



Leicestershire Partnership
NHS Trust



Event Programme

Friday 1 October 2021

Virtual Ceremony

www.leicspart.nhs.uk/covidheroes

#LPTstars

Welcome



Cathy Ellis
Chair



Angela Hillery
Chief executive

It is our great pleasure to launch a special Celebrating Excellence awards for this year – **Covid Heroes: ordinary people doing extraordinary things**. The last 18 months have been nothing like anything we've ever experienced before. Everyone has stepped up to great in supporting our patients, service users and colleagues, through the pandemic. It is only right that we mark this dedication and commitment, recognising those who have gone above and beyond over the last year.

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' and to demonstrating our values of trust, respect, integrity and compassion.

Congratulations to everyone shortlisted – you are a credit to our Trust and to the NHS.

Tonight's sponsors



Headline sponsor and sponsors of the Team Award (FYPC.LD)

The new Novotel & Nine B Restaurant in Leicester are both stylish and luxurious with design touches to Leicester's industrial and historic past making it a truly modern and memorable experience. We are proud to partner with LPT and recognise the work and commitment from individuals who go above and beyond what is expected, making the NHS the amazing service that it is.



Sponsors of the Supporting Outstanding Care Award and Delivering Outstanding Care Award (FYPC.LD).

Dunelm is the UK's leading homewares retailer and was founded on the Leicester market, with the head office still based in Leicester. We are proud to support local charities and with our NHS trusts needing our support more than ever before and it's important for Dunelm colleagues to be able to thank every member of the trust for their incredible hard work and commitment during the pandemic.



Sponsors of the Team Award (DMH)

Playfords are proud to be able to sponsor the Covid Heroes Awards. Very often the work undertaken by the NHS and its employees is taken for granted by those requiring the many forms of medical assistance available to us all 24 hours a day. Playfords continues to work with many NHS trusts across the UK as we have done for over 20 years and recognises what an exceptional service is afforded by some remarkably caring people.

www.twitter.com/playfordsltd

The shortlist

Team of the Year Award (CHS)

Hinckley North & East ward

Nominated by Anna Ribton & Dona Perkins

The ward team faced Covid-19 head on as a Red Ward, working together as a team to deliver a high standard of care for Covid positive patients.

Respiratory and heart failure team

Nominated by Nikki Beacher

The service adapted and used technology to create a 'virtual ward' enabling patients to be cared for in their own home.

Integrated community specialist palliative care team

Nominated by Cathy Rouse

The team continued to support patients with specialist end of life and palliative care needs, when they were needed most.

Community therapy leadership team

Nominated by Melanie Rowland

The team redesigned service delivery to enable patients to access therapy remotely, and implemented support for shielding colleagues.

Ward 5 Ashby district nursing team

Nominated by Heidi Evans-Walls

The ward team pulled together to support each other's health and wellbeing and keep connected during periods of isolation.

Beechwood ward

Nominated by Kirandeep Sangha

The ward team worked together to provide high quality care for patients on the ward, and support for each other, as well as carers, families and other professionals.

Team of the Year Award (DMH)

Integrated care mental health team

Nominated by David Shephard

The team worked alongside primary care partners to provide mental health support for patients with long term physical health conditions.

Beaumont ward

Nominated by Christopher Gaughan, Elizabeth Mason and Caroline Price

The ward team went through many changes as a Covid isolation ward for DMH, and continued to provide safe patient care and high standards of infection prevention and control.

Clinical neuropsychology

Nominated by Amanda Mobley

The service embraced technology to provide detailed cognitive assessments of thinking and memory processes to patients through video.

Crisis team

Nominated by Matt Beecroft

The team continued to deliver 24/7 care despite many challenges, including the pandemic, a service redesign and a new patient record system.

Gwendolen ward

Nominated by Sam Hamer

The ward team looked after elderly Covid positive patients, implementing pathways at short notice to ensure patients receive optimal care.

Community MHSOP occupational therapy

Nominated by Emma Arthur

The service supported CMHT colleagues in maintaining regular contact with patients and tackled growing waiting lists head on.

Team of the Year Award (FYPC.LD)

Diana service

Nominated by Julie Potts & Katie Willetts

The service continued to deliver all essential services throughout Covid, despite other challenges such as moving base, increased referrals, PPE challenges, staff redeployment, and personal difficulties.

Learning disability Covid-19 vaccine clinic

Nominated by Bernie Cawley-Nash

The team supported the delivery of the vaccination programme at the Peepul Centre, by facilitating weekly specialist sessions for people with a learning disability and/or autism.

Children's phlebotomy and outpatient workers

Nominated by Gita Mardania

The team continued to provide face to face appointments and home visits to support vulnerable children with urgent and routine blood tests.

Home enteral nutrition service

Nominated by Rachel Barton

The service implemented a wide range of innovations to streamline processes, promote staff confidence and make the most of skills within the team.

Pod 3, Agnes unit

Nominated by Catherine White

The team pulled together to support each other as well as patients, developing activities which could no longer be accessed in the community.

CAMHS crisis and home treatment team

Nominated by Jeanette Bowlay-Williams

The team supported the CAMHS inpatient move to the new Beacon Unit despite a record number of referrals.

Team of the Year Award (Enabling)

Leicestershire Health Informatics Service (LHIS)

Nominated by Alice McGee

The service worked hard to keep all IT operational across the system during the pandemic, supporting remote working to keep teams and patients safe.

Procurement team

Nominated by Fatuga Olajumoke

The team catered to the ever-evolving needs of staff to keep them safe while ensuring that delivery of care is uninterrupted, and clear channels of communication are maintained.

Communications team

Nominated by Helen Walton

The team kept staff, patients and the wider public informed and engaged, sharing complicated information and guidance through various channels.

Medical devices team

Nominated by Helen Walton

The team of two supported the roll out of equipment in the community to enhance care outside of inpatient services, as well as dealing with mutual aid requests from partners.

Workforce Systems Helpdesk

Nominated by Sara Lowe

The team supported services with workforce planning, assisted redeployed staff with workforce systems and took on booking processes for mask fit sessions and antibody testing.

Infection, prevention and control team

Nominated by Anne Scott

The team constantly reviewed guidance from Public Health England and provided support, advice and guidance for LPT's incident response, through IPC guidelines, action cards and communications for staff.

Delivering Outstanding Care Award (CHS)

Daisy Savage, rehabilitation technical instructor & Gemma Kott, physiotherapy assistant

Nominated by Zoe Harris

Daisy and Gemma volunteered on the Covid Wards at Glenfield Hospital to ensure discharged patients could be supported by our cardio-respiratory team on a Covid Virtual Ward.

Patsy Huband, practice development nurse

Nominated by Sarah Latham & Aimee Evans

Patsy has enabled staff on Clarendon Ward to deliver care for Covid-19 patients, by offering reassurance and clinical advice and 'being the glue that holds the team together'.

Sara Lowe, CHS transformation lead

Nominated by Melanie Rowland

Sara has taken on numerous leadership roles to support clinical services, for example by setting up Covid-19 surge wards and Covid-19 antibody testing for staff.

Susannah Ashton, operational & transformation lead

Nominated by Nikki Beacher

Susannah took on the additional responsibility of developing the LLR system discharge hub, a single point of contact to support patients to be discharged as quickly and safely as possible.

Jill Harvey, community nurse

Nominated by Susan Allen

Jill provides high quality care alongside the Rutland community nurses. Her documentation has been described as 'outstanding', enabling colleagues to deliver the same standards of care.

Suzanna Birkin, occupational therapist team lead

Nominated by Ruth Garner

Suzanna has been 'instrumental' in the transformation of community wards, supporting the team and ensuring the best for patients despite periods of change and uncertainty.

Delivering Outstanding Care Award (DMH)

Dawn Holding, service manager

Nominated by David Hunt

Dawn has helped colleagues to develop their clinical skills through an 'environment of learning and development' and an emphasis on working together as a team.

Ian Randall, consultant psychiatrist

Nominated by Fabida Aria

Ian worked as a consultant on an inpatients red zone, to develop necessary pathways ensuring the safety of patient's mental and physical health, and to support colleagues with compassion.

Vesna Acovski, consultant psychiatrist

Nominated by Fabida Aria

Vesna was instrumental in the launch of the Central Access Point, enabling patients to access urgent mental health support, and also provided leadership and clinical support to several teams.

Samantha Hamer, consultant psychiatrist

Nominated by Fabida Aria

Sam has shown leadership to deliver care for MHSOP patients, in the Central Access Point and the crisis team. She also helped to implement Covid secure pathways and services.

Sinead Adcock, healthcare support worker

Nominated by Claire Ellis

Sinead created a personal wellbeing workbook for the emotional wellbeing and recovery of Heather Ward patients, and is described as being 'an asset to the team'.

Zayad Saumtally, head of nursing

Nominated by Emily Jarvis and Samantha Hamer

Zayad has implemented significant pathway changes in response to national guidance, and has supported staff across MHSOP wards to continue to provide high standards of care.

Delivering Outstanding Care Award (FYPC.LD)

Mairead Reddin, primary care dietitian

Nominated by Alison Scott

Mairead stepped forward to provide nutritional care to Hinckley red ward patients, to maximise recovery and wellbeing, even once patients were discharged from the ward.

Becky Pope, children's occupational therapist

Nominated by Natalie Roe

Becky enabled colleagues to deliver care, through a 'compassionate approach to leadership' which has helped to maintain team spirit and make individuals feel valued.

Asha Day, clinical team leader

Nominated by Ramila Patel

Asha has led the Area 1 health visiting team, offering her clinical expertise and supporting their safety and wellbeing, as well as coordinating the BAME staff network.

Bernie Harrison, speech and language therapist

Nominated by Clare Hazeldine

Bernie was redeployed twice, including to the urgent mental health hub, and has taken on a new clinical area - adapting quickly and learning new skills to deliver patient care.

Lucy Warden Watson, healthy child programme practitioner

Nominated by Lindsey Franks

Lucy has 'embraced working in a different way' in order to assist the 0-19 team and ensure vulnerable families, young people and children continue to receive the services they need.

Catherine Coffey, consultant

Nominated by Rummana Khan

Catherine retired and returned to the CAMHS service as a 'runner' - covering face to face work on behalf of three high risk consultants whenever they would be on-call.

Supporting Outstanding Care Award (CHS)

Jane McCarron, deputy head of community services & Melanie Rowland, operational & transformation lead

Nominated by Rachel Dewar

Jane and Mel led the community nursing and therapy hubs, 'creating an oasis of calm' for the matrons and therapy leads as well a safe space for them to share concerns and worries.

Steph Coltherd, physiotherapy team leader

Nominated by Ruth Van Wyk

Steph ensured the clinic environment was kept safe, and supported the team to work from home, meaning that patients with urgent needs could be seen in a Covid safe environment.

Zoe Harris, integrated cardio-respiratory clinical manager

Nominated by Alex Woodward, Alison Shaw & Chantelle Simpson

Zoe has supported the team leads, providing advice and support, and helped to innovate a Covid virtual ward allowing patients to recover from Covid-19 at home.

Supporting Outstanding Care Award (DMH)

Bev Mason, team administrator

Nominated by Peter Smith

Bev supported the new employment support service with their relocation to the Cedars, which included helping new colleagues with IT accounts and ID badges.

Emily Burditt, business support officer

Nominated by Kirsty Whatmore

Emily has been 'instrumental' in coordinating and managing the flow of information from managers to the HR advisory team with 'impressive accuracy and attention to detail'.

Karen Knight, team secretary

Nominated by Vesna Acovski

Karen worked 'tirelessly' to provide support for consultants, answered patient queries around prescriptions, and supported her colleagues with the migration to SystemOne.

Supporting Outstanding Care Award (FYPC.LD)

Community immunisations admin team

Nominated by Katrina Coley

The team supported the delivery of the flu immunisation programme, despite challenges around school closures, children in isolation and availability of injectable vaccines.

Healthy Together admin team

Nominated by Colin Cross

The team supported with the quick creation of new operating guidance to enable the service to provide a new model of safe and effective service delivery.

Valentine Centre admin

Nominated by Marie Cahill

The team have ensured that colleagues, clinicians, managers, clients and families could be kept informed and connected to up to date information.

Supporting Outstanding Care Award (Enabling)

David Adamson, incidents officer

Nominated by Sue Arnold

David reorganised his work to take on additional tasks and responsibility, which included supporting the learning of new colleagues, and is described as 'a very special person'.

Emma Wallis, associate director of nursing and professional practice

Nominated by Bernadette Cawley-Nash

Emma has supported the ICC clinical cell to unpick national guidance, contributing to the development of action cards designed to support staff in challenging situations.

Helen Walton, property manager

Nominated by Amanda Hemsley

Helen has supported the health and wellbeing of colleagues, showing compassion and dedication, and is described as ‘an invaluable peer and colleague’

Russell Hadfield, clinical category manager

Nominated by Sarah Holliehead

Russell has supported the procurement team to ensure the whole Trust had a supply of PPE when needed keeping both staff and patients safe.

Sarah Wright, chaplain

Nominated by Mark Burleigh

Sarah has worked tirelessly to support patients and staff across the mental health services based at the Glenfield site by producing faith boxes and providing mindfulness sessions.

Tirath Singh, programme and change manager at LHIS

Nominated by David Williams

Tirath mobilised a team, assessed venues and found ways to boost strength to cope to enable our vaccination centres to operate.

Volunteer of the Year

Malcolm Heaven

Nominated by Helen Dell

Malcolm has brought joy to patients and staff. Malcolm created the Hug in a Mug initiative boosting morale and sharing smiles all over LPT.

Volunteer drivers

Nominated by Gala Suarez & Suresh Dhiman

Our Volunteer Drivers continued to volunteer through the pandemic delivering medication to our patients, sandwiches for our nurses plus lots more.

Youth Advisory Board

Nominated by Emily Robertshaw

The Youth Advisory Board (YAB) have committed to improving health and wellbeing services over the last 12 months and have continued to meet virtually to support and improve the services for fellow children and young people.

Patient Involvement Award

Mett Centre

Nominated by Zoe Murrell

The Mett Centre team members were redeployed and despite this, the team set up on-going support for service users who attend the Mett Centre.

Podiatry pre-appointment callers

Nominated by Catherine Holland

The podiatry pre-appointment callers contacted patients before their appointments to ensure that Covid-19 procedures were being followed ensuring safety for all.

Sonja Harman, healthcare assistant

Nominated by Alex Woodward

Sonja was redeployed to support the onboarding of patients to our digital pathway. Sonja took personal responsibility for all her patients and would provide high quality care.

Special Recognition Award

Ian Ferrin, head of FYPC finance & Mandy Waldram, assistant divisional finance manager

Nominated each other

Ian and Mandy did not hesitate when the Trust needed volunteer drivers to supply PPE to bases. They were available at short notice for urgent deliveries as well as timetabled deliveries and worked with colleagues within procurement.

Dr Peter Felix, consultant community paediatrician

Nominated by Subramanian Ganesan

Dr Peter Felix joined LPT as Clinical Director just as Covid struck. He has constantly collaborated with all clinicians and admin staff and has been instrumental in implementing successful pathways.

Tracey O'Dell, nurse

Nominated by Susan Allen

Tracey O'Dell matched up to each of the Trust values. She had an understanding of people respecting them as individuals. She nursed people at their most vulnerable and diligently captured critical information in order to develop excellent care. Tracey lost her life in service on 24 July 2020.

Thank you to our judges

Shortlisting panel:

Alison O'Donnell, head of learning and development

Cathy Ellis, chair

Claire Taylor, senior HR business partner

Gordon King, director of mental health

Harriet Robinson, communications manager

Jo Lilley, communications and engagement lead

Jules Galbraith, head of service (DMH)

Kamy Basra, associate director of communications

Kartik Bhalla, external communications officer

Kathryn Burt, deputy director of HR and OD

Kirsty Whatmore, senior HR business partner

Mandy White, senior HR business partner

Mark Powell, deputy chief executive

Vicki Quinn, head of service (CHS)

Final judging panel:

Angela Hillery, chief executive

Brendan McGrath, communications manager

Di Graham, patient information specialist

Vanica Patel, internal communication officer

Fiona Myers, interim director of community health services

Ruth Marchington, non-executive director

Sarah Willis, director of HR and OD

Caroline Trevithick, CCG

Mark Farmer, Healthwatch



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