghccomms@ghc.nhs.uk

CQC Inspection of Urgent and Emergency Care Services

Our Minor Injury and Illness Units were inspected by the Care Quality Commission in November and December 2021, along with the Emergency Departments at Gloucestershire Royal and Cheltenham General Hospitals. They also inspected both the emergency operation centre and the emergency ambulance service at South Western Ambulance Service NHS Foundation Trust, the independent NHS 111 service and out of hours service run by Practice Plus Group, and adult social care services in the area.

The inspectors were impressed by many elements of our MIUs, including the fact

that staff treated patients with compassion and kindness, respected their privacy and dignity, took account of their individual needs, and helped them to get better.

They also noted good management practices, safe provision of services, and that people could access the service when they needed it and did not have to wait too long for treatment. Where inspectors identified areas for improvement, we have already or will be implementing the improvements in the very near future.

The full report can be read on the CQC website.

How our MIUs can help you

Minor Injury and Illness Units can treat a wide range of conditions, including sprains, minor fractures, wounds and burns, ear ache, skin problems, eye conditions, sore throats and more. We encourage patients who need to be seen in one of our MIUs to contact us prior to attending by ringing **0300 421 7777**. You can also ring **NHS111** to find out which MIU is best able to meet your needs. Parking at all MIUs is free and you can pre-book an appointment over the phone to reduce your waiting time.

If you have an urgent or emergency health issue and need immediate help, you should always ring **999**.

SIGN OF THE TIMES



Nicola Shilton of the Partnership and Inclusion Team has been teaching officers at Barton Street Police Station some basic sign language.

Nicola, whose daughter is profoundly deaf, wanted officers to have a basic understanding of British Sign Language as effective communication can really make a positive difference.

BIG HEALTH DAY

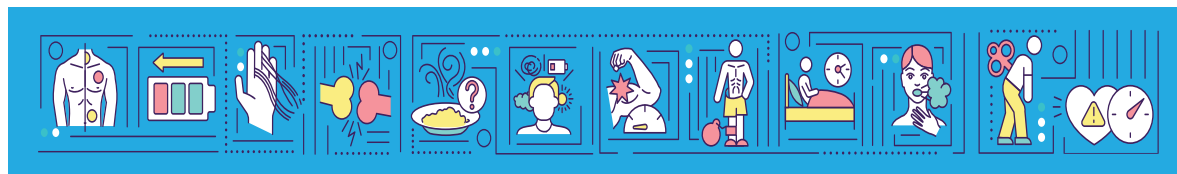
is back in 2022



The Trust's annual Big Health Day will be back as a live event in 2022 following two years of interruption due to Covid. The event will be on Friday 17 June 2022 at its recent regular venue at Oxstalls Sports Centre in Gloucester. It is an all-day event of inclusive sport and activities aimed at people with learning disabilities as well as physical disabilities.

Now in its 14th year, the event regularly attracts hundreds of people over the course of the day and features activities from circus skills and crafts to tennis and trampolining.

Post Covid Syndrome Service



In March 2021, a new multi disciplinary team was launched to support people experiencing Post-Covid syndrome. Since then more than 780 people have been referred and we continue to receive in the region of 60 new referrals, primarily from GPs, every month.

The team is made up of a GP, an Occupational Therapist, Physiotherapist, and Psychologist and support is given through online digital platforms, group education and one to one sessions.

While the service cannot promise a 'cure' because Post-Covid syndrome is a long running condition, they can help people to

manage their symptoms and maintain their daily living activities.

People affected by Post-Covid syndrome might be experiencing fatigue, breathlessness, mental ill health and many more symptoms which have an impact on their work, school and family life.

If you think you have Post-Covid syndrome, please speak to your GP and ask them to refer you.

Further information is available at www.ghc.nhs.uk or via yourcovidrecovery.nhs.uk.

Planning Permission Granted for new Community Hospital in the Forest of Dean



We are delighted to have been granted planning permission for a new community hospital for the Forest of Dean.

The decision was made by Forest of Dean District Council's Planning Committee on Tuesday 8 March (subject to there being no objections raised by Natural England within their consultation period).

The Trust can now move forward with plans for the construction of the new hospital on the playing field at Steam Mills Road, in Cinderford, and re-provision of the skate park currently on the site.

Angela Potter, Director of Strategy and Partnerships at the Trust, said: "An enormous amount of work, energy and thought has gone into the development and planning for a new community hospital in the Forest of

Dean so I'm excited that we have reached another major milestone in this journey.

"Our aim has always been to develop 21st century facilities to house services which meet the needs of the community in the Forest of Dean, and a modern, new hospital will have an important role to play in achieving this objective.

"I would like to thank Trust colleagues who have been working incredibly hard to move this project forward. We are also grateful to everyone who has taken part in dialogue, engagement and consultation about the hospital over the last few years."

Preparatory work on the hospital site has already started. Building work is expected to start in the summer.

Launch of On Your Mind Glos

We've been working alongside young people and local partners to develop a mental health support finder to help those up to 25 years of age to easily access support, help and resources to feel more in control.

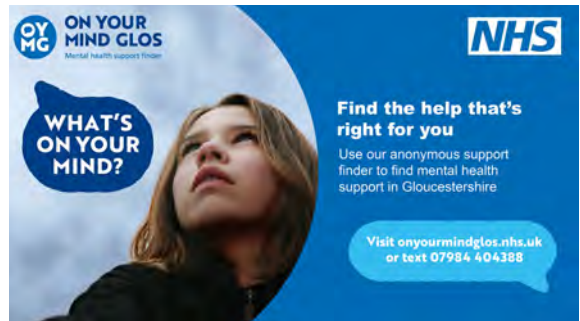
We know that the Covid-19 pandemic has impacted the lives of children and young people across Gloucestershire and that some young people will be dealing with multiple pressures during this time.

As members of the One Gloucestershire partnership, Gloucestershire Clinical Commissioning Group, our Trust and Gloucestershire County Council have worked alongside voluntary sector organisations, children and young people and other health and social care stakeholders to co-produce the On Your Mind Glos (OYMG) website. It provides easy to access support information and was launched to coincide with Children's Mental Health Awareness Week in February.

The website comprises a mental health support finder that can be accessed by the site or by text, a directory of trusted local mental health services, self-referral access to many NHS services in the county as well as self-help resources.

Helen Ford – Programme Director- integrated ICS, NHS Gloucestershire Clinical Commissioning Group:

"We know that asking for help with mental health can be a challenging first step.



"The support finder and text support options makes this easier by asking a series of questions which guides children and young people with the support options available to help.

"The site will be further developed using feedback from children and young people who use it and we hope that it will prove a useful resource for years to come."

Mel Harrison – Service Director, Integrated CYPS Directorate, Gloucestershire Health and Care NHS Foundation Trust:

"The website is much more than just a support finder and has lots of information about different kinds of mental health conditions and symptoms. It details the support we provide in the NHS, as well as that of TicPlus and Young Gloucestershire and other organisation that work with us to support children and young people locally."

OYMG can be accessed in one of two ways, via the website

www.onyourmindglos.nhs.uk or by texting **07984 404388** by anyone living in Gloucestershire, up to the age of 25.

The support on the website is confidential.

OYMG Mural



On Your Mind Glos commissioned local artists to create a wall mural to celebrate the launch of On Your Mind Glos, as well as raising awareness of Children's Mental Health Week.

Andy 'Dice' Davies is the Founder and Director of the Cheltenham Paint Festival. An accomplished artist who paints in a variety of mediums, he has worked for the likes of Sky Arts, Arsenal FC, Killing Joke and Internationally acclaimed composer and musician Jaz Coleman. He said:

"Young people have been through so much over the last 18 months. I know they've

really struggled without their usual support networks. Not being able to see family and friends, go to school and on holidays and have no fun days out to look forward to was difficult. I sincerely hope this mural will lead anyone who needs help to find the support they need."

Jussura Nazare, young artist and designer of the mural and poster artwork for the launch of On Your Mind Glos said:

"This piece is about making the unseen, seen, heard and expressed by those around the city. This project is about destigmatising mental struggles and giving a voice to young people the community as a way to help them find support for the hidden struggles we all experienced at some point or are learning to live with."

The mural can be found at Cheltenham Brewery with a QR link to **onyourmindglos.nhs.uk**

Volunteers add 175 trees to Cirencester Hospital grounds



The Trust was grateful for the work of volunteers from Moore Allen & Innocent who were at Cirencester Hospital in early February to bring some added life to the site. As part of their 175th anniversary celebrations, the Cotswolds-based Auctioneers, Valuers and Property Agents decided to plant 175 trees in the hospital grounds.

They cleared the area for planting on a warm day in November last year and have been back to get the trees into the ground, guided by groundsman Andre. Nicky, Mark, Shelbie, Mark and Roy were on the morning planting shift with five new volunteers taking over in the afternoon. They are also planning to add a commemorative seat to the hospital grounds in memory of a colleague.

Care Quality Commission Announces Plans for full Inspection

The Care Quality Commission has announced plans to carry out a full inspection of our Trust. CQC inspections are a much valued element of working together to deliver good patient care.

We have been expecting a full Trust inspection as part of being a newly merged Trust. Sadly, the Covid Pandemic has understandably delayed CQC inspection programmes in the last two years.

Now that CQC have restarted their inspection programme they have informed us that they

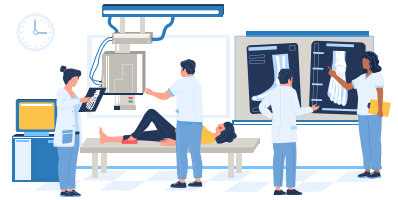
will be inspecting the Trust as follows:

- Week beginning April 25, 2022 – an inspection of core services over 1-2 weeks
- May 24 and 25, 2022 – a two-day Board Well Led provider level inspection

Our Trust is looking forward to the visit by CQC inspectors and the opportunity to showcase the great care and excellent services we offer.



Cirencester Hospital Upgrade and Refurbishment of X Ray Provision



X-ray facilities at five of the county's community hospitals are being upgraded. The upgrade work, which started in February, is aimed at improving image quality by introducing more up to date technology.

The programme has been agreed with the radiology service at Gloucestershire Hospitals NHS Foundation Trust and is being carried out in three phases:

- Phase One – February to April 2022 – will involve one X-ray room at Cirencester Hospital and one at Stroud Hospital (with the service continuing to be operational from the remaining rooms at both sites)

- Phase Two – Planned for April/May 2022 – will involve the X-ray rooms at North Cotswolds Hospital and the Vale Hospital
- Phase Three – Planned for June/July 2022 – will involve the X-ray rooms at Tewkesbury Hospital and the second room at Cirencester Hospital

We plan to minimise service disruption as far as possible, ensuring an appropriate level of local diagnostic support is provided to Minor Injury and Illness Units, the community hospital wards, outpatient services and primary care partners.

Working Together Plan

Our Working Together plan sets out how we listen to, involve and work with people and communities we serve. It was produced by working with our Trust colleagues, Governors, Members, partners and Experts by Experience.

Our ambition is to have a Trust-wide culture of working together with the people and communities we serve. Our aims are to:

- Inspire each other by working together to make improvements that matter and make a difference to everyone we serve.
- Include everyone by making it easy for all people and communities to have

their say, get feedback and be involved in ways that suit them.

We already have strong foundations in working together. For example, in 2020 to 2021 we received feedback from 18,292 Friends and Family Tests.

We also worked alongside 145 Experts by Experience – people who have used our services – on recruitment, service evaluation, staff training, research and in sharing stories both within the Trust and with local groups and the media.

There is always more we can do. To read our Working Together plan in full or to get involved, visit www.ghc.nhs.uk.

Employer Inclusivity Award for our Individual Placement and Support (IPS) Employment Services Team



We're proud to announce that our IPS team has been recognised for the great work that the team is doing to make a transformational difference in our local community. The GEM Project aims to engage with and support individuals within Gloucestershire who are currently dealing with circumstances that are potentially causing barriers to work and move them closer towards education, training or work, including self-employment. This programme is managed by Gloucestershire Gateway Trust on behalf of Gloucestershire County Council.

Their Inclusive Employer award aims to recognise businesses in Gloucestershire which lead by example by offering apprenticeships and employment opportunities to people who face barriers to work.

Lead Employment Specialist Kenneth Kwogyenga is delighted: "I think our team's composition embodies inclusivity by not discriminating against anyone for either their physical health or mental health capabilities. Furthermore, we do approach employers to engage in employment

opportunities for our clients and it is only fair that we do as stated on the tin by being inclusive ourselves. The proof of the pudding is in the eating.

"I believe this award will immensely lift the morale and enthusiasm of the team to keep working hard and it will hopefully resonate well with the entire Trust for us achieving this".

The team was presented with their awards at an informal breakfast celebration held at Gloucester Services on Wednesday 23rd March.

Our Director of HR & OD Neil Savage said: "Huge congratulations to Kenneth and the IPS Employment Services Team for winning this great award. The team makes a real difference to widening access and helping remove barriers to employment. Winning the award speaks volumes about how Naomi, Kenneth and the team really do deliver at a local level on our People Strategy commitments to providing a workplace that has great culture, values and behaviours alongside a keen focus on equality, diversity and inclusion."

Lions' gift to Tewkesbury Community Hospital in Memory of Jean



People wishing to remain by the bedsides of poorly loved ones at Tewkesbury Community Hospital can now stay overnight in comfort, thanks to the generosity of Cheltenham Lions Club.

Members of the local charity presented the hospital with a fold-up bed for relatives and loved ones to sleep in when staying with patients who are very unwell. The bed has been donated in memory of lifelong Tewkesbury resident and Lions Club member, Jean Gold, who sadly passed away in February this year.

Jean was a well-known and much loved member of the Tewkesbury community. She volunteered at local venues such as the Roses Theatre and Tewkesbury Abbey for many years, was a prolific fundraiser and very active member of Cheltenham Lions Club.

Her daughter Victoria Gold said: "Mum loved Tewkesbury – she was right at the heart of the town. She was always fundraising and collecting money to give back to the

community. One of her favourite fundraising activities was co-ordinating the town's annual Easter egg hunt. She was very passionate about the hospital in particular, and donated so much to help its staff and patients over the years."

Alex Bryce, Treasurer for Cheltenham Lions Club, said: "Jean was our representative for Tewkesbury and a Lions Club stalwart for many years – she even gained her 25-year pin.

"At her funeral Jean's family asked for donations for Cheltenham Lions Club in lieu of flowers. We knew how much Tewkesbury Hospital meant to Jean, so we approached Lisa (Cook) to ask what the hospital really needed, and she and her colleagues came back with a 'wish list' of things that they identified a real need for."

The hospital's Senior Administration Assistant Lisa Cook said: "This bed is a real godsend. At the moment relatives wanting to sleep by their loved ones' bedsides are having to do so on a mattress on the floor – which is far from ideal.

"It is so much nicer for them to be able to lie in comfort next to a loved one in their final days, and not on a mattress on the floor.

"We are very grateful to Victoria and her family, and Cheltenham Lions Club, for this very generous gift. It will make a real difference to so many patients and their families."

Digital Coconut Shy wins RITA Award for Tewkesbury Hospital

A digital coconut shy contest organised at Tewkesbury Hospital has won staff there a bronze medal for group activities in a national scheme.

Occupational Therapy Assistant April Atherton entered the RITA awards, run by My Improvement Network. They are the creators of the Reminiscence Interactive Therapy Activities (RITA) device, a touchscreen unit designed to help entertain and stimulate people with a memory impairment.

April set it up in the hospital day room as a way of getting patients to socialise and have fun as well as participating in lunch club.

She said: "I used RITA with three patients, two of whom had a diagnosis of dementia. They played the coconut shy game and got quite competitive – it was good for hand-eye co-ordination and great to see them enjoying themselves! That's the case study I used for the award, but I'm using it three or four times a week.

"We've played penalty shoot-outs, it will play old films and also video and clips and news from the 60s and 70s – I showed a patient a short clip with old dresses and hats and someone baking a cake – those kinds of clips are great as they give people options for conversation."

Out of date PPE donated to Cheltenham Animal Shelter

The GHC stock management team recently donated some of the Trust's out of date PPE to Cheltenham Animal Shelter. The team wanted the stock to be put to good use rather than being disposed of through expensive waste management processes.

Nick Bond, Locality Stock Coordinator, delivered the stock to the shelter last week and they were delighted to receive the donation. They even brought Bob the Pug out to say thank you. With the encouragement of some tasty treats, Bob was even happy to pose for a photo.



The items donated included 5,000 face masks, 15,000 gloves and 400 aprons. During the visit Nick also got to meet lots of other furry residents, all of which were very cute!

For more information about Cheltenham Animal Shelter visit www.gawa.org.uk

Colliers Court Garden Improvements



The team at Colliers Court, Cinderford is starting up a gardening project for the people they support and are asking for donations to help make this a reality.

The team are hoping that the project will improve the gardens and outside areas at Colliers Court to create a therapeutic environment for staff and visitors to enjoy. West Locality Community Service Manager Jonathan Thomas explains: "We plan to create an environment where people with mental ill-health can spend time within a

group or one-to-one. They will be working in the gardens, with a variety of plants and flowers, including vegetables.

"The idea being that it will allow people to enjoy the outdoor space whilst feeling secure within the activity. It will also bring people together and improve health, wellbeing and social skills, self-esteem and confidence. It will help the overall health and wellbeing of staff and others using the gardens as they will have more contact with nature.

"We are looking for any donations that will help us. Already we have managed to get a green house and collected tools from the local recycling centre. If anyone has any unwanted pots, seeds or anything you think might be of help to us they would be very welcomed!"

Please contact Jonathan Thomas on:
07876 565318 or email:
jonathan.thomas@ghc.nhs.uk

Community Diabetes Service receives 'Gold Standard' Seal of Approval



Our Community Diabetes Service is celebrating the news that its patient education programme has received the 'gold standard' seal of approval from the Quality Institute for Self-Management Education and Training (QISMET), having recently completed its triennial reaccreditation process.

QISMET is an independent not-for-profit body that supports self-management education providers and commissioners to "achieve the highest possible quality service for people living with long-term health conditions". It provides accreditation of self-management education interventions against two best practice Quality Standards: QIS 2020 and SS2Q.

QIS 2020 is the 'gold standard' for the self-management education sector, and has been designed to assure the delivery of consistently high-quality self-management programmes.

Having completed the full reaccreditation process, QISMET commended the service for its provision of three "very well-managed programmes", stating:

"The commitment shown by staff interviewed to the concepts of self-management was very high, and this was reflected in the

excellent feedback that has been obtained from programme attendees, as 100% of participants reported that they had improved their confidence in self-management.

"There is a small core team delivering the three programmes. All the interviewees were passionate about their service and gave numerous positive anecdotes from participants about their experiences of the sessions.

"All in all the programmes, and the approaches to their delivery, are excellent. The transition during the pandemic to alternative methods of meeting the needs of people with diabetes is to be commended.

"This has been a difficult time which the team has managed well, and they are in a good place as they move further to a blended approach to self-management education.

"Overall, all of the requirements of QIS 2020 were found to be met, and Gloucestershire Health and Care NHS Foundation Trust is to be congratulated on this."



Recipe: Crunchy Salad Pittas



Serves: 4 people

Preparation time: 15 minutes

Calories: 1,291kJ / 306kcal

Ingredients

2 tablespoons lemon juice or white wine vinegar
1 teaspoon olive oil
1 teaspoon Dijon or wholegrain mustard
1 quarter of a small red cabbage, finely shredded
1 carrot, grated

1 small red onion, thinly sliced
1 medium apple, cored and chopped
20g sultanas or raisins
50g reduced-fat hard cheese, cut into tiny chunks
1 pinch ground black pepper
4 wholemeal pitta breads

1. Whisk together the lemon juice or vinegar, olive oil, and mustard, then add all the remaining ingredients (apart from the pittas!) and toss together gently.
2. Use green cabbage instead of red, if you prefer.
3. Warm the pittas in a toaster or under the grill. Split open and stuff with the salad. Serve at once, or wrap and keep cool until lunchtime.

Swap tip

You could use chopped ready-to-eat dried apricots instead of raisins or sultanas.

Trust Maintains Five-Star Food Hygiene Rating



The Trust is proud to have maintained and continued its excellent five-star food hygiene rating throughout the Covid-19 pandemic. Scores on the Doors is the public-facing Environmental Health Officer (EHO) score given to all catering establishments by the local authority.

All our inpatient catering kitchens are registered for inspection and EHO officers visit on an annual basis to check on cleanliness, hygiene, food control management systems, paperwork, training and the environment.

The Trust is proud to have maintained its five-star rating across all premises, before and after the merger of 2gether and Gloucestershire Care Services in October 2019. The latest inspection took place at Stroud General Hospital in February 2022.

Laura Harvey, Head of Facilities Operations, said: "We are delighted that we have continued to maintain this excellent score. In our endeavours to maintain the high standards required and in order to stay on track all year round, we also complete our own regular internal audits."

Final word...



Nicy is a Registered Nurse at Stroud General Hospital. She came to Gloucestershire in spring 2021, having started her nursing career in cardiology and geriatrics in India, followed by more than three years' working in an acute hospital in Malta.

Why did you decide to come to the UK to work for the NHS?

I don't have any family in Malta, but I do have cousins here in the UK. I looked into how the NHS works here and heard lots of really good things.

The NHS is the best healthcare system. Each Trust may have slightly different ways of operating, but generally, their ethics and policies remain much the same. So if I wanted to move to another hospital in another part of the UK, the transition would be much easier than in India, where each hospital is completely different from each other.

Why did you choose to come to work in Gloucestershire for our Trust?

I found that Gloucestershire is really close to Bristol, and my cousins live in Bristol.

And then, when I came for my interview for the role of Registered Nurse at Stroud, I just knew it was the place I wanted to live and work.

How are you finding working at Stroud General Hospital?

This is my first time being in the UK and I really feel fantastic here. Everyone – the patients, staff, managers, colleagues and my mentor Sarah – they have all been so supportive and made me feel so welcome.

Before coming to the UK I was quite worried about whether I would be able to understand the pronunciation and language, and whether I would be able to adapt. But if I have any doubts, my colleagues are really happy to help and they will elaborate a sentence and explain things for me. Now I can understand what they are saying, but at first I found it a bit difficult.

I also have to mention Hayley, who works in International Staff Recruitment. She's always contacting me and my fellow international nurses and asking if we need anything. She has really, really helped us to adapt to living and working here.

I'm so happy to be working here in Stroud. Everyone – my colleagues, managers, Senior Sisters, patients – everyone is so welcoming. I'm so happy and grateful to be working here for this Trust.

