trust matters

August 2020

Rotherham Doncaster
and South Humber
NHS Foundation Trust

#OneRDaSH

RDaSH leading the way with care
Welcome to August’s edition of Trust Matters.

Our governor elections are well underway for 15 seats on our Council of Governors. If you have ever thought about becoming more involved in your NHS then being a governor is a very rewarding way to do this. Nominations close on September 1, so you will need to hurry!

We are very proud to have received the Silver Award from the Ministry of Defence’s Employer Recognition Scheme. Receiving this award highlights our commitment to being a forces-friendly employer and builds on the Bronze Award we received in January for signing-up to the Armed Forces Covenant.

As children are set to go back to school after the summer break we are reminding families in Rotherham and Doncaster about the With Me In Mind app which supports children and young people with low mood, anxiety and other health issues. You can read more about this inside.

For those of you who have previously used our Health Bus for campaigns, promotions or even just hopped on board yourself to receive health check information, advice and/or immunisations, you may be interested to know that the bus has had a revamp to make it compliant with current coronavirus guidelines.

Thank you to everyone who submitted their entries for our 2020 RDaSH Awards. This year, we received 266 entries for the 12 award categories. The judging has been really tough due to the high calibre of the entries received. However, we have managed to shortlist the five finalists in each category. The results will be announced at our first virtual Awards Ceremony at 3pm on October 1. You will be able to tune in and watch all the amazing stories of our shortlisted colleagues and teams.

Finally, I would like to thank everyone who has supported us over the past few months, whether through fundraising activities as a special thank you to our teams or sending us your lovely positive feedback on the service provided. It is very much appreciated.

Kind regards.

Kathryn

Kathryn Singh
Chief Executive

If you’ve a story to tell let our Communications Team know.
Email rdash.communications@nhs.net
or ring them on 01302 796204.

Don’t forget you can also follow us on social media:

@Rdash_nhs
Rdash nhs
@rdashnhs
Youtube rdashcommunications

Staff flu vaccination survey

This year it is more important than ever that everyone who is eligible for their flu vaccine takes up the offer.

With this in mind we’ve already started to prepare for this years’ seasonal staff flu vaccination campaign. Due to the coronavirus pandemic and with many colleagues working remotely will present us with new challenges.

This is why we are asking for your help so that we can plan the best way to deliver our staff flu vaccine this year. Please take a couple of minutes to complete this short survey.

Take the survey at this link: https://www.surveymonkey.co.uk/r/T5YXGGF

STAY ALERT  CONTROL THE VIRUS  SAVE LIVES
Second award in less than a year for supporting Britain’s armed forces

We have been granted a second award in less than a year for backing Britain’s military.

We received the 2020 Silver Award from the Ministry of Defence’s Employer Recognition Scheme (ERS) for our commitment to being a forces-friendly employer.

It comes after we received an ERS Bronze Award in January this year for signing-up to the Armed Forces Covenant - a national commitment of fairness towards serving and former servicemen and women, and their families.

Chairman Alan Lockwood said: “At the time we said we were determined to go for gold and now we are halfway there, thanks to staff championing this very important initiative in numerous ways.

“The Trust has flexible working arrangements that enable reservists to take time off for military duties and we sponsor a local cadet unit, allowing them use one of our buildings for parade evenings. We support the employment of veterans and service leavers by providing a mentor/advisor to help their transition into civilian life.

“We employ a number of veterans and really value the skills and work ethic they bring to the business. To help further we aim to set up an Armed Forces Network to support employees who are reservists or veterans, and their partners.”

Our job vacancies are now published on a special website for those leaving the armed forces and our staff attend recruitment fairs to promote the Trust as a potential employer.

Pauline King, Assistant Regional Employer Engagement Director at Reserve Forces’ & Cadets Association for Yorkshire and the Humber, said: “We put organisations through a very rigorous assessment process before making this award, this is not a tick box exercise. RDaSH has demonstrated how well it has turned commitment into reality by introducing many supportive measures and we are delighted the Trust has achieved the high Silver Award standard.”

The Value of Values – art competition

Thank you to everyone who took part in our Values of Values art competition. The entries have been fantastic, and judging has taken place. The lucky winners will be contacted soon and asked to take a photo of their artwork. The winning designs will be showcased in October’s Trust Matters. Well done everyone.
News matters

Supporting children’s mental health

We have changed the way we deliver our services – including launching an app - so it can continue to support the mental health of children and young people during the Coronavirus pandemic.

Our colleagues who work the children and young people’s service, ‘With Me In Mind’, continue to support young people despite the pandemic.

The ‘With Me In Mind’ team, normally based in schools has continued to provide help to children needing support relating to mental health by video conferencing, WhatsApp or by phone conversations. Additionally, support for teachers is being provided by phone calls or by using MS Teams to see each other via the computer.

And as a result of eClinics app successes with other services across this Trust and the need to adopt creative ways to allow young people to access support during the outbreak, the ‘With Me In Mind’ team is also supporting the use of an app to support young people with low mood, anxiety and other health issues.

Called the CAMHS app, which stands for Children and Adolescent Mental Health, Service, it’s easily downloaded from the Apple app store or Google play store. It enables a young person to use their mobile phone to book a virtual appointment and ‘live’ chat to a ‘CAMHS’ practitioner via instant messaging.

Richard Bryan, who runs the With Me In Mind service in Doncaster, said: “We have continued to see existing children and young people who access our service and responded new referrals. We have continued to deliver our service in a safe way using telephone and video calls as an alternative way to face to face appointments.

“We have received positive feedback from the young people using our services,” he added.

With Me In Mind is part of a national trailblazer pilot project, launched in December last year. Colleagues working in the service are part of our Children and Young People’s Mental Health Services and offer help to young people with a range of mental health needs including when they are feeling down, anxious or stressed.

The project also runs in neighbouring Rotherham and between the two towns aims to improve the overall wellbeing of around 32,000 children and young people in 50 schools and colleges.

Health staff working in the With Me In Mind service build on the support already provided by a range of staff including those at school, school counsellors, nurses and educational psychologists. The aim of the service is to treat pupils with mild to moderate mental health issues and to support those with more complex needs to access specialist NHS support.

Richard added: “We have also set up staff support sessions because of Coronavirus. We recognise staff are impacted by the virus and we’ve carried out a lot of positive work, including holding wellbeing forums.”

Richard and his colleagues have also been working hard to ensure the With Me In Mind website www.withmeinmind.co.uk is fully stocked with resources to help children, young people, teachers and families.

Information has also been shared with young people via social media, Instagram @withmeinmind_doncaster and on Facebook, where the information can be found by searching Doncaster CAMHS. And they are working with schools to see which young people need extra support as they prepare to move or transition to their next school. A YouTube channel has also been launched at https://bit.ly/3gvcdbu

The team is also now looking at how things adapt as pupils prepare to return to schools. The With Me In Mind service is jointly commissioned by Rotherham and Doncaster Clinical Commissioning Groups and delivered by this Trust.
New mums in North Lincolnshire took the opportunity to click into a week-long series of online activities to support their breastfeeding journey, including a virtual link-up event held on Sunday 2 August.

Local health visitors teamed up with the Baby Dinosaurs website to promote ‘The Virtual Big Latch On Scunthorpe 2020’, as part of World Breastfeeding Awareness Week (1-7 August).

Mum of two, Lisa Hensby, Director of www.babydinosaurs.co.uk said: “A lot of new mums may be feeling isolated at the moment as support groups have not been able to meet. We hope that this year’s virtual event will enable breastfeeding mums, and mums-to-be, to gather useful information to help them.

“In previous years Scunthorpe Big Latch On has been organised as a picnic in the park to highlight the value of breastfeeding and many mums have attended. But that’s not possible this year, so in its place will be a virtual ‘latch on’."

For the rest of World Breastfeeding Awareness Week there were a range of online activities and video resources that Baby Dinosaurs was promoting on facebook and their website, together with the Scunthorpe health visiting team, Doncaster Mumbler and National Childbirth Trust.

Rebecca Pease, who manages Scunthorpe’s health visitors. She said: “The heath visiting team has responded to the current Coronavirus situation by partnering up with Lisa to make The Big Latch On a virtual event this year. This is vital to ensure local breastfeeding mothers continue to have access to information and support.

“Breastfeeding has so many benefits for both mum and baby - protecting children from a range of illnesses, including infection, diabetes, obesity and asthma and their mothers from breast and ovarian cancers and heart disease. It also supports the mother-baby relationship and the mental health of both mum and baby.”

For more information visit  https://www.facebook.com/events/645700549335404/ or www.babydinosaurs.co.uk
Rotherham man’s football fundraiser to thank caring NHS staff

A big-hearted Rotherham man who has battled years of mental health illness has organised a football fundraiser to thank NHS staff who have helped him on the road to recovery.

Jamie Concannon, 31, from Swinton, has been in a revolving door of inpatient care since being diagnosed with depression and post-traumatic stress disorder five years ago. His condition has led to him receiving care on occasions at our Swallownest Court hospital, near Sheffield.

But at long last he can see light at the end of the tunnel as, since leaving hospital in January this year, he’s feeling much better and now moving forward with his life.

Jamie said: “It has been a struggle, nobody really understands what mental health illness is like until it strikes and it could affect anybody at any time. I’ve spent a lot of time in a hospital A&E department waiting to be seen and the people who have really looked after me throughout those difficult times have been the RDaSH Crisis and Home Treatment Team, based at Swallownest Court. They have been fantastic.

“I cannot thank them enough and wanted to try by raising funds for them through a match between lads from Swinton and Rawmarsh. Friends have rallied round, including Jamie Woodcock, manager of the Rawmarsh side, who is founder of MINDFest, a group that puts on events to raise money for the Mind mental health charity.”

The match took place at Swinton Athletic FC’s Park Road ground on August 23 with around 30 people taking part. Everyone paid £10 each to be in a team with donations from spectators on the day too.

Sarah Scott, RDaSH Crisis and Home Treatment Team Manager, said: “It is so kind of Jamie to want to help in this way and we really appreciate his support.

“Mental health problems can be devastating but having the support of family and friends can make all the difference in helping recovery, as in Jamie’s case. Having a conversation about mental illness can be difficult but this is a wonderful example of how having open discussions can not only help on an individual basis but also bring a community closer together.”
Elections... could you be a governor

Nominations close on Tuesday 1 September

Like to be more involved in your NHS, then becoming a governor is one of the most rewarding ways you can do this.

We are looking for people to nominate themselves in our latest round of Governor elections. Here are the seats up for grabs:

- Doncaster Public (TWO seat)
- Rotherham Public (ONE seats)
- North East Lincolnshire Public (ONE seat)
- Rest of England Public (ONE seat)
- Mental Health Service User (ONE seat)
- Community Services Service User (TWO seats)
- Specialist Services Service User (ONE seat)
- Learning Disability Services Service User (ONE seat)
- Mental Health Carer (ONE seat)
- Community Services Carer (TWO seats)
- Specialist Services Carer (ONE seat)
- Learning Disability Carer (ONE seat).

The nominations process is NOW OPEN and will close on Tuesday 1 September so if you are interested then you’ll need to hurry.

You can get a nomination form by:

- www.cesvotes.com/rdash2020
- ftnominationenquiries@cesvotes.com
- Civica Election Services, The Election Centre, 33 Clarendon Road, London. N8 0NW
- Text 2FT RD and your name and address to 88802
- 0208 889 9203

Once all the nominations are in voting will then take place and the newly elected governors will be announced in early October 2020.

It takes all sorts to make a successful Council of Governors...

Can you add to the mix?
Over in Doncaster, Colin Mounfield, Support Time Recovery Worker was promoting the many positive reasons of allotments at our Sandall Beat plot which is used by its volunteers, service users and occupational therapy staff.

Colin said: “There are many positive reasons for having an allotment – both mentally and physically.

“Mental illness can be very isolating, so gardening at our allotment gives service users a sense of purpose and structure. It’s also an opportunity to connect with others, and we’ve developed strong bonds with neighbouring allotment holders, who offer us help and advice, which helps break down some of the stigma associated with mental health.”

He added: “Gardening is a great physical activity for anyone – regardless of their age and ability, and there’s something very satisfying in harvesting fruit and vegetables that you’ve grown from seed and nurtured.”

Great Oaks on Ashby High Street in Scunthorpe has its own allotment with raised beds and poly tunnel. Over the spring and summer staff and patients have been busy sowing seeds and growing tomatoes, potatoes, beetroot, marrows, cabbages, chard, lettuces and basil herbs as part of their therapeutic activities.

Theresa Hepworth, Reablement Worker, said: “There are many health and wellbeing benefits of having an allotment. The patients enjoy being outside in the fresh air and looking after the plants. All the food that we grow is used in our cooking and eating sessions on the ward.”

The team has been selling some of the vegetables and ploughing the funds raised back into the allotment to buy more seeds for the next season.

If you would like to support this allotment project the team would welcome donations of compost and some compost bins. Just contact Theresa Hepworth by emailing Theresa.hepworth@nhs.net
Versatile NHS Health Bus gets a healthy makeover

The NHS ‘Health Bus’ is motoring again! It’s back, after a major conversion to add a second consultation room and to comply with current Coronavirus guidelines.

Run by this Trust the 18 year-old Dennis single-decker started its life carrying passengers in the south east, before being converted into a children’s activity centre and then finally into the Health Bus we have today.

The bus is ready for bookings. Trust services and teams and other health related organisations can book it for promotional events and other activities, including mobile surgery’s, health check stations and vaccination catch ups for young people.

Health Bus Co-ordinator and Driver Kyle Pearson, said: “Our first task on getting back on the road has been to provide a mobile base for our nurses who have been giving secondary school pupils the HPV vaccine. We now have two clinical rooms on board, plus new seating arrangements that meet the Government’s two metres social distancing guidelines.

“We allow one visitor on at a time, or an adult with a child, and we have a ready supply of sanitiser and face masks for infection control. The driver’s compartment has been screened off as part of the conversion and a large TV/DVD allows hirers to provide information related to the event they are staging.”

The vehicle has been branded with the RDaSH logo. It includes a new heating and air conditioning system, creating a climate controlled environment, plus advertising points added to the exterior where promotional posters can be displayed.

Interested in booking the Health Bus, then telephone 07979 926222 or 07971 031878. You can also email rdash.health.bus@nhs.net or kyle.pearson@nhs.net

Pictured is Kyle Pearson, Health Bus Co-ordinator and Driver.
Staff matters

Welcome to Nicola Hartley

Our new Executive Director for People and Organisational Development Nicola Hartley joined us on August 1.

Nicola brings a wealth of expertise and experience in the field of HR and People and Organisational Development to our executive team and the Board. She has worked in a range of public and private sector roles including at Jet 2, Morrisons and HJ Heinz. She has joined us from Sheffield Teaching Hospitals NHS Foundation Trust where she was the Deputy Director of HR.

Nicola said: “I am delighted to be part of this exciting and forward thinking Trust. I look forward to meeting and working with you albeit in a virtual and social distance way.”

Director for Psychological Professionals

We are pleased to announce that Dr Judith (Jude) Graham has taken up her new role as Director for Psychological Professionals commencing fully from 17 August 2020.

As an organisation we have over 220 psychological professionals working here. A key part of Jude’s role is the responsibility for clinical leadership, supporting the development of multi-professional clinical pathways, and advancing the pre and post educational pathways for this group of staff.

Jude will also work closely with Dr Nav Ahluwalia, Executive Medical Director/Director for Psychological Therapies Research and Dr Jamie Delgadillo, Director of Psychological Therapies Research, to enhance research involvement and clinical leadership development both within the Trust and at regional and national level.

This role is linked to the NHS Long Term Plan with the aim of improving people’s lives by extending evidence-based psychological practice across healthcare.

To contact Jude please email Judith.graham3@nhs.net

STAY ALERT ➤ CONTROL THE VIRUS ➤ SAVE LIVES
Aspire’s first virtual Recovery College

As part of Recovery Month in September, Aspire Drug and Alcohol Service is hosting its first ever ‘virtual’ Recovery College.

More details will follow but we wanted to let you have advance notice of the date – it’s the afternoon of September 25.

The focus of the College will be Lived Experience Recovery Organisations (LERO), as well as Dame Carol Black’s review of the drug and alcohol field which the group has had input into via Dr Ed Day who is the National Recovery Lead.

Invitations will be coming out on Eventbrite shortly.

The afternoon will also be live streamed. There will be guest speakers from the Recovery Connectors Group including Aspire, The Well, Building On Belief, Double Impact, Recovery Connections and the Scottish Recovery Consortium. The Group members will also host an interactive session looking at the national recovery community and how lived experience and the sector work together to build well communities.

Permanent Deputy Director of Nursing appointed

Congratulations to Rachel Millard who has been appointed to the substantive role of Deputy Director of Nursing.

Rachel has covered the post on an interim basis since July last year.

Retirements

There have been a couple of retirements recently from Swallownest Court. They were:

Jenny Mace, Management Secretary, retired after 18 years in the NHS.

Kath Naylor, Team Secretary for South Locality Community Mental Health, who has retired after 30 years with the Trust.

Your colleagues wanted to say:

“Jenny thank you for your dedication and hard work. We wish you a very happy retirement.” Lots of love from Kerry, Sarah and All the admin team at Swallownest Court.

“Kath we wish you every happiness and a very happy retirement. Thank you for your dedication and hard work, you are going to be missed. Lots of love from Kerry and the Admin Team and all that had the pleasure of working with you.”
The entries are in and judging has taken place for the top five shortlisted nominations.

We received 266 entries this year which is a remarkable achievement given the challenges that the Coronavirus pandemic has presented us. Thank you to everyone who submitted an entry showcasing the exceptional work within the Trust.

The next stage is the filming of the five shortlisted nominations in each award category. This is where the nominators tell us why they feel the person(s) or team deserve an RDaSH Award.

If your nomination has been lucky enough to reach the final five in your entry category you will be asked to come along on the following dates to make your film.

- **Scunthorpe:** Wednesday 9 September at Great Oaks, Meeting Room, DN16 2JX between 1pm and 4.30pm
- **Rotherham:** Thursday 10 September at Swallownest Court, S26 4TH between 9am and 2pm
- **Doncaster:** Friday 11 September at Woodfield House, DN4 8QN between 9.30am and 4.30pm.

These shorts films will be shown at our virtual Awards Ceremony aired on October 1. Tune in to watch video footage of each category’s shortlisted entries and to see who clinches the top accolade.

**Good luck everyone!**

For more information about our 2020 RDaSH Awards please email rdash.awardnominations@nhs.net

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**Team Time**

Need an opportunity to reflect with your colleagues on the unique challenges you are facing?

We offer Team Time sessions. It's similar to Schwartz Rounds and has many common features, aiming to provide a safe space to help you feel connected and supported. Trained Schwartz facilitators, experienced in managing reflective forums will manage the sessions. You and your team will be supported to cope with rising stress and anxiety which will benefit long-term health, improve relationships between colleagues and ultimately benefit patients.

- Each session lasts between 30-45 minutes
- Participants call into Zoom or similar video webinar platform, to join a password protected team-based gathering.
- The session opens with an introduction from the facilitator emphasising the aims and objectives and reiterating ground rules including confidentiality.
- This if followed by two pre-prepared reflective stories from two members of the team before the wider team are invited to share their own reflections and resonances.
- The session is drawn to a close, strictly on time, by the facilitators.

To take part, please contact: kerry.pepper@nhs.net or rdash.improvement@nhs.net

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**Staying safe, Staying alert, Staying well – please be safe and stay alert**

- **Passionate**
- **Reliable**
- **Caring and safe**
- **Empowering and supportive of staff**
- **Open, transparent and valued**
- **Progressive**

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**STAY ALERT › CONTROL THE VIRUS › SAVE LIVES**
World Patient Safety Day

It’s World Patient Safety Day on Thursday 17 September. The day is to raise public awareness and understanding to promote patient safety.

Here, we work hard to ensure that patient safety is as the forefront of what we do day in day out.

This year’s campaign will focus on Health Worker Safety: A Priority for Patient Safety encouraging people to speak up for health worker safety.

Safe Health Workers. Safe Patients.

Safety Huddles – improving safety culture and reducing harm

Huddle Up for Safer Healthcare (HUSH) is an evidence-based intervention that improves team-working and culture, and reduces patient harm.

We have two Improvement Academy Safety Huddles Coaches Noma Makhanda and Kerry Pepper. Together they have been supporting colleagues on Coral Lodge in Doncaster to successfully implement daily Safety Huddles. They have also provided support for Safety Huddle engagement activities continuing on Osprey ward in Rotherham and the Recovery Team in Scunthorpe.

Key elements of a Safety Huddle are:

- Promotes a non-judgemental environment
- All ward staff are empowered to speak up
- Can contribute to improved communication and team working
- All ward staff including non-clinical invited to attend
- Happens at the same time/place daily
- Are brief (5-15 minutes)
- Staff agree on focus of harm they wish to reduce to improve patient safety
- Consider ways to input patient and carer concerns.

Work better when:

- The whole team is involved in the design and agree how it will work in their area
- The team is empowered
- Safety Huddles are held in the spirit of learning and improvement
- Visualisation of patient harm via display boards ‘days between’ and Statistical Process Control charts
- Staff celebration with certificates upon reaching patient harm milestones.

Like to know more then follow the link to watch The Improvement Academy’s brief overview of Safety Huddles https://www.youtube.com/watch?v=nC-R-t466hE
One of the changes being introduced is the Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) process.

ReSPECT is a nationally developed process led by the Resuscitation Council (UK). It creates personalised recommendations for a person’s clinical care in a future emergency, where they may be unable to make or express choices. It is already being used in neighbouring areas such as Hull, East Riding, Lincolnshire and Doncaster.

As a Trust we already use ReSPECT in Doncaster for adults only. It is part of the resuscitation training for our Doncaster staff, where they are shown the documentation and learn about the differences between the ReSPECT process and Not Attempt Cardio-pulmonary Resuscitation (DNACPR).

ReSPECT is also being included in the Trust’s new resuscitation policy, which is out for review at the moment. The Learning and Development team can offer bespoke training if required for colleagues in North Lincolnshire nearer to the implementation process.

The process is intended to respect both patient preferences and clinical judgement. It provides health and care professionals responding to an emergency, with a summary of recommendations to help them make immediate decisions about that person’s care and treatment.

It is about improving care outcomes and patient experience, in accordance with a person’s wishes as far as possible, enabling productive conversations between patients and clinicians about emergency, urgent and end-of-life care. It is important for all professionals involved in implementing the ReSPECT process to be committed to involving people fully, in realistic and person-centred decisions about their care.

The Health Tree Foundation has kindly funded a two-year post which has recently been appointed to, in order to help co-ordinate and provide education during the ReSPECT implementation period. The organisations involved in Northern Lincolnshire include: Northern Lincolnshire and Goole NHS Foundation Trust (NLAG), Lindsey Lodge Hospice, St Andrew’s Hospice, North Lincolnshire CCG, North East Lincolnshire CCG, Care Plus Group, Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) and NAViGO.

For Northern Lincolnshire’s roll out, there will be a full implementation plan including further communications and engagement (including training opportunities) with stakeholders, staff and the public.

For further information about the ReSPECT process, there is an app available to use on your mobile phone or device https://www.resus.org.uk/respect

There are also resources from the Lincolnshire implementation of ReSPECT at this link https://www.eolc.co.uk/professional/respect/

For further information on the Northern Lincolnshire implementation, please contact Transformation Programme Director, carolinebriggs@nhs.net

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**Well done Sophie**

One of our Health Visitors Sophie Uzelac has been published.

Her case study submission titled An example of how social media effectively supported the Health Visiting team to meet the health needs of a local family during the COVID-19 pandemic was accepted and published in the Institute of Health Visiting “Making History: Health visiting during COVID-19” publication.

Congratulations and an excellent achievement Sophie!
Expressions of Interest for Independent Chair, Workforce Disability Equality Standard (WDES) Steering Group

The WDES Steering Group is inviting Expressions of Interest for the role of Independent Chair. The closing date is Friday 4 September.

The group is looking for a high profile, dedicated and committed individual with a demonstrable track record in promoting equality, diversity, and inclusion. An individual with lived experience of disability would be particularly welcomed. The Chair would be expected to lead the group effectively, seek assurance on the work of the WDES Implementation Team, provide strategic direction, and help promote the WDES across the health sector.

To find out more about this role go to: https://bit.ly/34wLjxh/

If you want to submit an expression of interest please note the following:

- Use the form template to submit your expression of interest (you’ll find it at the intranet link above)
- Alternatively, you may choose an alternative format to express your interest. For example, by submitting a video recording.
- Your expression of interest must be submitted by close on Friday 4 September to england.wdes@nhs.net

Thank you

Skelbrooke Ward and Sapphire Lodge received these beautiful flowers from a patient who had only a brief admission and was discharged. He was grateful for the care he received. The card reads “Thank you all for looking after me, I truly appreciate all your help.”
Well done to our GEM Award winners!

We are celebrating our fantastic GEMs, those of you who are constantly Going the Extra Mile (GEM) for our patients, colleagues and the service we provide. During the pandemic we are sending each of our GEMs a special thank you gift, certificate and new name badge in the post. When you receive your GEM gift please send us a selfie photo with your certificate and gift so that we can shout out and let everyone know that you are a GEM. Here are some of our GEMs:

Debbie Sloane

Grace Kydd

Nikki Wilkinson

Keep your GEM nominations coming in!

Why not enter a colleague for a Going the Extra Mile (GEM) Award?

If you work with a colleague who is always Going the Extra Mile, please nominate them for a GEM award here: http://www.intranet.rdash.nhs.uk/communications/gem-awards/
It’s fair to say that we’ve never before experienced a year like this one. We are also very aware that 2020 has not been ‘business as usual’ given the ongoing coronavirus pandemic.

With this in mind, the NHS Staff Survey this year is very much about understanding and learning from the different experiences. It is vital that we understand your experiences of working in the Trust and listen to your feedback in relation to how we can improve your working lives of and help provide better care for our patients.

The survey will be launched in September. Most of you will receive an email link to complete the survey online, but some will receive a paper based questionnaire. We will have a number of Staff Survey Champions across the Trust who will be available to dispel any myths and support you in completing the survey.

Following last year’s survey action plans were developed in direct response to your feedback.

Here are some of the examples of the work that is taking place:

- **Involving you more in decisions that are being introduced that affect your work area/team/department.** We’re doing this by working closely with you and the Culture Team to understand any barriers which prevent you from feeling included and involved. As well as ensuring you have lead roles and responsibilities across services and developing forums for you to contribute your ideas.

- **Changing perceptions around the recognition and feedback you receive in respect of your work.** Ensuring that you receive high quality supervision, develop leadership skills and have a high quality PDR in place which is annually reviewed.

- **Supporting you at work in relation to assaults (verbal and physical from patients/and members of the public).** Reducing the distress these cause by reinforcing the zero tolerance policies and encouraging more discussions at team meetings and ward handovers.

- **Looking at our safer staffing levels in respect of concerns raised about capacity and demand as well as our vacancies and agile/home working.**

- **Improving the sharing of feedback from our patients/service users.** We are looking at alternative ways to improve the collection of data and the cascade process. We welcome your thoughts on how we can do this.

By completing the survey again this year your feedback will support us to continue to build on the work that is already taking place. Thank you.
It boosts our morale when we get a thank you from colleagues, managers but especially patients and service users.

Here, in ‘Their opinion counts’, is a selection of comments and compliments from the Your Opinion Counts forms.

**Hazel Ward**

“The care that has been given has been good, the staff actively listen and help me and the food is amazing. Atmosphere is lovely and staff are courteous and make you feel really welcome and cared for.”

**Community Podiatry**

“All of it was particularly good, I am very pleased and you don’t need to improve. Perfect.”

**Improving Access to Psychological Therapies Doncaster**

“All of it was good. Everyone was knowledgeable, professional and easy to talk to.”

**Vaccination and Immunisation Team (Doncaster)**

“Well organised. Clear direction of what to do under COVID and put child at ease. Vaccination completed quickly and no time to be anxious.”

**Community Mental Health Autism Team**

“X was extremely understanding had the right approach and very lovely and helpful. Kept us in contact and helped my son get through Coronavirus during his breakdown.”

**Hawthorn Ward**

“Interpersonal contacts between staff and patients were particularly good.”

**St John’s Hospice Macmillan Nurses**

“The care given to my mum on her last few days was exceptional. We were allowed to stay with her to the end in the COVID-19 crisis which meant so much to us.”

**Memory Clinic North Lincolnshire**

“The easy conversation between ourselves and the nurse practitioner was excellent.”

**Improving Access to Psychological Therapies Rotherham**

“X met with a group of us and spent our time catching up with us all. It gave us support and helped with anxiety during this very stressful time.”

**Access Team Doncaster**

“Every aspect of the service was excellent. Staff were friendly and supportive and made us feel at ease. Felt assured that they were only a phone call away.”

**Wheelchair and Specialist Service**

“They could not do enough and were so caring and professional.”
Harvest Festival request from our Spiritual Care Team

This year our Spiritual Care Team is not able to hold the Harvest Festival and asking for your help to make this happen in another way.

The team is looking for donations of dried, packet, tinned or cartons of food throughout September. All donations will be distributed to needy people in the area where you have donated.

When donating, please consider the nutritional value of the food. They cannot accept sweets, biscuits or sugary cereals. Any long life goods are needed.

Ideas for donations include:
- Long life milk
- Rice pudding/semolina
- Soup
- Vegetables
- Cereals
- Sugar
- Pasta/rice
- Tinned fruit
- Jars of sauces
- Tea/coffee.

If you would like to setup a drop off point on your area, please let the team know so they will come and collect.

Here the drop-off areas already set up:
- The Food and Drink café at Tickhill Road Hospital site, Doncaster
- Swallownest Court reception in Rotherham
- Woodlands reception in Rotherham
- Great Oaks reception in Scunthorpe.

For more information please email rdash.chaplaincy@nhs.net

New Office Software is on its way!

Microsoft support for Office 2010 will be ending in October this year. We need to upgrade all desktops and laptops to the most up-to-date Microsoft 365 software by 21 September 2020.

Over the coming weeks the programs will be tested and we will let you know when it is ready for you to install.

Information and guides will be released through the Daily Briefing as well as on the Intranet once they are ready.

So please watch out for the bulletins, check out our new page at http://nww.intranet.rdash.nhs.uk/m365/ and if you have any questions, please email: rdash.m365-queries@nhs.net
Remember our Engagement Hub

Why not try our Engagement Hub and find out lots of information and join in a range of digital Big Conversations.

Interested? Then you first need to register first at this link https://engagement.rdash.nhs.uk

You’ll find leaflets with information to support unpaid carers during the coronavirus pandemic at the following links:

https://engagement.rdash.nhs.uk/post/3536090
https://engagement.rdash.nhs.uk/post/3536020

We look forward having you join the Hub and talking to us about what matters to you!

If you require further information then please contact us by emailing our team on rdash@improvement.nhs.net

Herbert Protocol and ‘This is Me’

Are you supporting someone with memory loss who is at risk of going missing?

Then the following workshops may be of interest to you and your family.

The workshops are on the ‘Herbert Protocol’ and also ‘This is Me’.

The Herbert Protocol is used to collect information that can be used if a person with dementia goes missing.

This is Me supports a person with dementia when going into unfamiliar places, for example residential care or hospital.

The workshops support carers and families to complete the Herbert Protocol and This is Me. The workshops are being offered both virtually (online by Microsoft Teams) and also physically with small numbers and coronavirus safety precautions at Crossroad Care Rotherham. They are for anyone with a Rotherham GP.

The dates for the virtual workshops are:
- Thursday 3 September (2 to 3pm)
- Monday 21 September (11am to 12noon)
- Monday 26 October (2 to 3pm).

The dates for the physical workshops are:
- Tuesday 8 September (2 to 3pm)
- Tuesday 29 September (11am to 12noon)
- Tuesday 20 October (2 to 3pm).

Booking is essential please contact Crossroads Care Rotherham on 01709 464574 (risk assessment and health questionnaire require completion to attend).

Information for carers

If you are a carer and need support during the coronavirus pandemic there is a range of information available via the following links:

Rotherham Council
https://www.rotherham.gov.uk/carers/advice-carers/1

Doncaster Council

North Lincolnshire Council
https://bit.ly/34sZ1RZ

STAY ALERT CONTROL THE VIRUS SAVE LIVES
Enjoy the spirit of summer... drink responsibly and keep safe. Protect your NHS!

Visit: www.rethinkyourdrinkdoncaster.co.uk