

WEST YORKSHIRE PROVIDER COLLABORATIVE








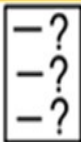





**West Yorkshire
Provider
Collaborative
Engagement Event**

NEWSLETTER

7

September
2022

Microsoft Teams  Tuesday 20th Sept 1.30 — 3pm 		Welcome to the West Yorkshire PC Event
		Welcome to Steven Dilks- Clinical Lead
		West Yorkshire PC Update
		Our Survey Said... 5 min Workshop
		Bierley Bulletin
Interactive session 		Waterloo Christmas Market & Sock Monkeys
	3 2 1	Three, Two, One Over to you...
		Next Steps

Welcome to the Newsletter from the last West Yorkshire Event in September 2022.

We welcomed Steven Dilks as the new Clinical Lead of the Provider Collaborative and had an update from them. We had a short workshop asking you all about Surveys, and then we heard from our 2 NSUA finalists and then the Round Robin from you all.

Thank you to everyone who joined us and contributed. Feel free to send us further comments or have your say in the feedback on the last page. We would love to hear from you!

Contact Charlotte, Jo or Holly for more information:

Hnf-tr.involvement.network@nhs.net

www.yorkshireandhumberinvolvementnetwork.nhs.uk



Newton Lodge
Bretton Centre
Newhaven
Cygnet Bierley
Moorlands View
Waterloo Manor
Newsam Centre
& All guests

West Yorkshire and Harrogate
Health and Care Partnership



South West
Yorkshire Partnership
NHS Foundation Trust



Leeds and York Partnership
NHS Foundation Trust



Bradford District Care
NHS Foundation Trust



South West
Yorkshire Partnership
NHS Foundation Trust



Welcome



Steven Dilks

**New Clinical Lead West Yorkshire
Secure PC**



South West
Yorkshire Partnership
NHS Foundation Trust

Who am I

- Occupational Therapist – qualified 23 years
- Worked in the NHS and independent sector
- Forensic services, Acute, open rehab settings and back to Forensic
- Clinical lead, Professional Lead, Operational Management
- Last post Leeds and York Forensic Service



Why this post

- Been a part of the provider collab since the initial stages of its planning
- Worked across West Yorkshire and Humber Coast and Vale collabs
- Good understanding of system working
- Passionate about cultures and how we work together
- Really care for the people who access our services – strive to improve
- Positive relationships across the region

With all of us in mind.



Priorities



- Care as close to home as possible
- Reduce length of stay in hospital
- Better community provision
- Work together
- Improved efficiency (spend our money better)

With all of us in mind.

What are we up to now..

- Improving our SPA (the place where people are referred into our services)
- Building our information systems – so we can understand capacity and demand. Help us plan and improve
- Developing and understand quality across our services
- Building clinical engagement – Clinical leads forums
- Sharing good practice ideas
- Improving how we support and lead on service users care that is not always easy to provide
- Other key areas: Outcomes, workforce, national work and wider improvement of services
- Workstreams



With all of us in mind.



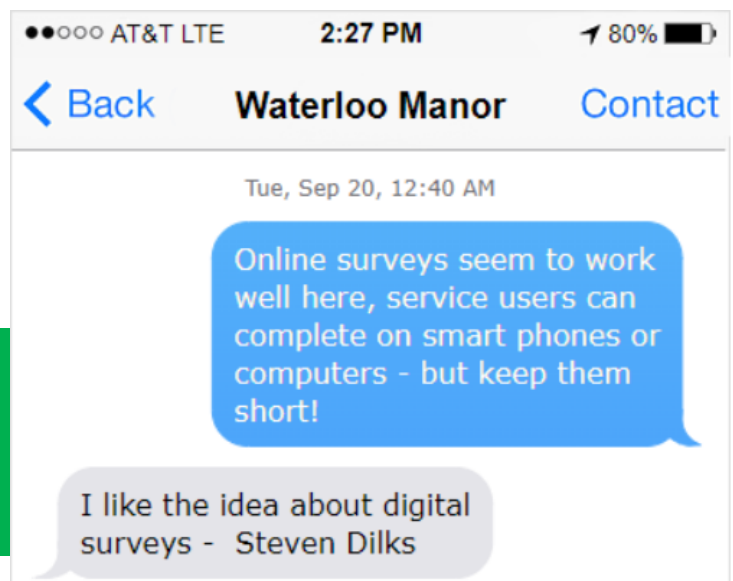
OUR SURVEY SAID

- What do you think of surveys?
- What is the best way to hear about your experience?
- What questions should we be asking?



Moorlands View – Covid is an issue still – not many activities, feel like there should be more, getting back to normal now.

Claire – we have quality review meetings in services as well as case managers working in to services – all great ways for you all to feed back to us.



Feedback about digital surveys- these could be really useful, so that people can go on a website and fill them in, then the responses could be collated. Also other options available like paper ones, different ways to feed back.

Bretton – issues around food. Also surveys could be more tailored and clearer questions so that we know how to answer them. Don't mind surveys, don't dread them or get excited about them!





NSUA Finalists

Congratulations from WY

CO-PRODUCED MAGAZINE

ZAIN (CHIEF EDITOR)
HARRISON (CHIEF PHOTOGRAPHER)
AMELIA (DESIGNER)
DAN (DESIGNER)
CARA (ILLUSTRATOR)
SAM (ILLUSTRATOR)
RI-LEE (GAME CRITIC)
VACANCIES:
 EDITOR, JOURNALIST, CHIEF PHOTOGRAPHER

SERVICE USER & STAFF INVOLVEMENT:

- Front Cover Photo - Service User Jen
- Ri-Lee's Game Review - Service User Ri-Lee
- Being a Nurse - Service User Liv
- Pronouns Poster - Service User CJ
- Poet's Corner - Service User Jen
- Golden Moment - Service User Kevin
- Roses & Rhymes - Service User Rose
- Roses & Rhymes II - Service User Rose
- Photography - Service User Jen
- The Power of Motivation - Service User Claire
- Dreaming Big - Service User Kevin
- Strawberry Tarts Recipe - Service User Angela
- Choo Choo - Service User Alfred
- Welcome & Thank You's - HR Zy
- Convo with a Pro - RMN Emma
- Horse Stables Poster - Student OT
- Anti-Cold Tea - HCSW Yasmin
- Relaxation Group Poster - Assistant Psychologist Manon
- Charity Shop Poster - Student OT
- DBT Skill of the Quarter - Psychology Team
- Volunteer Poster - Student OT
- Workout of the Quarter - Healthy Lifestyle Advisor Phil
- My Barber is My Therapist - AC Harrison
- Community Garden Poster - Student OT

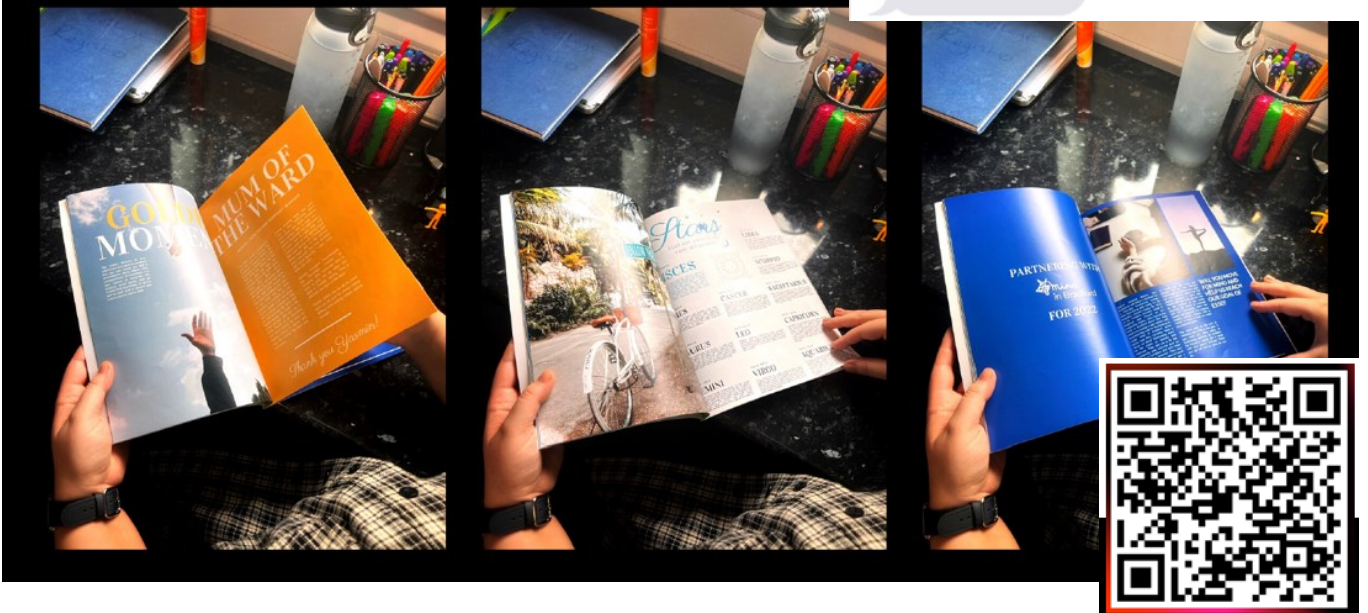
NSUA FINALIST - EXCELLENCE IN CO-PRODUCTION

The Bierley Bulletin

Not another magazine...



PROFESSIONALLY PRINTED



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Bretton Centre

Sandal Ward 3 areas of good practice we are proud of/ events we have enjoyed in the last 6 months

Wellbeing group
Fish & Chips from local chippy once a fortnight
Jubilee Barbeque

Thornhill Ward

Cleethorpes Trip
Recommencing Leisure group
Collaboration with creative minds

2 Hot topics from community meetings and/or Patient council meetings that you would like help to problem solve

Sandal Ward

E-cigs
Torch through vision panel at night time

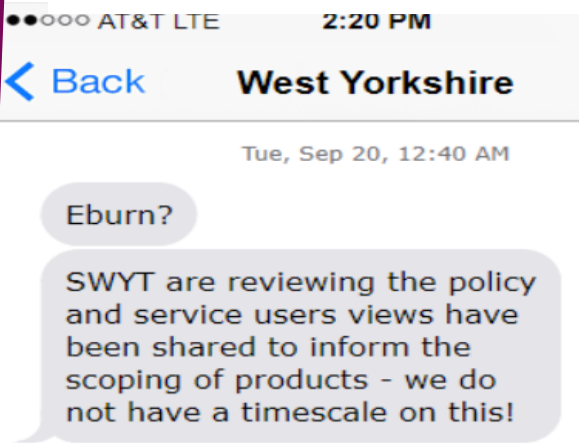
Thornhill Ward

Staffing Levels
More ward activities ran by ward staff

1 question that you would like to ask the West Yorkshire Provider Collaborative or another Service in West Yorkshire

Sandal:
What e-cigs do other services use?

Thornhill
Can we meet up with other services for the day? – like we did at YSP



Cygnets – main issues – not lasting long enough, not value for money, price an issue, vending machines frustrating – improved things by finding one that lasts longer, better value, lots more choice of flavour – everyone happier now.

Lots of discussions – emotive topic – different policies, different needs, no equity across services.

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NEWSAM CENTRE

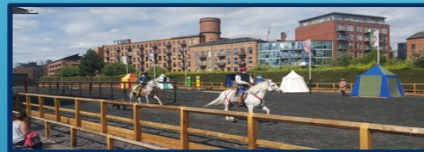
A&T- Cloth Cat- Music production

"Its made me think about going to music college and carry on making music when I'm in the community.

I want to go and do stuff with Cloth Cat in the community when I have some more leave the tutor told me about all the classes and groups they have."



Women's Ward had a trip to the Royal Armouries which they really enjoyed!



With the current staffing crisis- how do you ensure that there are enough staff to ensure activities and S17 leaves go ahead?

Hot Topics

- Technology - Media suite- building work is taking a long time-big screen broken on A&T- impacts groups and staff meetings- communication about updates
- Ordering- accessing funds and ordering things that cost over £50 (basketball net)- very long time frame.

Ward 3 have started a 12 week 'Cycle for Health' course



Steven Dilks – everyone is finding this hard, there is no easy answer. Some ideas are around building career pathways so that there is progression for different staffing groups. We are also trying to make the process quicker – so potentially newly qualified nurses don't have to be interviewed for a job initially as they have proven by qualifying that they can do the job, this would speed up the process. also making better relationships with colleges. And Humber and North Yorkshire looking at going to India to recruit from there.

Claire – The PC has a workforce lead in post and they are trying to understand the challenges as well as the data – are we looking at the right things? This can then tell us some solutions.

Waterloo Manor

3 areas of good practice we are proud of/ events we have enjoyed in the last 6 months

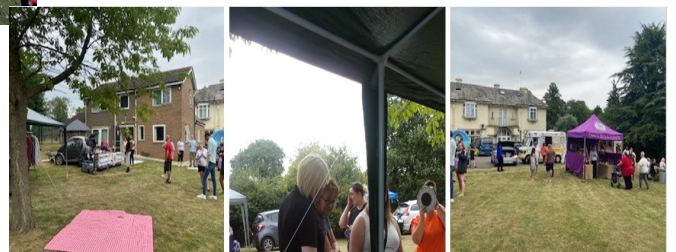
- Summer of Fun Festival- held w/c 18th July 2022 and Seaside Trips
- Service users attending hospital governance meeting to give their perspective
- Yorkshire Sculpture Park(YSP)- Day out and project
- National Service User Awards Finalists!



Summer Fest – Sports Day & BBQ



Day 2- Carnival



Day 3- Summer Market



Day 4- Pride Festival



2 Hot topics from community meetings and/or Patient council meetings that you would like help to problem solve

Not having enough regular staff, although this does seem to be improving and agency staff are becoming more consistent

Encouraging more people to engage in sports activities



1 question that you would like to ask the West Yorkshire Provider Collaborative or another Service in West Yorkshire

A question for all other services- What courses are you currently running in your Recovery College or have run in the past which have had good outcomes?



Last day of summer fest - Giant picnic

The Big Get Together- YSP

We need more time to get answers to your question about Recovery College— please let us know your thoughts via email or the final feedback form!



Questions from today for us to follow up at the next meeting:

- Who is the Provider Collaborative and how do they fit into what our service provides?
- Is there any easy accessible and visual Information for service users and staff?
- Can we meet up with other services for the day like The Big Get Together?
- When is the next one?



Newton Lodge

- 1 Respect project and ongoing diversity calendar events



- 2 Group activity / leisure celebrations – The cottage and the One Voice picnic celebration



We need a bit more time to get answers to the question below - please let us know your thoughts via email or the final feedback form!



- 3 'Safe Care' roll out



SafeCare is a module contained within the health roster that incorporates several things that staff have inputted and is based on the utilisation of The Mental Health Optimal Staffing Tool (MHOST). This calculates clinical staffing requirements based on patients' needs (acuity and dependency) which, together with professional judgement, guides senior nurses in their safe staffing decisions. It also provides support for establishment reviews which look at the overall staffing requirement and supports the drive to have the right people in the right place with the right skills at the right time.

Safecare also allows for an ease of access to the health roster ensuring that changes, including reallocations, can be completed in live time allowing a better overview of staffing.

2 Hot topics from community meetings and/or Patient council meetings that you would like help to problem solve

- 1. Technology – keeping up with technological advances in a timely fashion, examples of areas where we struggle eg updating games consoles and games, access to IT in a timely fashion on ward areas (no laptops on wards), accessing SMART phones in a safe manner within the unit, access to kindles and other e-readers. Supporting access to online shopping for people with literacy problems or limited technological knowledge how do you safeguard without restricting
- 2. Staffing – what are other areas doing to assist with recruitment how are gaps being managed creatively, how do we maintain quality of life alongside quality of care when numbers of staff are reduced?

1 question that you would like to ask the West Yorkshire Provider Collaborative or another Service in West Yorkshire

- For the West Yorkshire Provider Collaborative. Who are you and how do you fit into what our service provides.....is there any easily accessible information visual information for Service Users and staff?

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If you would like to answer any of the questions below or in this newsletter please send them to the Network email below, contact us through our website [Yorkshire And Humber Involvement Network – Welcome](#) or ask a member of staff to email us your responses! We can also pass on queries to the West Yorkshire Provider Collaborative too.



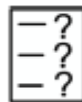
What has gone well today and why?



What could have gone better and why?



What are your views on Surveys?



Can you answer any of the following 321 Questions from services?



With the current staffing crisis- how does your service ensure that there are enough staff for activities and S17 leaves go ahead?

What e-cigs do you use in your service?

What courses are you currently running in your Recovery College or have run in the past with good outcomes?

Have you enjoyed it today and will you come again?



Contact Holly, Jo or Charlotte for more information
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