



Leicestershire Partnership
NHS Trust



Event Programme

Friday 16 April 2021

Virtual Ceremony

www.leicspart.nhs.uk/awards

#LPTstars

Welcome



Cathy Ellis
Chair



Angela Hillery
Chief executive

Our annual Celebrating Excellence Awards are an important opportunity to recognise the amazing work carried out every day by individuals and teams across Leicestershire Partnership NHS Trust. We are pleased to finally celebrate those who were shortlisted for the 2019/20 awards' year, and look forward to celebrating everyone's outstanding contribution to the Covid pandemic in our Covid Heroes awards later on this year.

We received 220 nominations, all of which were of a high quality. It makes us both extremely proud to read about the difference our staff and our volunteers are making for the benefit of our patients, service users, carers and colleagues. We would like to take this opportunity to thank all of those nominated for their excellent work and clear commitment to our vision of 'creating high quality, compassionate care and wellbeing for all'. Congratulations to everyone here tonight – you are all a credit to our LPT family and to the NHS.

Programme

16 April 2020 6pm to 8pm

Welcome

Delivering Exceptional Care

Excellence in Enabling Services

Excellence in Quality Improvement

Excellence in Leadership

Trainee, Student or Learner of the Year

Excellence in Research

Excellence in Involvement

Excellence in Partnerships

Excellence in Valuing Diversity

Excellence in Improving Staff Health & Wellbeing

Team of the Year

Volunteer of the Year

Unsung hero

Close

Tonight's sponsors



Headline sponsor and sponsors of the Trainee, Student or Learner of the Year Award

De Montfort University Leicester (DMU) is a designated hub for the United Nations and ranked Gold in the Government-endorsed Teaching Excellence Framework. We are a proud to be a long-standing partner of LPT and working together on learning and research opportunities.



Lexmark™

Sponsors of the Unsung Hero of the Year Award

The Unsung Hero Award is a great opportunity to recognise the hard work that goes towards providing the best patient care and outcomes on a daily basis. Work and commitment from individuals who go over and above what is expected making the NHS the amazing service that it is.



Sponsors of the Delivering Exceptional Care Award

Playfords are proud to be able to sponsor the Delivering Exceptional Care Award. Often the NHS staff affording the care and attention they do is taken for granted by those in need of medical assistance. Playfords have worked with many NHS Trusts for over 20 years and have recognised in this time what an exceptional service is afforded by some remarkably caring people.

Tusker.

in partnership with



Sponsors of the Team of the Year Award

Inclusive of insurance, maintenance, replacement tyres and breakdown cover – the CPCdrive Car Benefit scheme gives you a new way to drive a brand new car. By exchanging part of your gross salary, you can drive a better car for less and with 0% BIK on pure electric cars this year, it's the best way to go green. We are proud to sponsor the Team of the Year.

The shortlist

Delivering Exceptional Care Award

Katie Crowfoot, occupational therapy team leader

Directorate of mental health

Katie has done a huge amount of work to support staff members and encourage positive changes to benefit our acute and forensic mental health inpatients. She has led the 'Let's Get Gardening' programme to provide therapeutic green spaces and activities, and linked in with 'Incredible Edibles' gardening project to support patient recovery and enable them to learn new skills. Katie is described as "a forward thinker who will always find new and innovative ways to provide exceptional care and is a real inspiration to her team".

Neurodevelopmental specialist nurse team – titration clinic

Families, young people and children's services

This team has been fundamental in developing a new clinic in the Eyres Monsell area for children and young people diagnosed with ADHD. The clinic aims to ensure each individual gets timely support and effective medication, and work with them to support their wellbeing, enabling them to achieve their educational potential and enrich family relationships.

Pulmonary rehabilitation team

Community health services

The dedication and commitment to exceptional patient care shown by this team has been through improving the quality of life for patients who are living with a respiratory condition, using physical fitness, encouraging independence and reducing the impact of symptoms. The team has worked hard to make the service more accessible to patients by reducing waiting times and giving patients more flexibility.

Sarah Latham, deputy head of nursing
Community health services

Sarah has engaged staff and service users to develop a new accreditation tool to support the delivery of exceptional care across 13 key quality and safety domains. These standards comply with CQC, nursing and therapy standards and are now in place across all community hospital wards. This process ensures that there is a full understanding of the quality of care expected on the wards, and has led to improvements in care delivery, improved patient experience and engagement of staff.

Excellence in Enabling Services Award

Anthony Michaelides, business intelligence officer
Families, young people and children's services

Anthony has led the delivery of the waiting list reduction work in CAMHS and implemented a continuous cycle of quality improvement, presenting data in collaboration with CAMHS staff that is easy to follow and identify any issues. This has been very well received by clinicians and has enabled all CAMHS staff to work towards the shared goal of successfully reducing the number of people facing lengthy waits for assessment and treatment.

Employee services team
Enabling services

Our employee services team work alongside our outsourced payroll and pensions team to ensure that all staff get paid accurately and on time. As we changed payroll provider, the team rapidly learnt significant new skills around technical payroll elements that they wouldn't normally have been involved in. Thanks to their efforts, every payroll was paid on time without error. The team also supported the rapid migration to our new payroll and pensions service provider LPFT in September 2019.

Finance and procurement teams

Enabling services

Our finance and procurement teams have been working on the Finance Continuous Improvement project which started in 2018 when LPT was asked by NHSEI to be a pilot site for their future operating model. This has included working on technical systems development, consistency and efficiency of processes, and team development. Cross-team working has driven greater understanding by team members, helping to provide the best service possible and supporting LPT to Step up to Great.

Excellence in Quality Improvement Award

Clare Kozlowski and the acute recovery team

Directorate of mental health

Clare and the acute recovery team have developed 'pioneering' ECT cafes for patients undergoing electro-convulsive therapy. The cafes have empowered patients and carers and help to ensure that patients receive the right information at the right time, and can undertake memory testing in an informal environment. Clare led this project as part of her King's College Fellowship, and used a mixed methodology involving a literature review of more than 60 studies, three PDSA cycles, a Listening into Action Big Conversation as well as questionnaires for patients, carers and staff.

Community immunisations service

Families, young people and children's services

The community immunisations service has implemented an online consent platform for our school immunisations programme. The service offers vaccinations to 130,000 children annually across LLR, and rolled out online consent to 465 schools in September 2019. This has resulted in less paperwork for schools and parents, and is a more secure system for handling patient-identifiable information. The digital system has also enabled the service to record vaccination outcomes so that

information is available to GP practices and other health professionals in a timely manner.

Continence service, Luke Clark and Katie Tebbutt
Community health services and hosted

Luke Clark (CHS transformation deputy lead) and Katie Tebbutt (LHIS optimisation facilitator) supported the continence service to pilot SystemOne Autoplanner using the IHI model for improvement; multiple PDSA cycles and comprehensive staff engagement - taking their ideas and feedback on board to progress the work. This project has led to the significant reduction of waiting lists in the service and was highly commended in the Excellence in Implementation category in the Health Tech Newspaper (HTN) digital awards.

Excellence in Leadership Award

Catherine Holland, acting head of podiatry
Community health services

Catherine's leadership has supported staff morale and helped to make the podiatry service a 'happier place to work'. Implementing peer review, clinical supervision, regular staff meetings, mentoring and shadowing, ward round rotations and supporting staff to undertake research and training activities have all led to colleagues sharing that they feel included in decision making regarding service improvements and patient care.

Fabida Aria, associate medical director
Directorate of mental health

Fabida stepped up to take on the role of directorate clinical director a few years ago and has 'had an amazing impact'. She is patient-focused and is always willing to get involved at every level to support clinical teams. Fabida has reinvigorated the inpatient consultant and management meeting, an example being around the smoke-free work, and has positive relationships with clinicians and CCG colleagues, contributing to the best possible outcome for patients.

Sara Lowe, transformation lead

Community health services

Sara always considers the health and wellbeing of her team and 'personifies the trust values'. Sara works with colleagues across our Trust to ensure work is completed to the highest standard, and her leadership has contributed to national recognition for LPT, including the HSJ Partnership award for Autoplanner. The Autoplanner work that her team have completed has created more patient-facing time and helped with the reduction of waiting lists. Sara encourages her staff to undertake training opportunities and leads by example as she is studying at master's level while working full time.

Trainee, Student or Learner of the Year Award (in memory of late Professor Sab Bhaumik)

Aaminah Patel, therapy apprentice

Families, young people and children's services

Aaminah has been an 'invaluable asset' since joining LPT as a speech and language therapy apprentice. In a short space of time, she has developed a wealth of clinical knowledge and skills and embraces working within a wide variety of settings. Aaminah has learnt to adapt her communication skills to involve patients in their care. She now mentors new therapy apprentices and demonstrates her commitment to personal and professional development by sharing her knowledge and skills, and is keen to move on to a Level 6 apprenticeship degree to continue to learn and grow.

Lisa Treacy, assertive outreach

Directorate of mental health

Lisa is a 'shining example' of how hard work and dedication can improve outcomes for patients. She worked for LPT as a healthcare support worker with the assertive outreach community mental health team for many years before training to be a registered mental health nurse through the Open University. She

completed her degree while working and continuing to provide high quality care to patients and supporting staff and fellow students. Lisa's dedication to her course has not only increased her own knowledge and the care she provides, but also the care that other staff and students in her cohort provide.

Sameer Thanki, place-based intelligence and performance lead

Families, young people and children's services

Sameer has completed the NHS Improvement programme for demand and capacity which meant attending the national programme, personal study, and the delivery of training to 40 staff across FYPC leadership, the information team and business leads. Sameer has taken and enhanced tools that centered primarily on the acute sector so that they are more relevant to mental health and community services. Sameer has supported colleagues across the Trust to personalise their demand and capacity work to the different needs of individual services and their service users.

Excellence in Research Award

Dolly Sud, senior mental health pharmacist

Directorate of mental health

Dolly has been undertaking a PhD investigating the role of pharmacy in the management of cardio-metabolic risk and metabolic syndrome in severe mental illness. The research aims to impact positively on both the short and long-term health issues of LPT patients. She is a member of the LPT steering group focusing on physical health and mental health, bringing a breadth of research knowledge and clinical expertise to the group. Dolly has received feedback from LPT patients that she has empowered them to share their stories. Dolly has used this opportunity to learn as much as possible about using research to improve care.

Jackie Wales, service evaluation and research associate
Families, young people and children's services

Jackie is absolutely passionate about research, and in recent years has been working across adult and children's services to plan and implement research projects in the specialist field of eating disorders. She really understands the clinical challenges of this area, and designs research projects that will have a measurable impact on the lives of young people experiencing complex eating disorders, and on their families. Jackie has exemplified LPT values in her approach to research and has been described as 'inclusive, curious, engaging, motivated and passionate about making a difference. She is making an incredible contribution to evidence-based practice and service design'.

**Excellence in Patient or Service User
Involvement Award (NEW!)**

April Smith, service user

Our patient experience and involvement team has been working with service users with lived experience of accessing our mental health services, to test the approach of peer auditing the collaborative care plans via a 'patient related outcome measure'. April has 'really embraced this project' and spent various days on the mental health wards speaking to patients to gather experiences of those involved in collaborative care plans. April is also involved with piloting how we can peer-audit community services, as well as co-designing the volunteer role and the training to support them. This project has assisted the Trust in learning what has been done well and identify areas for future focus to improve collaborative conversations and collaborative care planning even further.

Falls prevention service

Community health services

Our falls prevention service has been working with patient representatives to develop prevention material such as a falls prevention video and exercise booklet. Having them involved has helped to ensure that the content and language of the video and booklet is effective for patients. One of the PPG members also stars in a falls prevention video completing the exercises and demonstrating how to get up off the floor safely after a fall. The patient representatives over this year have also helped in promoting falls prevention and reaching out to people which may not have yet been in touch with formal services which is vitally important in prevention.

Naomi Harrison and Deanna Dalby, Mum's Mind

Directorate of mental health

Naomi and Deanna were key to the success of Mum's Mind, a confidential text messaging service offering advice and information to support mothers who struggle with mental health issues during pregnancy and baby's first year. 'Their energy, honesty, openness, dedication and sincerity gave others the confidence and belief leading to the success of the service for families.' This work has enabled LPT to improve accessibility to mental health support for women in the perinatal period.

Excellence in Partnerships Award (NEW!)

Dr. Emma Tilbury, clinical psychologist

Families, young people and children's services

Emma took a lead role in providing clinical leadership and oversight to the MISTLE project supporting looked-after children in out of area placements. The project, commissioned by the local authority and delivered in partnership with Action for Children, Leicestershire local authority and the young people's team supports looked after children back into family-based placements in the local community. Emma has provided 'a high

level of expertise, skill and leadership in ensuring successful team and multi-agency working’.

Recovery and Collaborative Care Planning Cafes

Directorate of mental health

The collaborative cafes have been developed around the mental health recovery concepts from CHIME (Connectedness, Hope, Identity, Meaning, and Empowerment), and collaborative conversations around care planning. There is a regular attendance at monthly cafes from staff across LPT, service users and carers, and external third sector partners and all attendees are able to hear service users and carers talking about their perspective on what CHIME means to them from their lived experience of recovery, and living well with their condition. These sessions are very service user led and service users form a core part of the planning team and regularly coordinate external guest speakers, and lead sessions.

Early supported discharge service (ESDS) and Community Integrated Stroke and Neurology Service (CINSS)

Community health services

The shared vision for stroke services across LLR has been developed collectively with patients, CCG, clinicians across multi-professional boundaries and organisations in health and social care. The ESDS, CINSS and stroke units work alongside the Stroke Association, local authority, CCG and other partners. This system-wide approach enables us to work together improving pathways, patient outcomes, agreeing values and managing a culture change. Partnership working and PDSA cycles have seen the implementation of daily conference calls getting the right patients to the right teams, identifying pressures and improving patient flow supporting patient-centered quality care.

Excellence in Equality, Diversity and Inclusion Award

Jessica Mhesuria, senior public health dietitian ***Families, young people and children's services***

Jessica led the Your Healthy Kitchen campaign in partnership with the CCGs to develop healthy recipe resources targeted at South Asian families. People from South Asian backgrounds are six times more likely to develop Type 2 diabetes than the general population. Jessica played a key role in the content and design of the campaign – including a recipe book which is available in a variety of languages, video tutorials, radio interviews, workshops and supermarket tours.

Kartik Bhalla and Andrew Moonesinghe, Spectrum staff network

Enabling

Kartik and Andrew led the NHS Rainbow Badge initiative as a way for LPT staff to demonstrate their commitment to LGBTQ+ colleagues and service users. To date, 2,500 badges have been sent out across the Trust, and teams have signed pledges of understanding around the barriers many LGBTQ+ people face when accessing health care. They are committed to being both an ally and a listening ear. Many colleagues have shared that this initiative has made a difference to them personally and professionally.

Lyn Williams, associate director for quality improvement ***Directorate of mental health***

Lyn has been supportive of the EDI agenda and has given a substantial amount of her time to support colleagues and service users. She has given personal support to service users from BAME backgrounds as part of Recovery Café conversations, which has resulted in individuals growing in confidence and going on to support other service users in an advocacy role. Lyn has also contributed to the development of our race and cultural

understanding training and has an 'excellent understanding' of key issues faced by BAME staff.

Excellence in Improving Staff Health and Wellbeing Award

Jessica Batson, healthy child programme practitioner ***Families, young people and children's services***

As the health and wellbeing champion for the city team, Jessica organises activities and team lunches. She has regularly arranged for colleagues to book slots with a visiting holistic therapist between visits and meetings. Pre-Covid, she also planned and organised 'bring and share' lunches with healthy menus in mind. On top of her role as a HCPP, Jess always keeps the wellbeing agenda going, even when times are difficult.

Jessica Brodie, therapy technical instructor ***Community health services***

Jess is a health and wellbeing champion for the community integrated neurology and stroke service and proactively highlights trust initiatives, encouraging staff to take part. Jess also arranged for a peer flu vaccinator to attend meetings to enable team members to protect themselves and their patients from the flu. She arranged team-building activities like rounders and Christmas awards. Her efforts have helped the team to bond and develop good working relationships.

Joanne Hall, occupational therapist ***Directorate of mental health***

Jo has been 'inspirational' in her efforts to boost staff wellbeing. – setting up monthly wellbeing sessions including armchair yoga, relaxation, 'bring and share' lunches and crafting to name a few. She motivated the team to reorganise the dining area into an inclusive space, improving the seating area and adding activities, games and fresh fruit. Jo is described by her nominator as 'a true professional and a credit to our team'.

Lisa Hall, business development coordinator

Enabling

Lisa is a 'wonderful ray of sunshine' who has raised the profile of health and wellbeing initiatives not only at County Hall but at the Trust-wide health and wellbeing event in November 2019. She led an interactive and creative arts and crafts activity to help staff take some time out and do some mindful colouring – resulting in a 'wonderful' piece of artwork. Lisa has also compiled lots of resources for staff at County Hall to access and has been committed to making health and wellbeing a day-to-day priority.

Team of the Year Award

Phoenix ward, Herschel Prins Centre

Directorate of mental health

The team on Phoenix Ward, our male low secure mental health unit, has worked through a challenging period to turn the ward into an 'area of excellence', driving up patient satisfaction and experience. The team worked alongside NHS England & Improvement commissioners, receiving a good quality review in addition to an excellent first peer review by the College Centre for Quality Improvement. The ward has become an integral part of the IMPACT secure pathway while maintaining the lowest length of stay across low secure units in the region.

Ellistown ward (ward 2), Coalville Community Hospital ***Community health services***

The Ellistown Ward team has worked together flexibly and collaboratively to turn the ward into a more organised, calm environment to improve the quality of care provided. Every member has demonstrated their commitment to patients and to each other. Maria Warden (ward sister) has been singled out for her clear vision and leadership. The team received resounding approval of their infection prevention and control work from NHSE who said they "would have their mother on this ward!"

North Charnwood health visiting team

Families, young people and children's services

This team has worked together, drawing on their individual skills and strengths, to achieve all key performance indicators and service targets. The support of clinical team leader Sarah Ward, and family service manager Jane Sansom was crucial to their success. As a team they harnessed great communication, flexibility and willingness to work in different ways to demonstrate their outstanding commitment.

Volunteer of the Year Award

Jean Denyer

Community health services

Jean, a volunteer champion for end-of-life care (EOLC) at Rutland Memorial Hospital, has worked closely with the ward to support and implement EOLC initiatives. Jean has put together information packs for patients and worked with local companies to source funding and donations for the day room refurbishment. This has benefited patients and their relatives and enhanced the care being provided on the ward.

Malcolm Heaven

Trust wide

Malcolm 'embodies Trust values' in his volunteering work, using bread baking as a means to engage and support local people to improve their mental health and wellbeing. Last year alone Malcolm, along with a small group of volunteers, worked with 278 people in a range of settings, running bread-making sessions with LPT patients and staff - totalling almost 1,000 loaves of bread!

Talking Skills Group

Community health services

Our Talking Skills Group volunteers have ‘made an outstanding contribution to the adult speech and language therapy team’ through their weekly support group for people with aphasia. The group, which has recruited previous patients, offers ‘invaluable support’ to new members having had the shared experience of aphasia as well as first-hand experience of stroke services. Volunteers have said the group ‘improved their confidence, made them feel stronger and improved their mental health’.

Unsung Hero of the Year Award (special award from chief executive/chair)

Adam Somauroo, ward manager

Directorate of mental health

Adam has worked in the Trust for more than 20 years and is ‘dedicated to patient care, compassion for others, and an ability to lead others in difficult situations’. As a ward manager on a psychiatric intensive care unit (PICU), his nominator describes how he does ‘one of the most difficult nursing roles in the Trust, always putting patients at the forefront of everything the ward does’.

David Bhebe, senior care coordinator

Families, young people and children’s services

David has been described as ‘an exceptional worker who has been dedicated to his job for a very long time’. As well as looking after clients on his caseload, Derek delivers cognitive behavioural therapy (CBT) training in-house to colleagues, runs a carers’ group for service users, mentors students and is ‘truly a vessel of quality information’.

Christian Knott, health and safety advisor

Enabling services

Christian has worked alongside the teams at The Willows and Stewart House, supporting them to complete CQC preparatory work. His nominator describes how Christian 'has been fantastic, working tirelessly to help ensure the reviews are compliant and improve patient safety, has been super-efficient and offered lots of advice to colleagues. His commitment and motivation has shone through, and he is an absolute credit to the trust'.

Sam Wilson, therapeutic liaison worker

Directorate of mental health

Sam is a well-respected member of the team and the unit as a whole. Sam will go out of his way to support the wider service where it has a direct positive impact on patient care. He is passionate about providing an excellent service to our patients and he is creative in the way that he does this especially through fundraising. Sam is described by his nominator as an asset to LPT and an Unsung Hero!

Thank you to our judges

Shortlisting panel:

Alison Kirk, head of patient experience and involvement

Alison O'Donnell, head of education, training and development

Brendan McGrath, communications manager

Cathy Ellis, chair

Daniela Cecchini, deputy chief executive

Kamy Basra, associate director of communications (Chair)

Kartik Bhalla, external communications officer

Kathryn Burt, deputy director of human resources and organisational development

Liz Rowbotham, non-executive director

Nikki Beacher, head of service (CHS)

Susan Corr, senior research leadership specialist

Final judging panel:

Angela Hillery, chief executive

Avinash Hiremath, medical director

Di Graham, communications specialist

Mark Farmer, chair of Healthwatch and People's Council

Ruth Marchington, non-executive director

Sarah Willis, director of human resources and organisational development

Val Dawson, staff-side lead



With special thanks to our charity

