

# Our members' newsletter

## With you in mind

Issue 21 / November 2018

### Cornish Pirates support Sowenna



#### The Cornish Pirates have chosen the Sowenna Appeal for its charity of the season.

Work began early this year on Sowenna, Cornwall's first inpatient adolescent mental health unit.

To ensure Cornwall has a leading-edge facility, the £1.2 million Sowenna Appeal has launched to fund some of the items which will really make a difference to young peoples' recovery, health and wellbeing, including a sports barn, parental accommodation, a café for friends and family visits, therapeutic gardens and equipment for arts, music and cooking, including much more.

Find us online at [cornwallft.nhs.uk](http://cornwallft.nhs.uk)

Talking to the Falmouth Packet, Jack Richards commented on behalf of the Cornish Pirates: "We all welcome such a facility in Cornwall and as has been mentioned the benefits and services it will offer are simply obvious."

"The planned on-site sports facilities also provide interest and as part of our Outreach programme we'll naturally expect and hope to at times provide a level of support there."



### Your A-Z: Q is for Queen's Nurse

There are now over 33 Queen's Nurses in the county who have demonstrated a high level of commitment to patient care and nursing practice.

Queen's Nurses serve as leaders and role models in community nursing, delivering high-quality health care. The application and assessment process to become a Queen's Nurse is rigorous and requires a clear commitment to improving care for patients, their families and carers.

The title is not an award for past service, but indicates a commitment to high standards of patient care, learning and leadership.

Nurses who hold the Queen's Nurse title benefit from developmental workshops, bursaries, networking opportunities, a shared professional identity and in 2016, it awarded

£136,000 in grants to community nurses who were experiencing financial difficulties.

Founded in 1887, the Queen's Nursing Institute is a registered charity and believes in the best possible nursing care. The institute works with nurses and decision makers to ensure that good quality nursing is available to everyone when they need and require care. Its a vision is to see more people treated at home, where the relationship between nurse and patient is central to the quality of the healthcare provided.

The title of Queen's Nurse is open to registered nurses with more than five years' experience in the community. Managers and patients provide feedback about applicants, which is assessed along with their application. More information about how to apply is available at <http://www.qni.org.uk>

*Please let our membership office (01208 834639) have your email address. It makes it easier and more cost effective for us to stay in touch with you.*

#### What is a Foundation Trust?

A foundation trust is a not-for-profit public benefit corporation. Foundation trusts are part of the NHS and provide over half of all NHS services.

Foundation trusts have greater freedom to decide, with their governors, their strategy and the way services are run. In addition, Foundation Trusts may retain their surpluses and borrow to invest in new and improved services for patients.

Foundation trusts are accountable to their members and the public: they are also accountable to their commissioners, Parliament, the Care Quality Commission and NHS Improvement.

Anyone who lives in the area, works for our Foundation Trust or has been a patient of the Trust may be a member. Members elect the Council of Governors. Membership is free.

### Helston beds re-open

In June, due to pressures on primary care services, GPs providing medical cover to Helston Community Hospital gave their three months' notice.

As always, we have been fully committed to providing safe and resilient medical cover to the hospital. To ensure safe care was provided, we made the decision to temporarily reduce the bed numbers by four, down to 20.

For the duration of the notice period, doctors at Helston Medical Centre continued to provide cover and other doctors from the Trust, including the our own Director of Primary Care, Dr Tamsyn Anderson, provided medical cover to the other eight beds whilst alternative arrangements were put in place.

We are delighted that the four temporarily closed beds have reopened in time for winter.

more. "Singing has always been a part of Cornish communities and research shows that singing is good for us. It helps our memory, improves breathing and heart health, and increases our sense of wellbeing.

"No singing experience is required. We'll be singing a mix of songs from the 30s to the 60s to build up our confidence as well as learning new songs from around the world.

"I hope the group will give carers and people with dementia something fun to do together."

After working up a thirst, singers will be invited to socialise and make new friends over a refreshing cup of tea. For further details or to book a place contact CMST on **01872 246043** or by email to [office@cornwallmusicstrust.org](mailto:office@cornwallmusicstrust.org)

### Pitch up and sing!

#### A new singing group for people with memory loss or dementia, their families and friends is now open

Free Pitch Up and Sing! sessions are funded by the Trust and delivered in partnership with Cornwall Music Services Trust (CMST). Pitch up and Sing! meet every Thursday during term time at the Carleen Village Hall from 2pm to 3.30pm.

Our Chair, Dr Barbara Vann, said, "It's very easy to become isolated if you or a family member has dementia. Staying in touch with others through groups like Pitch up and Sing! helps to keep people active and stimulated, and allows carers to meet people in a similar situation to share advice and support."

To see the benefits of singing for people with dementia you only need to look at the viral video of Ted McDermott and his son singing in the car.

Rachel Bennetts, singing leader, will be running the new group and explains

### Happy Birthday - NHS70

The NHS turned 70 on 5 July 2018. Our staff, along with people up and down the country joined in with the birthday celebrations, by hosting tea-parties and presentations of thanks to our national health service.



#### Contact Us

##### Trust Head Office

Carew House, Beacon Technology Park, Dunmere Road, Bodmin, PL31 2QN  
Telephone: **01208 834600**  
[cpn-tr.Enquiries@nhs.net](mailto:cpn-tr.Enquiries@nhs.net)

##### Membership Office

Telephone: **01726 873253**  
[cpn-tr.membership@nhs.net](mailto:cpn-tr.membership@nhs.net)

##### Clinical Services

You may contact our services at any time on **01208 251300**. If you call outside our normal office hours (9am - 5pm) a receptionist will take your call. Our out of hours Home Treatment Team support their own patients and provide Mental Health Act Assessments.

##### Patient Advice and Liaison Service (PALS)

Telephone: **01208 834620**  
[cpn-tr.palscft@nhs.net](mailto:cpn-tr.palscft@nhs.net)

##### Volunteers in Partnership

Telephone: **01726 873255**  
[cpn-tr.volunteers@nhs.net](mailto:cpn-tr.volunteers@nhs.net)

[www.cornwallft.nhs.uk](http://www.cornwallft.nhs.uk)

# Governor elections



The 2018 Governor Election Process is about to start. We have five vacancies on our Council of Governors and are inviting members to put themselves forward.

We believe that Governors are the interface between our members, patients, public, staff and the Board of Directors, who have operational responsibility for running our services. Our Governors give a valuable outside perspective on projects and performance, are responsible for holding the Non-Executive Directors to account for the performance of the Board, and for ensuring that staff views are represented.

Each Governor is a member of the Foundation Trust and is elected by their fellow members.

Our Council of Governors has over 12,300 members. Over 8,700 represent patients and the public, 3,631 represent our staff and there are four Appointed Governors who represent some of the key organisations we work with. Our Trust Chair, Dr Barbara Vann, is also the Chair of the Council of Governors.

Our Council of Governors meet four times a year. Individual Governors are involved in Trust committees and working groups, and input into specific projects where their particular expertise or perspective is valuable.

Any member can put themselves forward to be elected as a Governor, with no specific qualifications other than having a passion to get involved.

We are seeking Governors to fill the following seats:

- East Service Area Constituency – one seat
- West Service Area Constituency – two seats
- Staff Constituency - one seat
- Other – one seat

Our Governors are appointed for three years after which they can be re-elected.

Electoral Reform Services run our Governor Elections. If you would like to put yourself forward, there are a variety of ways you can contact them:

- Online: [www.ersvotes.com/cornwallIFT](http://www.ersvotes.com/cornwallIFT)
- Telephone: **Ciara Norris on 0208 889 9203**
- Email: [cornwallIFT@electoralreform.co.uk](mailto:cornwallIFT@electoralreform.co.uk)

We must receive your completed nomination by 17 December 2018 and a list of members who are interested in becoming a Governor will be posted on our website on 18 December 2018.

Our Chair, Dr Barbara Vann, is happy to speak to you if you are interested in taking up a position as a Governor: **01208 834615** or email [b.vann@nhs.net](mailto:b.vann@nhs.net).

All members of the Foundation Trust are eligible to vote for who they want to represent their constituency in the forthcoming elections. Membership is free - to join, please call **01726 873253** to request a membership form or download a copy from our website - [www.cornwallft.nhs.uk](http://www.cornwallft.nhs.uk).

All members will be sent a voting pack on 24 January 2019 so they can vote for who they would like to represent their constituency. The closing date for votes is 13 February 2019.

## Always Events® launch in Cornwall

We have implemented a new patient experience programme which originates from the United States of America.

Always Events®, developed in the United States by the Picker Institute and now led by the Institute for Healthcare Improvement (IHI), have worked with NHS England and the Picker Institute Europe to look at how the NHS can develop consistent ways to meet the individual needs of patients, to make sure that care is patient-centred and that care is delivered in partnership with these patients, and with those close to them.

After being successfully launched into 10 pilot sites in the UK in 2015, the Always Events® programme is now being spread across the rest of the country. It is believed that the work will make a significant contribution towards the Next Steps described in the NHS's Five Year Forward View.

Aspects of care included in Always Events® can range from real-time updates and clinical information given to patients to reduce anxiety and stress, to addressing patients by their chosen name and welcoming and respecting those the patient defines as their 'family'.

Key principles of the programme are:

- A foundation for partnering with patients and their families.
- Actions that will ensure optimal patient experience and improved outcomes.
- An unifying force for all that demonstrates an ongoing commitment to person, and family-centered care.

“The programme is a wonderful initiative that enable staff to engage with patients and carers to ask “what really matters” to those who use our services”

*Deputy Director of Nursing, Colin Quick.*

Colin continued “by asking this simple but powerful question, staff are able to collectively identify problems and create solutions that will make a real and lasting difference. Using this approach it’s no longer a matter of being “done to” but about the most important people in the system, our patients, being able to work to share their thoughts and ideas, but most importantly being involved in making simple changes that will have a big impact.”



## A round of applause

“What a fantastic service you provide. My nurse was very gentle and respectful - talking me through the whole procedure”

*Bladder and Bowel Service*

“I was very impressed with quality of food during my stay and the cheerful and helpful staff.”

*Anchor Ward, Bodmin Hospital*

“Service with a smile, that is so helpful and understanding. It’s nice to know someone is there for you when you need them.”

*Parkinson’s Service*

“The activities in this ward and activity staff were superb and very professional. It really helped me a lot to get through my tough times. Thank you.”

*Fletcher Ward, Bodmin Hospital*

“Superb staffing in a lovely, calm and comfortable environment. It’s how NHS hospital care should be!”

*Falmouth Hospital*

## Best practice for the LGBT community living with dementia to come to the UK

In September one of our Queen’s Nurses was given the opportunity of a lifetime; to travel to Australia to learn more about how dementia affects the lesbian, gay, bisexual and trans (LGBT) community, and how their best practice can influence care in the southwest.

Allison O’Kelly, a Clinical Lead for Memory Services in East Cornwall, developed an interest in the LGBT community living with dementia after working with a trans-woman who developed Alzheimer’s disease, and who became confused and distressed about her identity.

Through her own research, Allison found that currently in the UK there are just small, limited pockets of interest into this group of people. Although interest is growing in the UK, Australia is leading the way in providing excellent training and services for the LGBT community.

People living with dementia can experience a range of challenges; many of these will not be affected by the person’s sexual orientation or gender identity, however, there are certain challenges that LGBT people with dementia are likely to face. For example, if they have encountered prejudice or discrimination from professionals or services they may not want to access services, or they may feel uncomfortable being open about their sexual orientation or gender identity around professionals.

Allison, who is from a family of nurses, knew that she wanted to take her research to Australia to better the LGBT community in Cornwall, so applied for a Winston Churchill Memorial Trust (WCMT) fellowship award. After being shortlisted and interviewed in Westminster in January 2018, she was selected to take her studies overseas. Over 1,000 people applied for the award.

In Australia, a film production company followed Allison for part of her journey whilst she met with LGBT elders and people living with and alongside dementia, and documented her meetings with key figures in the LGBT dementia community.

Her research has helped Allison learn more about the challenges the LGBT community face, including risks and signs of suicide, and develop tools and frameworks to deliver as a training package for care staff in Cornwall.

Across Cornwall there nearly 300 care homes Allison hopes would benefit from her training. “We are an ageing population and there are a growing number of people in Cornwall who are both LGBT and over 65. It so important we get our care and services right for them”

“My vision is for all health services in Cornwall to be LGBT inclusive. There is the potential to incorporate training into GP practices and for primary care nurses to be LGBT aware. I hope that this will encourage people who identify as LGBT to engage in health screening and prevention programs without fear of judgement or prejudice.”

