

April 2026

trust matters



Valuing experience



RDASH nurturing the
power in our
communities

Welcome from our Chair **Kathryn Lavery**



Welcome to April's Trust Matters

The launch of our Communities' Leadership Executive is an exciting and unique venture. It is the latest step in trying to change the relationship between our organisation and our patients, this time, through bringing selected voluntary sector groups across Rotherham, Doncaster and North Lincolnshire into paid leadership roles within the trust. The new body deliberately sits alongside the Clinical Leadership Executive and supports the strategic work of the Board.

Although we are in the new 'year' as we have closed our accounts at March 31, I do not want us to overlook the incredible achievements of 2025. Now our aim is to sustain the short waits many services have achieved, with 69 services trustwide meeting the 4 weeks wait in April. In the same vein since 2022 we have seen a huge fall in out of area placements, with 9 people currently too far from home and no out of area placements in Doncaster or in Rotherham. These are signature quality of care changes.

The Board discussed in public the latest staff survey when we met in March. Thank you to everyone who took time to complete it last winter, and to the directorates too who have shown real improvements. We know that we have work to do over the next 2 years to address meaningfully issues highlighted within the survey. Toby used his vlog on April 24 to highlight a focus on safety being our first priority, and to share his concern that is not the dominant experience of many people working in the trust. Over coming weeks, I know we will be working to understand different perspectives on what drives those views and how best we address that.

I want to highlight the roll of honour for Care Opinion responders within this month's Trust Matters. Over 2,500 stories told through this service since 2024 and for many teams this is a fantastic insight into what is valued by the patients and carers we work with. The compassion of the responses sent by many team leaders and frontline clinicians are inspiring and very much offer reassurance to others reading Care Opinion about our focus on the safety and quality of an individual's care.

In June we launch our Star Awards and in July we are crossing fingers for sunshine at our annual members' meeting and fun day. Mark July 18 in your calendar and do come and join us. A chance to celebrate you and the work done in the organisation and across our communities.

Once again thank you for everything you do.

Kind regards

Kathryn

Follow us on social media:

 **Facebook** Rdash nhs  **Instagram** @Rdashnhs  **X** @Rdash_nhs  **YouTube** rdashcommunications

Getting started with our Communities' Leadership Executive

During March, we ran an application and selection process to appoint to the trust's new Communities' Leadership Executive, known colloquially as CoLE. This is a shadow decision making body alongside our established Clinical Leadership Executive (CLE).

The first formal meeting takes place on May 7, and in June's Trust Matters the members will introduce themselves and their organisations. The work of CoLE will be supported by Paula Rylatt, Noma Makhanda, Iona Johnson and Toby Lewis among trust colleagues, and will report to both CLE and into the Board of Directors.

Since 2023, the trust has worked hard to welcome voices from patients, carers and communities across the organisation. Peer representatives are part of training, induction and recruitment work, and the trust continues to expand its investment each year in the voluntary sector. We recognise that trusted voices and providers can often achieve successes when we cannot as a statutory or clinical body.

In particular CoLE will help us to:

- provide community insight and recommendations to the Clinical Leadership Executive for action
- review key decisions to ensure they reflect the needs of our populations
- help shape future strategy, including delivery of our 28 strategic promises and the development of our 2035 successor strategy
- hold the trust to account for acting on community feedback, requiring attendance from senior leaders to tackle questions and address matters of concern
- In addition to our trustwide participation partner, the People Focused Group, the members involved are:

Name	Organisation
Cross-Patch	
Glyn Butcher	People Focused Group (PFG)
Doncaster	
Graham Keeton	Choice for All Doncaster (CHAD)
Lai Lim	Voluntary Action Doncaster
Laura Arthur	Doncaster MIND
James Woods	Citizens Advice Doncaster Borough
Sharon Wilson	Changing Lives
Rotherham	
Makhmur Jamil	You Asked We Responded service (YAWR)
Zlakha Ahmed	Apna Haq
Samantha Smith	S62 Community together, Rotherham
Dan Wilson	Rotherham United Community Trust
Rachael Wilson	Rush House Ltd
North Lincolnshire	
Jason Coy	North Lincolnshire MIND
Peter Lambert	Rubiks Inclusive Counselling Interventions
Rosa Torraca	Carers' Support Service, North Lincolnshire
Jo Wagstaff	Changing Lives Through Changing Minds
To be confirmed	Parent and Carer Forum



New high dependency rehabilitation unit opens



Toby Lewis, Chief Executive officially opening the Phoenix high dependency rehabilitation unit.

We opened our new high dependency rehabilitation unit in Doncaster on March 10, strengthening support for local people with complex mental health needs and ensuring patients receive specialist care with our communities.

The new unit, known as Phoenix, provides care for people from Rotherham, Doncaster and North Lincolnshire. The service offers a therapeutic environment which reduces the impact of trauma for people who require more structured and intensive support than is available in community settings or more traditional standard inpatient wards. It is a time limited rehabilitation service and is the first such bed-based rehab unit in South Yorkshire and North Lincolnshire, complementing the community rehabilitation specialist service in Scunthorpe, which we started in 2025.

Phoenix is staffed by an experienced multidisciplinary team, bringing together mental health nurses, psychiatrists, occupational therapists, peer support expertise, and psychologists, together with healthcare support workers.

Toby Lewis, Chief Executive, said: "This new ward, Phoenix, which serves Rotherham, Doncaster, and North Lincolnshire, is a fantastic alternative to the private sector provision miles from home that is the main alternative for our patients.



"Working to support community-based rehabilitation is a key part of our work as a trust, alongside local authorities, the voluntary sector and the home networks, friends, and family of our patients.

"We are delighted to have Phoenix opened less than a year from approval and we are committed to working to make it a huge success in the years ahead."

The opening of Phoenix marks a significant development in the region's mental health provision, expanding local capacity and helping to ensure that people can receive specialist care closer to home.

Referrals into the service can be made from medical professionals in mental health inpatient wards, forensic mental health services, open rehabilitation wards, and community mental health teams.

To know more please email:
rdash.hdru-phoenix@nhs.net



Keeping the conversation going celebrating Care Opinion

Taking the time to listen and respond to feedback about our services is a vital part of keeping the conversation going and shaping the care we provide for the future. This supports our Promise 4 of putting patient feedback at the heart of how care is delivered.

Hearing directly from the people who use our services helps us understand what we are doing well and, just

as importantly, where we need to improve. Care Opinion is a 2 way process, and without colleagues across the trust taking the time to read and respond to feedback, the conversation stops. If people never receive a response, they may stop sharing their experiences with us altogether.

So far, we have received **2,766 stories** through Care Opinion, generating an impressive **114,930 views**. This is a fantastic achievement and reflects the commitment of our colleagues to listening and learning from patient feedback.

Most of the feedback (86%) was positive, highlighting many examples of good practice across our services. Common themes included staff warmth and professionalism, compassionate and helpful care, and effective support that made patients feel "listened to and valued."

Where feedback was less positive, themes included attitude of staff, communication, support and waiting lists. These insights are essential and will help us focus our efforts on making improvements in these areas.

We are also proud to share that 1,882 people said they would recommend our services, compared with 135 who said they would not.

Let's take the opportunity to celebrate our top 20 Care Opinion responders. Top place goes to Fayre Braich, who has responded to over 100 stories, an outstanding achievement.

Promise 4

Put patient feedback at the heart of how care is delivered in the trust, encouraging all staff to shape service around individuals' diverse needs.



Faye Braich, Clinical Lead North Lincolnshire **(106 responses)**

Caroline Jefferies, Team Manager Children's **(98 responses)**

Amber Dalton, Team Leader 0 to 19 (25 SEND) **(73 responses)**

Jo-Ann Yates, Team Manager, ADHD and ASD services **(63 responses)**

Martin Jones, Inpatient Modern Matron, North Lincolnshire **(58 responses)**

Jennifer Mason, Team Manager, Doncaster Talking Therapies **(53 responses)**

Tim Godley, Team Manager Doncaster Talking Therapies **(51 responses)**

Lisa Briggs, Team Manager, North Lincolnshire Talking Therapies **(49 responses)**

Joanne Goulding, Primary Care Mental Health hubs **(48 responses)**

Jola Obisesan, Children's Neurodiversity Team Manager **(45 responses)**

Emma Dickinson, Team Leader Children's **(39 responses)**

Samantha Rooksby, Team Leader Children's **(36 responses)**

Kelley Ward, Team Leader Children's **(36 responses)**

Sophie Uzelac, Health Visitor Children's **(31 responses)**

Anna Cusack, Specialist physiotherapist and team lead Cardiac Rehabilitation **(30 responses)**

Chris Sanderson, Lead Psychological Professional North Lincolnshire **(29 responses)**

Steve Forsyth, Chief Nurse **(28 responses)**

Julie Hutchinson, Team Leader Home First **(27 responses)**

Natasha Collinson, Patient Safety, Carer and Community Practitioner **(25 responses)**

Theresa Nicol, Specialist Community Public Health Nurse **(24 responses)**

A huge thank you to everyone who takes the time to respond to Care Opinion stories and helps keep the conversation going.

As an organisation, we aim to respond to stories on Care Opinion within 7 days. Encouragingly, across the last 100 stories we have achieved an average response time of just 4 days. Many services have gone even further, responding within hours of feedback being shared, a fantastic achievement. This reflects the commitment and dedication of colleagues across the trust who take the time to engage with feedback thoughtfully and meaningfully.

Thank you to everyone involved for the continued focus on listening, learning and responding to the experiences shared by our patients and carers.

Top 6 services average response time

The following services have demonstrated the fastest average response times:

Children and Young people's Physical health **499 stories in 47 hours**

Talking Therapies Doncaster **119 stories in 33 hours**

Talking Therapies Rotherham **101 stories in 17 hours**

Adult Mental Health **165 stories in 71 hours**

St John's Hospice **38 stories in 49 hours**

Learning Disabilities North Lincs **1 story in 1 hour.**

These results highlight excellent practice and set a strong example of timely, meaningful engagement with feedback across the trust. To see more feedback, scan the QR code or follow the link



<https://www.careopinion.org.uk/services/rxe>

Happy 1st Birthday, Carers' Network



Our Staff Carers' Network proudly celebrated its first birthday on March 17.

Over the last year, the network has become an important part of Promise 2, offering meaningful support to colleagues with caring responsibilities. It provides a safe and welcoming space to connect with others who understand the challenges of balancing work and caring roles, while also offering practical advice and guidance.

The network also plays a vital role in helping managers better understand and support carers in their teams, strengthening our culture and helping colleagues thrive at work.

We're also excited to share that a new version of our staff app will be launching soon. This will give carers an even easier way to connect with the network, ask questions and access support directly through the app.



RDaSH care's network team pictured from left, Amanda Ambler, Cheryl Gowland, Jo Perkins and Glyn Butcher.

If you're a carer and would like support, please get in touch, you can email: rdash.carers-network@nhs.net

AMM and

NHS

Rotherham Doncaster
and South Humber
NHS Foundation Trust

Sat
18 July

COMMUNITY

**10am to
4pm**

FUN
Doncaster
DAY
**EVERYONE
WELCOME**

FREE ENTRY AND FREE:

Ice cream, pop corn and candy floss!!!

- Face painting • Games area • Dance machine • Giant Lego
- Soft play area • Alpacas and much more!

Street food vendors, pizzas, coffee and picnic area.

**Come and watch community teams taking part in an
Gladiator style competition and Netball**

Connect with us @RDaSH:

    @Rdash nhs

 Website: www.rdash.nhs.uk

**RDaSH NHS Annual Members' Meeting
and Youth Forum will also take place in
St Catherine's House, public welcome.**

Young people's mental healthcare in Doncaster City Centre...

We've confirmed new Health on the High Street base for young people's mental healthcare in Doncaster City Centre from 2027.

The lease will allow us to work with health partners to create the city's first neighbourhood centre, under the Government's Ten-Year Plan for health, published in 2025. The intention is for services to be open during 2027, after redevelopment of the building during 2026. This confirms our commitment to promise 21 of improving the coordination of care provided to local residents, developing services on a hyper local basis.

Our chair Kathryn Lavery explained: "The Waterdale development is a big investment for us, not just of money or time, but in commitment to redesigning services to fit the growing needs of those we serve. We have the shortest wait times now in the NHS in England, but we want to make sure everyone who needs support has access to it through the local voluntary sector, our services, or partners in primary care."

Champion Solesj, the chair of our Youth Advisory Forum, and a member of our Council of Governors, said: "I know the trust is honest and open about the work they still need to do to listen and act on the voices of children and young people locally. This Waterdale project is a chance to make that a reality, working with us to shape services and design a space we value and can use. It is an exciting step forward for my city."

Christina Harrison will lead work to move services into the upper floor of the site by March 2027, with staff being based for non-patient facing purposes in the adjacent Civic Centre. Design work with young people has already begun and major events during May half term will help that to take shape. Building refit is likely to start on site in October. Part of the building is expected to be occupied by services from other health and voluntary providers as we aim to play our part in the regeneration of the City of Doncaster.



Pictured left to right: Simon Sheppard, Executive Director of Finance and Estates; Toby Lewis, Chief Executive; and Christina Harrison, Families First Director.



Representatives from our Young Advisors Group are given a guided tour to gain opinions of how we can use the space.

If you would like to get involved, come along to our engagement event:

**Friday 29 May 10am to 2pm
Kingsgate, Waterdale, Doncaster, DN1 3JZ**

Meet the team and find out more about this exciting new development for children's and young people's services.



Waterdale, units pictured for redevelopment.

Waterdale Young Person Survey
<https://www.surveymonkey.com/r/NTBMPSB>

Waterdale Staff Survey
<https://www.surveymonkey.com/r/NCYFZ85>

Celebrating distinguished service at our trust

At the beginning of March, we were delighted to celebrate colleagues who have dedicated 10, 20, 30 and even 40 years of service to our trust. Our Distinguished Service Awards give us an opportunity to thank colleagues for their ongoing service to RDaSH, and for those who have worked for us for 30 or 40 years, to also thank their loved ones for supporting them in their career with us. We know that working in healthcare can be challenging, and appreciate the dedication of colleagues for their commitment to what they do and loyalty to RDaSH.

The awards were held at Hellaby Hall in Rotherham. It was special day which allowed us recognise the incredible commitment and compassion shown by our long serving staff. Their loyalty, professionalism and dedication continue to shape the care we provide every day. We were joined by over 100 colleagues from all parts of the trust, from clinical and backbone services and it was lovely to hear about their time with RDaSH and their roles, about some of the changes they have seen and their hopes for the future.

Hosted by our Chair Kathryn Lavery, we were also honoured to welcome Councillor Rukhsana Ismail, Mayor of Rotherham, who joined us to celebrate the achievements of our award recipients.

Kathryn Lavery, Chair of our trust, said: "On behalf of our Board, we extend a heartfelt thank you for everything you do, your hard work, loyalty, and continued dedication. You are truly invaluable to the NHS and deeply appreciated here at RDaSH.

"Each colleague recognised today has made a lasting impact on both our organisation and the wider NHS. Your passion for delivering the best for our patients, carers and communities is what brings our vision of "nurturing the power in our communities" to life.

"Thank you, once again, for your distinguished service. We are proud to celebrate your contribution, and even prouder to work alongside you."

The Distinguished Service Awards take place annually to recognise colleagues who celebrate their 10, 20, 30 or 40 year anniversary during the financial year. The next event will take place in February 2027.



Celebrating an incredible 54 years in the NHS and 10 years with our trust, Michelle Bridgewater was presented with flowers by Chief Executive Toby



Photographs from the day are available to view and download from our facebook album:





The Quality Improvement Poster Contest *is back!*

Submissions are open now for our Quality Improvement (QI) poster contest and there's a top prize of **£5,000**.



Dr Diarmid Sinclair
Chief Medical Officer

Posters can showcase any audit, research project, or improvement initiative that has taken place, or is currently underway, since 1 January 2025.

The aim of the contest is to recognise and celebrate innovation, service development, and improvement work across all disciplines, clinical and non-clinical. This initiative supports individual clinicians, multi-professional teams, and leaders to document, test, evaluate, and peer review our practice.

Importantly, your project does not have to demonstrate success. Some of the most powerful learning comes from initiatives that did not achieve their intended outcomes. We actively welcome honest reflection, shared learning, and thoughtful evaluation.

The judging panel will be multi-professional, drawn from across the clinical leadership executive, and will include peers and patients, reflecting our commitment to collaboration and lived experience.

We have 4 categories:

- **most valued poster prize £500** voted for by delegates at our trust leaders' conference.
- **most impactful project or proposal prize £500** assessed by the judging panel for: impact, relevance and sustainability.
- **best study or project design prize £500** assessed by the judging panel for: rigor and design quality, engagement and innovation.
- **best QI poster @RDASH 2026 prize £5,000** assessed by the judging panel for: clarity, communication and innovation.

The closing date for the submission of your posters is Tuesday 1 September and you should email your posters to elaine.wainwright@nhs.net.

Please **download** and use our **QI template** which can be found on the staff intranet: <https://intranet.rdash.nhs.uk/communications/corporate-templates>

If you have any questions, then please contact Dr Diarmid Sinclair, our Chief Medical Officer, who will be heading the competition.



To see all the QI posters from last year see our RDASH NHS facebook album



Your Hearts and Minds

NHS

Staff L^Ottery

You've got to be in it to win it!

Launched this April, the Your Hearts and Minds staff lottery has replaced the trust's current staff lottery, with big prizes up for grabs.

Even better, every ticket will help to support the health and wellbeing of our colleagues through Your Hearts and Minds charity.

Monthly tax-free prizes include:

- 1st prize: £500
- 2nd prize: £150
- 3rd prize: £100
- 2 prizes of: £50
- 2 prizes of: £25.

Plus, **3 times a year** you'll be in with a chance to win a **£1,200 shopping vouchers**.

Visit the intranet or app to find out more and sign up today.

You could be our next winner like Jennie



Congratulations to Jennie Gaul, Team Leader in our Unplanned Community Nursing Team, pictured, celebrating a fantastic win in the Your Hearts and Minds Charity Staff Lottery.

Jennie has won £1,200 in shopping vouchers in April's grand draw, one of just three held each year. Having supported the staff lottery for the past three years, she's previously won three prizes of £25, but this time she's landed the jackpot.

She's just one of 8 lucky winners of prizes ranging from £25 to £1,200 and is planning to treat herself to some well-deserved retail therapy at Meadowhall.

Well done to Jennie, and all our lucky winners!

North Lincolnshire News

Talking Therapies become trailblazers for new AI

Clinicians at North Lincolnshire Talking Therapies have helped to successfully shape and troubleshoot a new AI patient research project, which aims to get patient care right the first time.



StratCare 2, which is a clinical trial being run by The University of Sheffield and supported by Grounded Research, sees patients complete a questionnaire around their mental health symptoms, personality and background, then makes a recommendation on the level of care required. Half of patients taking part in StratCare 2 receive an AI-generated treatment recommendation and half follow the usual stepped care approach.

North Lincolnshire Talking Therapies were one of the first teams in the country to be enrolled on the project and completed patient recruitment in rapid time, onboarding 104 patients in just 5 months.

The service's clinical lead, Angela Jangra, said: "Being part of StratCare 2, and working with the University of Sheffield and the Grounded Research Team, has been a fantastic opportunity.

"The study aligns with our values around patient-centred care, and the team were genuinely excited to contribute. This clinical trial of AI-driven stratified care has the potential for adding a new and innovative dimension to Talking Therapies practice. Watching everyone come together, work at pace and exceed expectations has been a real highlight!"

For more information on the StratCare 2 project, head to the website:



<https://www.stratcare-2trial.co.uk/about-the-trial>

Promise 28

Extend the scale and reach of our research work every year, creating partnerships with industry and universities that bring investment and employment to our local community.



Live in North Lincs and want help for low mood or worry?

Sign up for support on the Talking Therapies website: rdash.nhs.uk/services/nhs-talking-therapies

Charity night "in memory"

In memory of our colleague a charity event will be held in aid of Hope House Scunthorpe, with all proceeds proudly supporting a wonderful cause that supported our colleague.

The event will be a 1940s charity dance, a grand vintage boogie night, "keep calm and dance on!" It will be held on Saturday 21 November at 7:30pm at Wortley House Hotel, Scunthorpe. Admission will be £15 per person. Featuring Room 21 Big Band, with an authentic 1940s big band atmosphere, brass section shining, sharp suits, and a packed dance floor.

Ration book supper special with traditional pie and peas, choose from a hearty beef pie or homely vegetarian pie. An evening of proper retro merriment including a grand raffle with splendid prizes, traditional games, best dressed in 1940s attire (optional), and finest dancers on the floor. Do bring cash for the festivities.

Secure your tickets Wortley House Hotel on 01724 842223.

Great Oaks refurbishment update

“Thank you to our patients, colleagues and communities.”

As the building works at Great Oaks in Scunthorpe near completion over the next couple of months, we want to extend a heartfelt thank you to our patients, colleagues and local communities for their patience and support throughout this major improvement scheme.

These extensive works have delivered newly refurbished patient wards and modernised staff areas, ensuring a more welcoming, therapeutic and comfortable environment for all who use the service.

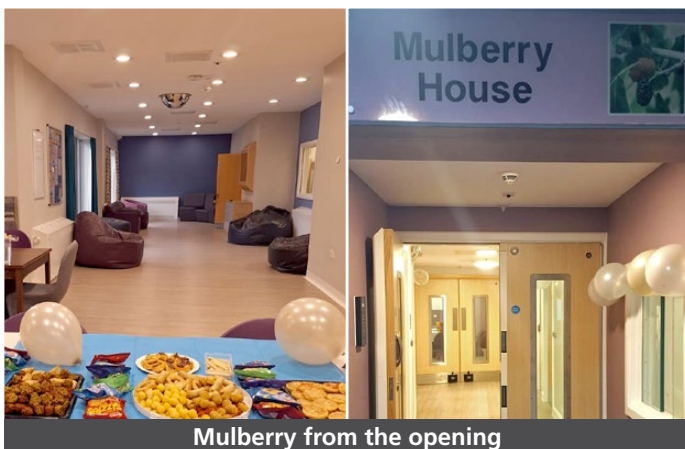
The refurbishment has transformed key areas throughout Great Oaks, including a refreshed reception space, fully modernised main corridor, upgraded meeting rooms, refurbished kitchen and

office spaces, an improved multifaith room, and updated clinic rooms.

A new canopy has been installed at the side entrance, creating a more accessible and sheltered arrival experience. The purpose designed reception and waiting area specifically for people experiencing a mental health crisis, enhancing privacy, comfort and dignity during what can be a very difficult time.

These improvements support our ongoing commitment to providing high quality, safe and therapeutic spaces that promote wellbeing and recovery. The transformation reflects the feedback of those who use and work within the building, ensuring the environment better meets their needs now and into the future.

We look forward to sharing the finished results soon and thank you once again for your continued patience and support throughout this journey.



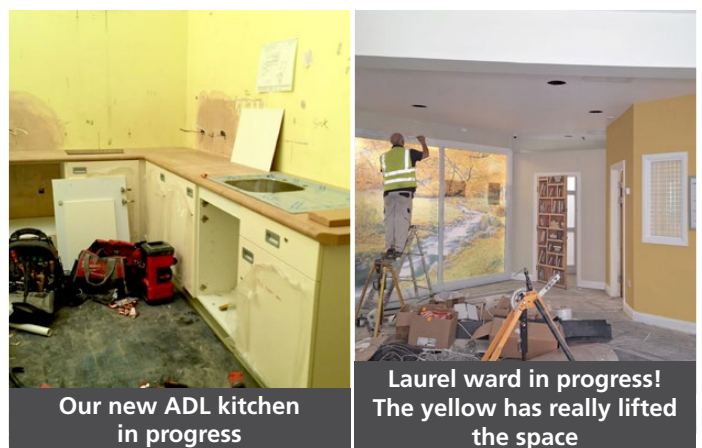
Mulberry from the opening



Refurbished dining room!
New colours and addition of air cooling



The front of Great Oaks, area for our crisis service



Our new ADL kitchen
in progress

Laurel ward in progress!
The yellow has really lifted
the space

Community Memory Screening Pilot

“Supporting earlier dementia identification and streamlining GP assessment for global majority communities.”

Colleagues in our Rotherham Memory Service launched a community memory screening pilot earlier this month to improve dementia awareness and access to assessment within Rotherham’s South Asian communities.

This work forms part of our trust’s wider Promise 8 programme to enhance access to dementia assessment for global majority communities. The pilot addresses known barriers to dementia assessment in underserved groups and aims to reduce health inequalities in access to memory services. The screening process has been carefully designed and adapted to be culturally appropriate, ensuring it meets the needs of global majority communities.

The clinic is being delivered in partnership with You Ask We Respond, a local community organisation, supported by a community link worker. The initial pilot focuses on South Asian communities, with plans to expand the model to other global majority and underserved communities across Rotherham in the future.



From left to right: Dr Andrew Roberts, Consultant Psychologist; Hameera Bibi, Community Link Worker; Allie Singer, Nurse Consultant; Alice Wilkins, Advanced Clinical Practitioner; and Chrissy Taylor, Team Manager.

VISTA pilot one year on

As the VISTA pilot approaches the end of its first year, early findings show that this innovative service is making a significant difference for people following a suicide attempt or major life stressor.

Promise 15

Support the delivery of effective integrated neighbourhood teams within each of our places in 2024 as part of our wider effort to deliver parity of esteem between physical and mental health needs.

Led by our urgent care services in partnership with public health, and funded through suicide prevention, VISTA provides short term, tailored support to people at a crucial point in their recovery. It is an important part of our Promise 15 of supporting effective integrated neighbourhood teams to deliver parity of esteem between physical and mental health needs.

Since its launch, VISTA has been designed to bridge a gap in support, offering compassionate, proactive intervention at a time when people need it most. Early data suggests real progress:

- Reduced demand on acute services across our trust, with fewer repeat attendances at Emergency Departments.
- A drop in repeat contacts with crisis services, indicating increased stability among those supported through the pilot.
- A new, much needed support pathway, offering specialist intervention for a cohort who previously had limited options outside of crisis settings.

These positive trends demonstrate the value of the service in both improving patient outcomes and easing pressure on emergency and crisis pathways.

In their own words: service user feedback

“It takes a unique individual to deliver this kind of service. Emily has made me feel like an individual throughout the process, breaking down barriers quickly, building rapport, and actively listening. Her guidance has been invaluable”

“My advisor has helped me learn to put myself first and understand more about my mental health, and where I can improve to help myself”

“This has been a very positive experience overall for me and has without a doubt put me back on the right path”

“The sessions gave me space to step outside myself and process what I had been carrying alone”

“Thank you for the experience. I am back to myself, moving on with my life and stopping gambling. I've learned to control my problems much better”

“Vista has helped me get out of the house and talking, getting things off my chest and preparing for my Amparo referral”

Looking ahead

The first year of VISTA shows the power of early, person centred intervention in preventing further crisis and promoting recovery. As the pilot continues, ongoing evaluation will help shape its future and inform how we continue to support people at one of the most vulnerable moments in their lives.

Rotherham News



Specialist mental health support launches for people in Rotherham struggling with physical health conditions

People with long-term physical health conditions, whose mental health is impacted by their physical health, can now access specialist support from Rotherham Talking Therapies.

The service, run by our trust already in Doncaster, supports thousands of people every year who struggle with low mood, worry, stress, and many other common mental health issues. It has now launched 3 new specialist care pathways: respiratory, chronic pain, and functional neurological disorder (FND).

Patients in the borough will be able to access support to help them overcome mental health struggles they may be having as a result of their conditions, or support to live well with their diagnosis.

Therapy sessions can be adapted to specific patient needs, including longer appointment times to account for any breaks that may be needed. Clinicians also work closely alongside physical healthcare teams, to ensure care aligns across all areas, for a better and more effective patient experience.

Faye Braich, clinical lead for Rotherham Talking Therapies, said: "If you're experiencing anxiety or depression symptoms related to your long-term health condition, please do reach out to us. We'll be delighted to hear from you, and we can't wait to explore how we can best support you."

Struggling with low mood or worry due to a long-term health condition? Sign up for free, confidential support with Rotherham Talking Therapies.

Call the team on 03000 215108, or self-refer through the website: rdash.nhs.uk/services/nhs-talking-therapies or scan the QR code.



Celebrating our emerging leader: Millie, Senior Resuscitation Officer

A huge congratulations to our Senior Resuscitation Officer Millie Soley, for her outstanding achievement on the Florence Nightingale Foundation Emerging Leaders Programme.

Millie's commitment to developing her leadership skills and continuing to grow professionally is a true credit to her and to our organisation. This recognition highlights not only her dedication, but the positive impact she has on colleagues and patient care every day.

Well done, Millie, we are incredibly proud of you.

To know more about the leaders' programme please visit <https://florence-nightingale-foundation.org.uk>

FACILITIES

Conference 2026



Caption: Steve Forsyth, Chief Nurse; Roshanne Bottomley, Director of Nursing Backbone services; Jayne Booth, Deputy Director of Organisational Development; Lisa Grandcourt, Head of Facilities; Natalie Greenough, Facilities Secretary; and Claire Scherer, Estates and Facilities Secretary.

Facilities conference brings people together

Nurturing the power of learning, sharing ideas and celebrating the vital work of colleagues, our Facilities team held their 2026 conference as part of March's learning half day.

Colleagues from across the trust came together from domestics, catering, laundry, logistics and the Uniform Hub to take part in the event. Attendees heard from a range of trust speakers covering key topics including the Estates Plan, payroll services, apprenticeships, resilience, and health and wellbeing.

The day provided a valuable opportunity for teams to learn, connect and reflect on the essential role they play in supporting patient care across the organisation.



With more than 80 registered social work professionals across our trust, Social Work Week gave us the perfect opportunity to recognise, appreciate and celebrate the vital contribution social workers make every day.

Our social workers play a crucial role in supporting individuals, families and communities, often working behind the scenes to ensure people receive the care, dignity and support they need to thrive. Their expertise, compassion and dedication help improve lives across our services, and we're incredibly proud of the difference they make.

During the week, teams across the trust came together to reflect on achievements, share learning, and celebrate the profession.

Take a look at some moments from the week:



Thank you to all our social workers for the incredible work you do, every week of the year.

See videos from the week at:
<http://bit.ly/49gcuge>
 Or scan the QR code:



Celebrating Admin Day



On April 22, we proudly marked National Administrative Day, a moment dedicated to recognising the incredible contribution of all our administrative professionals across the trust.

From apprentices taking their first steps in the NHS to our most experienced senior leaders, admin colleagues form the backbone of how we function every single day.

Too often, the work of administrative teams happens quietly, behind the scenes. But its impact is anything but quiet. They keep our services moving, our teams connected, and our patients supported. They are the steady hands and calm voices that ensure the NHS can do what it does best.

Administrative professionals are at the heart of our organisation. You keep complex systems running

smoothly, help us stay focused and informed with remarkable resilience to the ever-changing demands of healthcare. Your work matters, whether you're coordinating appointments, welcoming patients, preparing essential documents, organising meetings, managing data, keeping finances, people and the organisation on track, or solving issues before anyone else even notices them!

Your contribution shapes patient experience, strengthens our teams, and supports every corner of our trust. Whilst your efforts may not always be visible, they are always valued. So today and every day, we want to say a sincere and heartfelt thank you... thank you for your dedication, professionalism, reliability and your unwavering commitment to our patients and to the NHS.

We are truly grateful for everything you do.

Take a look at some photos from the day. To view all photos go to our facebook album @RDASH NHS



Where Brighter Futures start to grow

We joined the People Focused Group for the launch of its brand new community venture, called Brighter Futures, a programme designed to nurture emotional wellbeing for children, young people, and families in the community.

Funded by the National Lottery Community Fund, with our colleagues donating their time and expertise, Brighter Futures provides early emotional wellbeing support through a blend of practitioner led help and peer support. The programme ensures children and young people can access welcoming, local and low level interventions before worries grow into more complex challenges.

Kelly Hicks, Managing Director of People Focused Group, said: "Brighter Futures is a safe, friendly space where children and young people can feel heard, learn strategies to manage their emotions and build confidence. Our aim is to meet them early, in their own community, with support that truly makes a difference."

The project supports children aged 5 to 18, and young people up to 25 with special educational needs and disabilities. Also, those experiencing mild to moderate emotional wellbeing needs and their parents and carers, through dedicated peer support programmes.

Lucy and Kelsie are currently the first 2 children wellbeing practitioners (CWPs) delivering support through the programme guided by Cat Eccles, from the People Focused Group. Colleagues from our trust also supported by providing clinical supervision helping them to gain their post graduate qualification as CWPs.

Practitioner Lucy said: "Very excited to be part of this new venture supporting young people and families in the heart of their communities. Young people tell us how much it means to feel listened to. Peer support and one to one help really complement each other."

Practitioner Kelsie said: "Helping children in Doncaster and the surrounding area to receive the support they need in the heart of the community is great. Using this joined up approach helps young people to stay engaged and to access the right support at the right time."

Children and young people can access Brighter Futures through:

- Professional referrals
- Parent or carer referrals
- Self-referral.



Designing the future of frailty care in Doncaster

On March 12, colleagues from across Doncaster came together for a lively and thoughtful consultation to help shape the future of frailty care.

The session connected with our Promises 4 and 5, brought together clinicians, staff and partners to explore 3 key questions, what challenges we currently face, what great care could look like, and how a new RDaSH frailty care space could support that vision.

There was strong engagement throughout, with a clear appetite to improve how we support people living with frailty.

What we heard: current challenges

A consistent theme was the complexity of the current system. Pathways were described as disjointed and difficult to navigate, with challenges in communication, awareness of services, and data sharing between teams. Colleagues also highlighted the pressure across the system. Demand is increasing, workforce capacity is stretched, and there is often a default towards hospital-based care and medicalisation.

Supporting people to remain at home was seen as particularly challenging. This includes managing risk outside hospital settings, as well as wider factors such as transport, digital exclusion and carer support. Overall, many felt that care is still too often reactive rather than proactive.

The ideal future

In contrast, participants described a more proactive and preventative model of care. This included a stronger focus on ageing well, with better education, community connection and care planning as standard.

There was a clear preference for care closer to home, supported by local, neighbourhood-based services. At the heart of this vision was joined up, person centred care, ensuring people receive the right care, in the right place, at the right time.

Importantly, this future model would involve services working together to hold risk, enabling more people to remain safely at home, supported by community teams, urgent care services and paramedics.

What this means for the new frailty care space

There was strong interest in developing a proactive care centre, bringing services together under one roof with more integrated pathways. However, this raised important strategic questions about what should be centralised, and what is best delivered locally within communities.

Some participants reflected on whether a single centre, similar to the Jean Bishop model, would offer consistency and expertise, while others highlighted the importance of neighbourhood-based models. A key question emerged, what services are valuable enough to justify travel away from people's communities?

The role of beds prompted discussion, including how many are needed, who they are for, and how they balance with care at home. Questions were also raised about the feasibility of step up care, and the level of medical support and diagnostics that would be required. There was a strong emphasis on creating an environment that feels closer to home, rather than institutional. Ideas included communal spaces, kitchens, gardens, and links with local schools, all designed to support independence, dignity and wellbeing.

Next steps

This consultation marks the start of an ongoing conversation. We will continue to engage with patients, carers, staff and partners, alongside architects and system colleagues, to refine our thinking.

Key areas for further exploration include the role and capacity of beds, the potential for step up care, and how we can strengthen prevention and proactive support.

Thank you to everyone who contributed. Your ideas and insights will play an important role in shaping the future of frailty care in Doncaster.

Maternal Mental Health and Deaf Awareness Week

4 to 10 May

Right to Understand



Maternal Mental Health Awareness Event...

A campaign dedicated to talking about mental health problems before, during and after pregnancy.

A BSL interpreter will be in attendance

**Thursday
7 May**

Kings Cross Church
Hexthorpe Doncaster
DN1 0EP

**FREE
baby
goody
bags!**

Together,
We Break Barriers!

Information available from:

- Perinatal Mental Health Services
- Doncaster Deaf Community
- Changing Lives
- Light Peer Support
- Nourish and Nurture

Any questions call: 03000 211839



Lift Your Mood with Talking Therapies

The link between mental health and movement is clear; it has huge benefits, ranging from boosting mood and self-esteem, to reducing depression and anxiety.

The Talking Therapies service has refreshed its former depression course, introducing a new 6 week programme called Lifting Your Mood. Developed in partnership with Get Doncaster Moving and Sport England, the course combines gentle physical activity with mental health support in each session.

Each week focuses on a different topic designed to help participants better understand and manage their wellbeing. These include understanding depression, increasing activity levels, overcoming barriers, addressing unhelpful thinking, challenging negative thoughts, and learning how to stay on track. Early feedback from the pilot course has been very positive. One participant, Carole, shared that her expectations of a gloomy and overly serious environment were quickly dispelled. Instead, she found the sessions welcoming, friendly, and informal, with no pressure to share personal experiences unless she felt comfortable doing so.

Carole explained that the course helped her gain deeper insight into her moods and thought patterns. Through reflection and practical techniques, she feels more equipped to recognise negative cycles and take

action to interrupt them, giving her greater confidence in managing her mental health moving forward. Encouraging others to take part, Carole emphasised the value of giving the course a chance. She noted that while it isn't a "miracle cure" and requires effort, the potential benefits make it a worthwhile investment in personal wellbeing.

Lifting Your Mood is one of several courses offered by Talking Therapies, alongside programmes such as Stress Buster, Overcoming Anxiety, and Wisdom and Wellbeing for those over 65, as well as a Menopause and Wellbeing workshop. The courses are open to anyone over 16 who is registered with a GP in the RDaSH area, including both staff and members of the public.

Self-refer at:
rdash.nhs.uk/services/nhs-talking-therapies
or call:

Doncaster 03000 211556

Rotherham 03000 215108

North Lincs 03000 216165



New Beginnings: Connecting with nature and opening conversations around wellbeing

Our team at New Beginnings has been encouraging people to open up conversations around mental health and wellbeing.

Conversations can change lives. By taking time to check in with one another, we can help break down stigma and build a stronger, more supportive community.

It was inspiring to see participants engage so openly, offering encouragement, sharing personal experiences, and building connections. The atmosphere in the room truly highlighted how powerful these conversations can be.

To mark this commitment to recovery, Tim Young, Chief Executive of the Alcohol and Drug Service, and Andrea Vincent, Service Manager for Aspire, planted these trees at New Beginnings.

This act celebrates recovery while supporting Promise 24 of delivering the NHS Green Plan, matching commitments made by our local authorities to achieve net zero, and adapting our service models to a changing climate.



New Beginnings supports the recovery and wellbeing of people living with a drug and alcohol addiction. If you or someone you know is experiencing drug or alcohol issues, please visit our website and search for drug and alcohol services or ring 03000 213900.



NEW! Open to all Colleagues

Ask, Talk, Influence - Monthly Team Briefings

In April we launched new monthly team briefings for all staff, but especially for the c550 colleagues who have a line management responsibility to attend. The monthly online briefings will provide a great way to hear about topics in our trust direct from our Chief Executive Toby Lewis and the executive team, and to ask questions.

The series of team briefings will be taking place throughout this year and into 2027 and promoted on the trust app and intranet.

These meetings will be held on MS Teams, and you can join via the calendar on MS Teams using the “Meet now button”. Then on the dropdown list “Join with an ID” or go to:

<https://www.microsoft.com/en-gb/microsoft-teams/join-a-meeting> the ID and passcodes are available below:

Date	MS teams link	Date	MS teams link
Friday 22 May Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 358 545 093 451 9 Passcode: mZ9jU9W8	Friday 20 Nov Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 367 745 560 889 9 Passcode: AG6rh9Bt
Friday 19 June Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 359 972 950 693 78 Passcode: Cc3Nd9bg	Friday 18 Dec Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 368 461 277 175 91 Passcode: Kt2L2Pa2
Friday 24 July Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 389 157 384 929 73 Passcode: LL9Ln2eb	Friday 22 Jan 2027 Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 333 257 634 656 3 Passcode: Gy33RG2Q
Friday 21 Aug Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 352 619 929 950 66 Passcode: 3oF6HA9r	Friday 19 Feb 2027 Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 388 085 782 986 77 Passcode: 6pD2LV7u
Friday 18 Sept Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 390 918 545 047 09 Passcode: Ns6PH99a	Friday 19 March 2027 Midday to 12:50pm	Microsoft Teams Join the meeting now Meeting ID: 381 914 518 370 75 Passcode: 6jS6M45a
Friday 23 Oct Midday to 12:50pm	Microsoft Teams Meeting ID: 313 711 470 974 36 Passcode: 4uG6Hn3j		

A promise that brought us together

In April, Toby used one of his vlog's to reflect on what team work is and how important it is in the trust. He took the opportunity to reflect on who makes up the executive team, their roles, how they work together and asked each executive to highlight what they were proud of and what their hopes were for the trust in 2026 and 2027. Steve Forsyth, our Chief Nurse, reflected his thoughts and feelings in a poem which is shown below.

We hope you feel that it expresses the achievements made in increasing the number of volunteers in the trust and how important that has been for us, our patients and of course to each volunteer. Steve's hopes for the future of volunteering also reflect how important it is to keep offering those opportunities and to make sure that all volunteers feel welcome in the trust and represent all of our communities.



Our journey began with a promise made,
Not words alone, but a path we laid.
Promise 3 was a simple call,
To open our doors, and welcome all.

And when those doors were opened wide,
Three hundred and fifty stepped inside.
Each with a story, a reason, a name,
Different beginnings, one shared aim.

They showed up, and we made space,
With open minds and a human face.

Not counted as numbers, not measured by chart,
But valued for showing up with heart.

From giving time to finding their way,
Many now work here, learning each day.

This wasn't about a target met,
Or a box we could quietly check.
It was lives unfolding, confidence grown,
And hope taking root where seeds were sown.

Looking ahead to 2026 and 2027

As we look ahead, my hope is clear,
That kindness stays central, year by year.
Not as a slogan, not as display,
But shaping how we work, speak, and stay.

That volunteering stands proud and strong,
As a meaningful path where people belong.
Not a side note, not pushed aside,
But part of the journey we walk with pride

Where everyone feels they're seen and known,
Where welcome is real, not just shown.
Where belonging lives in the things we do,
In every sign, and every cue.

If we hold that spirit, steady and true,
We strengthen RDaSH in all that we do.

By Steve Forsyth, Chief Nurse





Change starts with a will

Change starts with a will, and yours could make a lasting difference.

By leaving a gift in your will to our charity, you can help ensure that we're able to support patients and families in the communities we serve. Because sometimes it's the smallest steps that leave the biggest legacy.

Write or update your will for free this spring

This spring, we've made it easier than ever to write or update your will. We've partnered with expert estate planners Octopus Legacy, so you can create or update your will at no cost*.

We'll cover the cost of your will up to £150, which means you can:

- Write a simple will for free, or
- Create a will with trust at a discounted rate.

Many of our supporters choose to leave a gift to our charity, but there is no obligation to do so when using this service.

Writing a will can bring peace of mind for you and your loved ones, and including a gift can help us continue providing vital palliative care now and in the future.

How to write or update your will

You can choose the option that suits you best:

- Online
- Over the phone
- At home or in-branch.

Please visit our **Gifts in Wills page** to sign up for our free wills offer:
<https://yourheartsandminds.org.uk/how-you-can-help/gifts-in-wills>



Alternatively, you can search for a local solicitor via the Law Society:
<https://www.lawsociety.org.uk/public/for-public-visitors/find-a-solicitor>



*Applies to simple wills only. Wills with trusts are also available at a discounted rate when you quote our charity name.

Look out for our new Your Hearts and Minds charity and Hospice newsletter, coming soon!

Your Right 2 Be Heard

This is where you can get in touch about topic of interest, either work related or something else. Here are the latest questions people have sent in.

Q: *With fuels costs rising, is the trust going to consider having more staff working from home or supporting staff in some other way by putting in more electric vehicle points, extra cars to book or a fuel voucher scheme?*

A: In the context of our wider work on poverty, and financial hardship, we will be making some changes from 1 May 2026 to mileage reimbursement in some circumstances, conscious of the cost of fuel. We already pay a higher rate than neighbouring trusts. Where we are changing the rate, we are looking to pre-pay based on average claims for a period. This flexibility to act arises because we have set a balance financial plan and can make our own local choices.

Simon Sheppard, Director of Finance and Estates.

Q: *Are all our services offering 4-week waits now?*

A: Answer: 69 of our services trust wide met the 4 weeks wait in April. Now our aim is to sustain the short waits many services have achieved.

Richard Chillery, Chief Operating Officer

Q: *I'm already in the staff lottery. Do I need to fill in another form?*

A: No, you will continue to be in the monthly draw. Only new applicants need to fill in the form.

Jo McDonough, Director of Strategic Development.

Q: *Will the new communities' leadership executive be paid or is it a voluntary group?*

A: Yes, like all other volunteers, members of CoLE will be paid for their time and travel expenses.

Toby Lewis, Chief Executive

Please send us your letters either by email to rdash.rdashcommunications@nhs.net or you can post them to us, anonymously or with your name, to Woodfield House, Tickhill Road, Doncaster.

Trust values



The values of the Trust remain a constant. They guide our behaviours and approaches and explain how we will go about delivering this strategy. We will be open in reporting our progress at all times, supporting one another to achieve what are stretching goals.

Toby's last word on improving how we listen and share information across the trust

In the last few days we launched our new monthly team brief, also known by the catchy title of Ask-Talk-Influence, inevitably acronymed to ATI!

Over 250 colleagues joined us for what is a monthly new feature of our calendar, taking place on a Friday in the week that the Clinical Leadership Executive has met.

This is one part of a determined effort to create spaces to listen, and to share, across RDaSH, without overshadowing the work done by our 24 directorates to do that very locally. Other parts of that same effort include:

- Directorate newsletters and those issued for key professions
- Open staff meetings face to face, which are detailed in the corporate calendar
- Ask Us Anything sessions within directorates and care groups
- Our routine weekly vlogs, whether that is listening live interviews, Board briefings by the chair, Voices of RDaSH or my Chief Exec vlogs
- Engagement work associated with consultations and formal changes
- Major conferences and events, such as the social work and facilities conferences highlighted in this month's Trust Matters

Many of these efforts rely however on the same basic idea. That where you work there is, maybe monthly or similar, a team meeting. And that within that team meeting your line manager

or senior clinical leader takes some time to share and translate upcoming issues or ideas which might be relevant to your work. And takes time within that to gather your feedback to improve emerging ideas.

If you are reading this and cannot remember your last team meeting. Or more possibly that the meeting doesn't contain a segment a little like what I have described, then I would ask you to begin to ask for and indeed insist on just that. No amount of newsletter, or ATI, or vlogs, can substitute for that conversation; both because it is more genuinely two way and because it relates to your work and what matters to you.

If you are reading this as a line manager and wonder how you can be better supported to do just that, again let's talk. Within the ATI model are the '7 things' to a list of upcoming, emergent events or decisions which you can influence. We are also asking line managers to discuss those with their teams in whatever format makes sense to you where you work. If you are unsure what is ok to share or how to feed in your ideas, you can do that through any member of the Clinical Leadership Executive, whether that is me or an executive, or someone from our 5 care group Senior Leadership Teams (SLTs).

It is no secret that we are exploring whether there is a staff, students and volunteers equivalent of the Care Opinion tool which has proved so successful in harnessing voices among patients about our services. We have a variety of ideas about to make that



happen, and it has the key quality of offering immediacy. It was clear from the email address we used during consultation from December 2025 that for some staff you have great ideas and questions but are uncertain how to get them heard. Ironically, it was one staff member voicing their concerns over fuel costs through that medium which has led directly to the decision to make changes to fuel cost reimbursement, announced at ATI last week and confirm as going live from May 1.

Through these mechanisms, and others, we are wanting to improve information sharing across the organisation, between teams, as well as between the bits of a hierarchy. But we also want to provide time and space to influence and inform choices that need to be made. Very little has to be done tomorrow, but everything happens fast if routes to find about it are unclear.

Having read this article, you may have ideas or suggestions and I'd really welcome those. Thank you to the dozens of folk who have reached out on this topic over recent weeks as we have been trying to adjust our approach and make sure that you are included in an organisation which is yours, not the Board's or anyone else's.

@TobyLewis_NHS