

NHS

Norfolk and Suffolk
NHS Foundation Trust



OUR 2019 AWARD WINNERS

Celebrating excellence
in mental health



Celebrating the staff who 'Put People First'

Dedicated staff from across NSFT have been commended for the exceptional care they provide to service users and outstanding support they give to colleagues during a sparkling celebration evening held in Ipswich.



Putting People First
AWARDS

Our “Putting People First” awards were presented at Trinity Park on 21 March, and gave our Trust and the public the chance to say thank you for the extraordinary commitment which individuals and teams show to delivering high-quality services every single day.

Staff were given the chance to nominate colleagues in nine different categories, all of which were based on the Trust values which we developed in partnership with our teams and service users.

We also invited the public to get involved by nominating their healthcare heroes for Outstanding Care and Compassion accolades in two public choice categories – one for Children, Families and Young People’s Services, and one for Adults. These special awards were designed to give service users and carers the chance to publicly thank the staff who have made a real difference to their lives by providing first-class care and support.

Chief Executive Antek Lejk said: “We were delighted with both the quality and quantity of the entries we received for our 2019 awards, which showed the huge regard in which our staff are held, by not only their patients and carers but also their colleagues.

“THE AWARDS HAVE GIVEN US A FANTASTIC OPPORTUNITY TO SAY THANK YOU, RECOGNISE INNOVATION, COMMEND LEADERSHIP AND CELEBRATE TEAMWORK. SHARING THESE STORIES OF POSITIVE MENTAL HEALTHCARE HAS ALSO HELPED US RAISE AWARENESS AND REDUCE THE STIGMA AROUND TALKING ABOUT MENTAL HEALTH ISSUES.”

“Our thanks and congratulations go not just to the finalists, but to every member of staff who works so hard every single day – both on the clinical frontline and in back office roles – to make a difference to our service users and their carers and families.”

Over the next few pages, we’ll introduce our winners and those colleagues who were highly commended during the ceremony.

To read more about any of the finalists or see photos from the night, go to: nsftawards.co.uk

CLINICAL ACHIEVEMENT AWARD

Winner

Sue Bridges, Nurse Consultant (Learning Disabilities / Autism)

Sue is described as “a humble, dedicated nurse” who works tirelessly to make the world a better place for those with learning disabilities (LD). She shows huge commitment to improving the experience of people and is passionate about ensuring they are involved in their own care and can contribute to the way services are shaped.

Sue has played an instrumental role in implementing best practice standards, called the Green Light Toolkit, across our Trust, and was recently named the best learning disability nurse in England in recognition of her efforts. Her “brilliant work” is motivated by respect for people with learning disabilities, which helps shape her very positive view of what can be achieved through working collaboratively with people who are marginalised.



Highly Commended

Lucy Prime, Systemic Family Practitioner, CFYP, Central Norfolk

Dedicated Lucy goes above and beyond to quickly form therapeutic relationships with the young people in her care, always keeping them at the heart of her work and putting their needs first. She manages complex presentations with ease and confidence and will happily share her knowledge and experience with colleagues.

Daisy Lo, Senior Clinical Pharmacist, Pharmacy Department

Daisy has played a huge role in making sure medicines are used correctly to improve safety. Widely respected and professional, she consistently delivers high-quality care and regularly uses her expert knowledge to guide staff and service users through the complexities of medication.

EMERGING TALENT AWARD (CLINICAL)

Winner

Jana Ducarova, Staff Nurse, Secure Services, Northside House



Jana is described as a “confident, capable and diligent colleague” and an emerging talent in secure services. She always keeps patients at the heart of everything she does, working tirelessly to provide excellent clinical care while ensuring service users feel safe and can access as many activities and therapies as possible to boost their recovery.



Despite working in a challenging environment, Jana demonstrates a therapeutic and respectful attitude at all times.

Compassionate, recovery-focused, collaborative, conscientious and person-centered, she consistently goes above and beyond during every shift to address all aspects of service user care while promoting independence. She brings energy, positivity and diligence to the wards and shows leadership to her clinical support worker colleagues by guiding them to work proactively with complex service users.

Highly Commended

Lucy Bellotti, Mental Health Nurse, CFYP, Central Norfolk

Lucy is described as an excellent clinician with a clear desire to provide the best possible service to those in her care. She coordinates complex cases beyond what would be expected of a newly-qualified nurse, and manages risky and unexpected situations calmly and professionally. Proactive and supportive, Lucy is a well-liked and respected colleague.

Peter Copley, Trainee Psychological Wellbeing Practitioner, Wellbeing Norfolk and Waveney

Pete is dedicated to providing excellent care, and regularly receives positive feedback from his service users. Approachable, kind and empathetic, he takes a proactive role in service development and is a passionate advocate for service user involvement. Pete is a shining example of professionalism, confidence, capability and resilience.

EMERGING TALENT AWARD (NON-CLINICAL)

Winner

Matthew Day, Prevention and Management of Aggression Practitioner

Matthew has made a significant contribution to improving care and the safety of both service users and staff. A consummate professional, he is always happy to share his in-depth knowledge of best practice for reducing restrictive interventions with colleagues, and is a passionate

advocate for keeping service users safe without the need for restraint. He takes great pride in his work, and regularly delivers results beyond expectations. In addition, he is always looking for opportunities for professional development, demonstrating his ambition and initiative.



A great ambassador for his team, Matthew has an enthusiastic and engaging teaching style. He is always keen to pass on his knowledge to others and is adept at explaining complicated concepts.

Highly Commended

Jodie Millard, Management Support Administrator, Julian Hospital, Norwich

Jodie is always looking for ways to make changes which will benefit her colleagues, using her initiative to create helpful resources or make processes more efficient to free up clinicians' time to spend with service users. Proactive and innovative, she is not phased by any task, and approaches every challenge with positivity and good humour.

Neil Topliss, Acting Operations Manager, Compass Service

Dedicated Neil has demonstrated a combination of compassion, hard work and attention to detail, using his positive attitude and relentless motivation to go above and beyond his role while inspiring his colleagues. Flexible and creative, he is always willing to learn and develop so that he can provide the best possible service to children and young people.

INNOVATION AWARD

Winner

Green Light Champions

The 242 Green Light Champions have played a crucial role in enhancing mental healthcare for service users with learning disabilities (LD) and / or autism and ensuring their needs are met.

They have spearheaded some phenomenal projects to improve people's experience of services, working together in a pioneering and inventive way to drive quality improvements.

The champions, who all fulfil their roles voluntarily, regularly come up with innovative ideas to help those in their care.

By placing co-production and partnership working at the heart of everything they do, our Green Light Champions have helped enhance our services for not just those with LD or autism, but everyone with a cognitive impairment. Their positivity, passion and commitment make a difference every day, while their efforts have been rightly recognised on the national stage as an example of best practice.

Highly Commended

Dr Bonnie Teague, Research Manager, Research and Development

A dynamic and proactive colleague, Bonnie has successfully expanded our Research and Development Department to allow more people to take part in studies. She excels at supporting staff and helps everyone to feel part of a culture of learning. Bonnie's nomination described her as a "visionary" who provides fantastic practical support to colleagues so that they can develop their individual strengths and skills.

Wellbeing Suffolk, Access and Assessment Team and Integrated Delivery Team(s)

Wellbeing Suffolk and the Suffolk managers showed great tenacity to design a new pathway to provide continuity of care and cut out any delays when service users are transferring between primary and secondary care. The project has made a real difference, ensuring people can transfer smoothly, seamlessly and safely between services and receive timely care provided in the right place.





INSPIRATIONAL LEADER AWARD

Winner

Vanessa Cotter, Ward Manager, Abbeygate Ward, Wedgwood House, West Suffolk



Vanessa prides herself on ensuring every member of her team can do their job to the best of their ability. Inspiring, considerate and approachable, she provides fantastic personal and professional support to others and is never too busy to help.

An excellent role model for all staff on the ward, Vanessa is passionate about her team, the service users and their family and carers. She is respectful and has an amazing way of connecting with people.

Vanessa delivers the highest standards of patient care, and ensures that her team lives up to this example. This includes making sure that carers are as supported as they can be, or that they know the next steps to take, and have the confidence to do so.

Colleagues say Vanessa's leadership has created a safe, stable and positive culture on Abbeygate, making the ward a "wonderful" place to work.

Highly Commended

Homayoun Sepehrara, Acting Deputy Service Manager, Acute Services, Central Norfolk

Homayoun is a leader who consistently puts people first. Always willing to listen to staff and services users and carers, he isn't afraid to make changes to improve the services our Trust provides or better meet the needs of his colleagues or those in his care. He has a great ability to make sure everyone is valued.

Gary Page, Ward Manager, Secure Services, Northside House

Colleagues say "dedicated" Gary is an excellent mentor who always puts patients first and ensures they are at the heart of every decision he makes. A great role model, he encourages staff to take every opportunity to learn and develop, offering inspiration and support to help them achieve their goals. Gary's nomination described him as "proactive and motivating" and a pleasure to work alongside.

PARTNERSHIP WORKING AWARD

Winner

Compass Schools

A shining example of a successful partnership, Compass Schools sees health, education and social care work together to provide high-quality services and learning opportunities for vulnerable children. The multi-agency team go the extra mile to ensure every aspect of a child's needs are taken into account before tailoring the support they provide accordingly.

The team has adapted their practice to overcome operational barriers caused by cross-agency working, while also embracing a culture of learning to ensure all staff have the right knowledge and skills to provide the best possible support to service users. The initiative epitomises our Trust's values, showing positivity to children who have experienced high levels of instability, respecting families and carers and working together to provide a unique service which encourages shared responsibilities and coordination.



Firmly promoting a culture of inclusivity, it has successfully provided therapeutic education for 50 children so far, focusing on their strengths to help them build the foundations for a positive future.

Highly Commended

Men's Wellbeing Project, Wellbeing Services

The Men's Wellbeing Project group has gone the extra mile to find innovative ways to give men better access to mental health services. Each idea is respected and received with a can-do attitude and desire to make a difference. The group is extremely passionate and has worked hard to raise awareness of men's mental health while encouraging more people to ask for help.

Suffolk Children and Young People's Emotional Wellbeing Hub

The multidisciplinary team which run the Suffolk Emotional Wellbeing Hub have worked hard alongside partners to develop an easy to access, non-judgemental service which can quickly signpost young people to the right help to meet their needs in a timely way.

The team's nomination said: "I am inspired by their passion and the caring nature of the clinical staff."

TEAM OF THE YEAR AWARD

Winner

Recovery College

A shining example of integration, the Recovery College values and champions co-production as fundamental to all of its work, actively involving service users, carers and staff in designing and delivering courses. The college empowers people to take control of their own recovery, gain a deeper understanding of mental health and learn from the experience of others.



The Recovery College promotes respect and equity between staff and service users and the importance of both lived and learned experience. Staff have worked hard to create a safe, accepting and non-judgemental learning environment which has led to consistently positive feedback, with 98% of attendees recommending the service to others. Staff are always looking for innovative ways to further improve and increase the range of courses the college provides. This includes delivering taster sessions on our wards to encourage patients to attend after their discharge so they can benefit from additional support as they continue their recovery journey within the community.



Highly Commended

Adult Learning Disabilities Community Team, Waveney

The Adult Learning Disabilities Community Team pride themselves on their strong ethos of caring for one another and promoting wellbeing. They go above and beyond to support each other, while also working well together to achieve the best possible outcomes for those in their care.

A “strong and cohesive unit”, the team are always looking for creative ways to improve the services they provide.

Youth Pathway, Bury North IDT, Suffolk

The Bury North Youth IDT are described as “a breath of fresh air”. They work brilliantly together to provide high quality care, keeping the best interests of their service users and their families at the heart of everything they do. The team have excellent communication skills and are always happy to step in and help colleagues, where necessary.

UNsung HERO AWARD (CLINICAL)

Winner

James Miles, Mental Health Practitioner, Home Treatment Team, Wedgwood House, West Suffolk

A valued and trusted senior nurse, James provides high levels of support to his colleagues and is always willing to take on extra tasks to help out. Kind, gentle and respectful on every shift, he approaches even the most stressful situations with positivity and works with great humility.

James is creative and innovative in providing person-centered care and support to his patients and their families and carers, adapting his approach to reflect the unique experiences of each individual. Friendly and welcoming, he goes the extra mile to provide high-quality services, regularly staying late after his shift to make sure colleagues are supported and any loose ends tied up.

He is always the first to volunteer ideas, suggestions and visions for developing and improving the service, and takes a very thorough approach to his role.



Colleagues describe his attitude towards staff, patients and carers as “outstanding”, and say he also makes a positive contribution to wellbeing by encouraging colleagues to look after their own health.

Highly Commended

David Turner, Charge Nurse, Secure Services, Northside House

David is a great team player and excellent communicator who offers effective support to help staff cope with the demands of working in a challenging environment. Professional and composed, he shows real empathy for acutely unwell patients, offering reassurance to keep them calm while using his experience and expertise to foster hope. David is described as a brilliant advocate for those in his care.

Heidi McKay, Matron, Central Acute Service, Norfolk

Heidi is passionate about making a difference to the service user experience, and has played a key role in promoting the role of Green Light Champions. She has also put her heart and soul into raising money for a multi-use games area to benefit service users by helping to organise Hellesdon’s annual fete. Committed and dedicated, Heidi always remains positive and respectful to others.

UNSUNG HERO AWARD (NON-CLINICAL)

Winner

Liz Keay, Freedom to Speak Up Guardian

Liz's appointment as our Trust's Freedom to Speak Up Guardian has been described as "inspired". Never resting until issues are resolved, she offers fantastic encouragement to colleagues, reassuring them that their concerns will be heard and action taken where necessary. Liz gives staff the chance to speak up safely, in turn helping to make our Trust a better place to work. For Liz, nothing is too hard or too much trouble. She respects everyone and makes people feel like they are valued, and will approach potentially challenging situations calmly and professionally. Liz regularly thinks outside the box to find effective solutions to the issues staff are facing, and puts her heart and soul into providing a lifeline for vulnerable colleagues.



"Enthusiastic, kind, trustworthy, wise and sympathetic. Liz has given a listening ear and hope to all who have approached her with concerns," said her nomination.

Highly Commended

Nigel Alexander, IT Field Support Technician, Bury South IDT, Suffolk

Responsive and professional, Nigel plays a vital role in patient care by resolving IT issues quickly and efficiently. He has a "can-do" attitude, providing exceptional support to clinical colleagues while working collaboratively to solve shared problems. Both Nigel's technical knowledge and his personal qualities set him apart.

Katherine Burgin, Clinical Team Administrator Abbeygate Ward, Wedgwood House, West Suffolk

Katy's endless dedication and superb attention to detail has made her a priceless addition to the ward. Efficient and trustworthy, she is a fantastic team member who does whatever she can to help clinical colleagues, in turn freeing up their time to spend with service users. Colleagues say that their team would "fall apart" without her.

PUBLIC CHOICE AWARD (CFYP)

Winner

Lucy Bellotti, Mental Health Nurse, Children, Families and Young People's Services, Central Norfolk

Lucy has had a "major impact" on a service user who suffered panic attacks, was scared to go out and had threatened to take her own life as a result of bullying at school. Working hard to build a good rapport with the 12-year-old, she gradually earned her trust, helping her to manage her anxiety and boosting her confidence so that she was able to return to the classroom. The mum who nominated Lucy said she had gone "above and beyond".

She has also acted as a great support to the youngster's mum, offering her a listening ear. Thanks to Lucy's dedication, the service user's mother has noticed a real difference in her daughter. The family feel that without Lucy's support they could be facing a very different story.





Highly Commended

Danielle Sands, Nurse Therapist, Children, Families and Young People's Services, Central Norfolk

Danielle is credited with helping to save the life of a service user who developed an eating disorder and made multiple attempts on her own life after becoming caught in a spiral of depression and self-harm. The 23-year-old said Danielle was always there when she needed her, showing kindness, boosting her self-esteem and believing in her.

Rachel Thompson, Clinical Psychologist, Dragonfly Unit, Lowestoft

"Amazing" Rachel offered fantastic care to a service user admitted to the Dragonfly Unit for treatment for anorexia and depression, going above and beyond to provide support both while she was an inpatient and during her transition back into the community. Gentle and reassuring, she makes time for everyone and treats all of her patients with honesty and understanding.

PUBLIC CHOICE AWARD (ADULT)

Winner

Howard Tidman, Senior Practitioner and Carers Champion, Acute Services, Gt Yarmouth

Howard provided excellent support and reassurance to a husband and wife while they were caring for their son, who has schizophrenia. Described as "very understanding, helpful and caring", the couple said Howard gave fantastic advice, while also taking a genuine interest in their health and making sure they were looking after themselves.

Howard's nomination also praised the carers meetings which he regularly organises, which offer people mutual support and the chance to share ideas and advice while also helping them to realise they are not alone. It also credited him with helping to get the service user moved to a residential unit, which has led to a huge improvement in his mental health.

The carer said: "Howard is brilliant and has made such a difference to us. He gives us advice when we are not quite sure how to handle situations and goes above and beyond. He is very understanding and helpful, and helps to reassure us so that we are not worrying about our son."



"When problems arise, Howard will explain how to sort them out. He really deserves an award – we wouldn't be where we are today without him."

Highly Commended

Paul Newbury, Assistant Practitioner, Central IDT, Enhanced Community Pathway, Suffolk

Paul supported a service user to make pivotal changes in their life, using his gentle humour and insight to help them break a cycle of strong medication and no self-belief. Highly knowledgeable and skilled, he made sure the service user felt safe and reassured and worked hard to establish himself in a helpful and understanding role. Paul's nomination described him as "friendly, containing, understanding and supportive".

Jerry Newman, Primary Care Learning Disabilities Liaison Nurse, East Suffolk Community Learning Disabilities Team

Jerry has provided amazing care to a service user with complex needs while also offering fantastic support to her family. He has gone the extra mile to get to know the patient, her siblings and mum, always making the time to ring and check on them despite his heavy workload. His nomination described him as "so supportive of the whole family throughout very difficult times."

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.

Patient Advice and Liaison Service (PALS)

NSFT PALS provides confidential advice, information and support, helping you to answer any questions you have about our services or about any health matters.



If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

Email: PALS@nsft.nhs.uk
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