

## MEDIA RELEASE

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### **Celebrating Excellence at Leicestershire Partnership NHS Trust**

**At a special awards ceremony on Friday 17 May, Leicestershire Partnership NHS Trust (LPT) recognised the outstanding achievements of staff and volunteers.**



LPT provides community health, mental health, and learning disability services across Leicester, Leicestershire and Rutland. The annual Celebrating Excellence awards are an opportunity to highlight and celebrate examples of innovation and excellence across the Trust over the last year, recognising the huge contribution made by staff and volunteers to ensure the highest standards of care.

This year, almost 200 nominations were received from members of staff, service users and the wider public across 11 award categories, from which 34

were shortlisted. The winners were selected by a judging panel comprising directors, staff representatives, Trust members and service users.

Chief executive, Dr Peter Miller said “Our staff and volunteers are our greatest asset, demonstrating care and compassion on a daily basis. These annual awards are our opportunity to say thank you for that outstanding commitment - to our service users, to the Trust, and to the NHS.

It’s been a challenging and busy year, but our staff have continued to work hard, despite challenges and pressures, to provide the best possible care. We have a lot to be proud of, and our staff are a credit to our Trust and the NHS.”

Some 130 guests attended the event, which was held at the Mercure Grand Hotel in Leicester, to celebrate the fantastic achievements of the 34 shortlisted individuals.

Some examples of excellence from our winners:

- ★ **Voluntary Drivers** – our team of voluntary drivers are seriously committed to the job, racking up 137,369 miles last year to ensure our service users could attend appointments and access treatments. One service user has been attending sessions, thanks to the Voluntary Drivers, for the last 10 years. The team also have a combined 200 years of service in the NHS!
  
- ★ **Emily Cumberpatch** - community psychiatric nurse who worked with teenage service users – many of whom have experienced abuse, neglect or trauma and find it difficult to engage with mainstream services - to create artwork representing their feelings, which then went on to feature in an art exhibition. The message from the artwork was clear – acceptance of difference, not judging on first impressions and recognising vulnerability beneath the surface.
  
- ★ **Helen Dell** - healthcare assistant, recognised for her exceptional dedication to patients on Dagleish Ward, Melton Mowbray Hospital. Helen creates therapeutic activities for patients to support their recovery and to enhance their experiences whilst on the ward. This has included creating ‘What matters to me posters’ which patients stick above their beds so that every member of staff knows a little more about them as a person. She has also created ward displays on dementia, nutrition and hand hygiene to help visitors have a better understanding of these areas.

Below is an outline of all the winners in each category.

## Delivering Exceptional Care Award

- ★ **Winner – MHSOP (Mental Health Services for Older People) Functional Inpatient Wards – Welford and Kirby Ward (Community Health Services)**

See the nomination video [here](#)

The MHSOP functional wards were nominated for their dedication to delivering exceptional care to service users. The team have introduced numerous quality improvement initiatives, including a carer support group, drama therapy and wellbeing clinics.

The team have also recently successfully [achieved accreditation](#) from the Royal College of Psychiatrists to the 'Quality Network for Older Adults Mental Health Services'. They have also achieved an improved CQC rating of 'good' in their area, through their sheer determination and commitment to providing the best care possible.

- ★ **Highly Commended – Norman Chatima, staff nurse (Community Health Services)**

Norman, a newly qualified staff nurse, was recognised as 'Highly Commended' in this category, due to his intense passion for nursing. He was nominated for his constant professionalism, compassion, empathy and gentle kindness towards his patients, always going above and beyond the call of duty.

## Excellence in Education and Training Award

- ★ **Winner – Kirsty Gosling, team leader (Children's therapy – Families, Young People and Children's Services)**

See the nomination video [here](#)

Kirsty was nominated for her passion in supporting her team's apprentices, going above and beyond in the guidance she offers them. She cares deeply about strengthening her team; under her guidance, several people have gone from their Level 2 apprenticeships, all the way through to completing their degree and returning to the Trust as full time employees.

## Excellence in Research Award

- ★ **Paula Otter – Clinical team lead for occupational therapy (Community Health Services)**

**See the nomination video [here](#)**

Paula is currently undertaking a research study into the use of touch screen technology to encourage interaction and engagement between stroke patients and visitors. In recent feedback, staff have identified increased motivation, job satisfaction and engagement in their role as a result of Paula's involvement in the clinical area. Her motivation and enthusiasm has helped to create an environment where colleagues feel they have an increased understanding of the impact of research for improving quality of care.

### **Excellence in Valuing Diversity and Inclusion Award**

- ★ **Winner – Emily Cumberpatch – community psychiatric nurse (Families, Young People and Children's Services)**

**See the nomination video [here](#)**

Emily was nominated for a project she delivered alongside service users, created in partnership with Soft Touch Arts. The group worked with ten teenage service users, who were either Looked After Children or adopted, representing young people who had experienced significant adversity, abuse, neglect and/or trauma. An art exhibition was held to celebrate their work, and Emily displayed enthusiasm, passion and determination to make the whole thing happen.

### **Team of the Year Award**

- ★ **Winner- Mill Lodge (Adult Mental Health and Learning Disability Services)**

**See the nomination video [here](#)**

Mill Lodge looks after people with Huntington's disease. Over the year, the team there have developed and improved the unit for the benefit of patients, staff and carers, They have also developed an outdoor garden area for staff to go for their breaks and for carers to use when they visit their loved ones.

### **Volunteer of the Year Award**

- ★ **Winners – Voluntary Drivers**

**See the nomination video [here](#)**

Our team of voluntary drivers literally go the extra mile, driving 137, 369 miles a year to ensure our service users can attend appointments, access treatment and take part in sessions. Last year, they travelled around the world, along the equator 5.5 times and stopped 5,656 times to pick up/drop off service users. Combined, the drivers have exactly 200 years of service in the NHS!

### **Excellence in Enabling Services Award**

★ **Winner – Medical Devices team**

**See the nomination video [here](#)**

A small team of just two people, the medical devices team has made a huge positive change to the management of medical devices in the trust.

A medical devices library has been introduced, for staff to borrow equipment. Fault reporting processes have also been created, for staff to ensure that medical equipment is safe for use.

They've also gone the extra mile by donating unwanted medical equipment overseas, to benefit those less fortunate.

### **Unsung Hero of the Year Award**

★ **Winner – Helen Dell, Healthcare support worker (community health services)**

**See the nomination video [here](#)**

Helen's nominee describes her as "kind and compassionate, everything she does is done with a 'can do' attitude." She was also praised for her enthusiasm in creating activities for the ward in her own time, such as painting, making snowmen or creating peppermint creams, to more sensitive activities such as making poppies of Remembrance, or 'things that are important to me' posters, for patients to hang above their beds.

### **Excellence in Quality Improvement Award**

★ **Winners – Leicestershire falls prevention service (community health services)**

**See the nomination video [here](#)**

As demand has risen, the Leicestershire Falls Prevention Service has been working with councils, CCG's and patient groups to develop falls services

in Leicestershire and the main focus has been to get patients assessed and treated as quickly as possible. The team, in conjunction with other providers, has developed a new falls pathway, including a triage and assessment element.

As a result of this, treatment to address falls risk factors is more rapid with the home environment assessed, equipment issued and a strength and balance exercise programme being provided. The process overall has ensured better outcomes for our patients and reduced risk of falls in the future.

### **Excellence in Leadership Award**

★ **Winner – Andrew Moonesinghe, pharmacy services manager**

**See the nomination video [here](#)**

Andrew's nominator states that he "demonstrates exemplary leadership skills which have impacted positively on patients, service users, carers and staff". He also led on an electronic prescribing system from start to finish which had positive results for service users and staff.

### **Excellence in Improving Staff Health and Wellbeing Award (NEW)**

★ **Winners – MSK Physiotherapy team (community health services)**

**See the nomination video [here](#)**

The MSK physiotherapy team work hard to support the wellbeing of staff, alongside their daily roles. They attended health and wellbeing roadshows, held drop in sessions for staff to seek advice from therapists and even organised games of rounders for staff.

They have also created a video to be played at the induction programme, providing information to help prevent MSK related sickness. They have pushed the importance of staff wellbeing above and beyond the scope of their roles.

**Full videos for all shortlisted nominees are available upon request.**

**Media interviews and photos can be arranged for any of the winners.**

De Montfort University generously acted as headline sponsors, as well as sponsoring the "Excellence in Education and Training Award." Also kindly acting as sponsors were Lexmark, who sponsored the 'Team of the Year' award, print solutions company Cubiquity, who provided the printed materials on the evening, and Neyber, who sponsored the celebration meal.

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**Note to editors**

Leicestershire Partnership NHS Trust (LPT) provides community health, mental health and learning disabilities services for the one million people living in Leicester, Leicestershire and Rutland. We have a budget in excess of £275 million and employ approximately 5,500 staff. For more information visit: [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk). Our registered charity is called Raising Health (charity number 1057361). The charity fundraises to support excellent care initiatives, equipment and innovations which go above and beyond core NHS provision to enhance the experience of our patients, service users and staff. See [www.raisinghealth.org.uk](http://www.raisinghealth.org.uk)

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