

Together

we make a great team!

Celebrating Team WCHC



Stories of compassion, openness and trust.



Wirral Community
Health and Care
NHS Foundation Trust

Foreword from Chief Executive, Karen Howell

What a pleasure it is to introduce this publication of all of the nominations submitted for the Team WCHC Awards 2022. Each one a story that reflects our values of compassion, open and trust. They are a culmination of hard work, dedication, professionalism and an absolute commitment to doing the best for our patients, service users, communities and for each other.

They reflect the diversity of what we do, caring for and supporting people from the start of life to the end. They shine a light on the work that takes place on the front line and behind the scenes, the drive for improvement, how we work across boundaries and how we go above and beyond - all with the shared purpose to support each other and our communities to live well.

Read them and be inspired and be proud of yourselves and each other. **Together we make a great team!**

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Excellence in Care

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Nomination 1

Nicky Birkby

I would like to nominate Nicky Birkby for the excellence in care award. Initially Nicky was Team Leader for both Wallasey and Immunisation team on Wirral which is a large portfolio.

When Covid hit, Nicky had to alter the delivery of the immunisation programme overnight, whilst supporting a team where many were reassigned. She led her team with compassion, integrity and professionalism incorporating the CQC five domains.

Nicky was liaising daily, sometimes multiple times, with Public Health England and feeding into the exec team within the organisation, displaying her professionalism and ability to respond and being solution focused by spearheading programmes to ensure the safety of our population.

Nicky was responsive in arranging clinics outside of the school setting at various venues and times as access was not allowed into the schools to enable vaccinations of children and young people.

Nicky devised a plan to restore the immunisation programme as many young people and children had not, for personal reasons, accessed the clinics offered. It is with an absolute monumental effort Nicky has orchestrated and led on a programme which resulted in the service being restored and on track. Nicky believes in transformation leadership, and this has enabled her to be effective, solution focused and responsive to the needs of the population and her team.

As the immunisation service has led such a pivotal role in keeping our younger population safe, funding has been secured to allow Nicky to concentrate solely on immunisations until 2023.

A training package has been devised and the team had an away day allowing time to reflect, learn and grow. Nicky recognised the team had worked so hard and needed this time to regroup and reset which ultimately keeps them safe. The learning concentrated on female genital mutilation and safeguarding, how to approach situations as Nicky recognised her team sees most if not all off our younger population and wanted to upskill and increase her team's knowledge. What an example of responsive, well led, safe, caring and effective. This training will be mirrored in Cheshire East as it was so worthwhile.

It does not stop there; Nicky has recognised that some of our 16-18 year old population may have chosen in school not to have their vaccinations. Nicky contacted the commissioners to discuss if this was in our service spec. and if not,

how can we approach it? Public Health England were so impressed by this idea they have agreed a pilot programme with the commissioners and our organisation with funding. Resulting in missed populations having a further opportunity to receive their vaccinations which in turn keeps our wider populations well.

Nicky has worked so very, very hard during the pandemic to ensure our children and young people received their covid and other planned vaccinations either through alternative clinics or through a restored programme and she has achieved this by being a beacon of light to her team. Leading them through the hardest time in their careers, when things changed daily sometimes hourly, she did it with a smile on her face and highest calibre of professionalism. Thank you for being so dedicated, inspirational and always utilising the domains we strive so hard as an organisation to deliver and work within. You have gone above and beyond for the population you serve, the team you lead, and I am proud to be your colleague.

Nominated by Michelle Drake

Nomination 2

Sexual Health

Caring / Responsive

The Sexual Health team have continued to provide excellent patient care despite the challenges of the past 12-24 months. The team have adapted and worked with the ever-changing landscape with professionalism and care. The many new SOPs, pathways, guidance changes and staff re-assignments have not stopped this team from putting the patient first. Their empathy and compassion ensure that they work with patients on everything from making appointments that the patient can attend, working around childcare and working hours, to allowing patients as much time as they need in clinic to navigate sensitive issues such as sexual assault and domestic violence. The team work together if a safeguarding case presents, with the other staff in clinic seeing the remaining patients to make sure the patients don't have to wait past their appointment time. This excellence is reflected in the feedback from patients. A small example of feedback from this week includes –

'Made me feel at ease'

'I started out anxious, but the nurse talked me through everything and made me feel at ease. Such a lovely nurse. Couldn't be happier'

'Easily accessed clinic, friendly staff'

'Staff warm and friendly, service I cannot fault'

Effective

The service has made changes to the operating model during the Pandemic, some of these with very little notice. The staff stepped up to this challenge, changed their hours, worked extra, stayed late, and made themselves flexible to support each other and the patients.

An example of the team listening to 'what matters most' can be taken from a recent patient survey, which showed that patients were finding it difficult to get an appointment. The service extended the phone opening times and re-organised the appointments to make access easier for patients. This involved the admin team changing their rotas and re-organising the appointment system to make sure patients have the most choice when calling the service.

Safe

The team have excellent links with safeguarding and often contact the safeguarding team to discuss cases and receive feedback on previous cases. These are used for learning within the team and often as case studies. A recent example of this is a mum and young girl who came to the desk with no appointment and asked the receptionist about contraception. The receptionist recognised that the girl was young (14) and despite there being no available appointments and the service being closed to walk-ins, worked with the Nurse in charge to make sure the patient was seen there and then. This is just one example of the excellent care the team give in keeping patients safe.

The team have a monthly team meeting with clinical teaching sessions to share best practice each month as well as sessions from outside speakers. The past few team meetings have been attended by PAUSE, a service that works with women who have experienced, or are at risk of, repeat removals of children from their care and CMAGIC, Cheshire and Merseyside Adult Gender Identity Collaborative. These sessions make sure the team are up to date and in touch with local partners. All of this helps with the patient journey and means the team is able to offer the most up to date advice when patients get in touch.

Well-Led

The Sexual Health team demonstrates 'well-led' behaviour as described in the examples above. As well as this, over the past 12-24 months three of the clinical team have completed their Non-medical Prescribing (NMP) Course meaning the service has gone from one NMP to five (with the addition of another Band 7 to the team). We have one clinical team member in the last year of her MSc Apprenticeship and three members of the team about to commence the Mary Seacole leadership qualification. These are just a few of the most recent team

developments that assures the patients are getting the most up to date excellent care and that demonstrate leadership behaviours in the team.

Nominated by Sally Barlow

Nomination 3

Wheelchair Service

I would like to nominate the wheelchair service for their continued commitment to delivering compassionate person-centred care.

The wheelchair service are one of the most dedicated groups of staff that I have had the pleasure to manage and work with. They continually go out of their way to identify with and listen to patients, starting as soon as patients encounter the service. On a daily basis, the admin staff engage with patients in the waiting area, making them feel at ease whilst they are waiting for an appointment. This may involve just adding that personal touch by spending a few extra moments talking to patients or offering patients a drink if they have been delayed by the patient transport service. Only last week, a patient provided feedback saying the team 'made me feel most welcome'.

The team recognise the importance of first impressions and how the experience of waiting to be seen impacts on their overall patient experience. It was heart-warming to see during Covid-19, when many of the patients were anxious about attending the department for essential appointments due to being extremely clinically vulnerable, how much the admin staff went over and above to ensure their concerns were listened to even before their appointment. This often meant making special arrangements to bring people in when no other patients were around or visiting people at home who would ordinarily have come to clinic.

The wheelchair service team see both adults and children, many of whom have profound disability. The team do their utmost to ensure children are comfortable in an unfamiliar environment, and as one parent said recently that the team keep them 'happy and calm' whilst in our care.

Wheelchairs provide a significant gateway to independence, well-being, and quality of life for people with disability, that many people take for granted. The wheelchair service team continued to offer people who are eligible for an NHS wheelchair a personal wheelchair budget throughout Covid-19 when our offer could easily have been stepped down. Also, they implemented a new pathway to ensure that all people referred to the service received a phone call to find out what really mattered to them during such a difficult time. This came with its challenges but shows the

team's determination to deliver person-centred care with compassion.

The wheelchair service receives a high volume of feedback from patients, and their relatives and the comments received affirm the dedication of the whole team to their patients. I couldn't have said this better myself: 'they go above and beyond to meet your needs'.

I feel privileged and proud to work with such an amazing team, they should be congratulated for all they do.

Nominated by Amanda Ball

Nomination 4

Telehealth/Covid Oximetry @ Home service

The Telehealth journey began back in September 2020. Initially funded by Wirral Council, the service supports patients at home with long term conditions, such as COPD and Heart Failure.

Using digital technology, patients are empowered to self-manage their condition effectively. By understanding symptoms and knowing their numbers, along with support from our dedicated clinical team, people can recognise when their condition is deteriorating and access the medical help they need.

In October 2020, our team started to support patients with Covid-19 by monitoring their oxygen levels. Being able to identify the potentially fatal 'silent hypoxia' means that patients are admitted to hospital earlier to receive lifesaving care, which increases their chances of survival and reduce ongoing complications.

People who test positive for Covid-19 are offered a small simple device called a pulse oximetry monitor. The device clips onto the finger to monitor oxygen levels in the blood – ideal oxygen levels are between 95% and 99%. Having access to one of these devices means that people can record their oxygen levels at various times throughout the day to reduce the risk of serious deterioration.

Upon receiving a referral, a member of the team contacts the individual to offer the use of a pulse oximetry monitor for 2 weeks. After receiving their pulse oximeter, people record their oxygen saturation levels twice a day. The team also encourage people to record changes in their breathing and how they are feeling. By recording this information, they can tell if they are recovering or becoming more unwell and our clinical team can escalate as necessary.

In most cases, people manage their symptoms at home effectively, but some do require hospital admission and treatment. Being able to monitor oxygen saturation levels at home means that people can quickly identify and report when their oxygen levels are dropping, and the team can act quickly to get the right treatment at the right time.

To date the service has prevented 5,854 hospital admissions and those patients that required hospital admission were seen in a timely manner and given the appropriate care and treatment required.

Our service delivers care with empathy, dignity and compassion, taking into consideration the wishes of our patients. During the worst peaks of Covid we were crucial in getting care and support to those patients in their own homes that required care, often resulting in end of life care due to long-term conditions and complications of covid that were not suitable for hospital admission.

We have listened to our patients and been responsive in the increase in demand for our service and reassigned staff to our service to enable us to deliver safe and responsive care to patients Wirral wide.

As a team we believe that over the last year we have gone above and beyond to deliver a seamless and responsive service to our patients. We are passionate about supporting patients who have a long-term condition who have been empowered to monitor their own health, also working with them to be able to see when their condition is deteriorating. We are dedicated to improving how care is provided to patients with long term conditions and work closely with Wirral Borough Council, GP practices, Community Matrons and Specialist Nurses to ensure that our service is accessible to all, often working with patients in the most socially deprived areas of Wirral to ensure they have the same access to healthcare.

Nominated by Maria Pugh

Nomination 5

Neutralising Monoclonal Antibodies (nMabs)

In 16 Dec 2021, access to Neutralising Monoclonal Antibodies (nMABs) treatment, for Covid-19 hospitalised patients was announced, and later extended to non-hospitalised adults/children with Covid-19, who are at the highest risk of progression to severe disease, hospital admission or death. In Jan 2022, Public Health England began to roll-out the nMABs Service in Wirral community with

nMABs leads Caroline Loveridge and Laura Barton.

With great pleasure I nominate the Neutralising Monoclonal Antibodies (nMABs) Wirral Team for the Excellence in Care award. I strongly believe they are best choice for the award as the team consistently demonstrate and deliver the Trust's values of Compassion, Openness and Trust in community service.

The nMABs team consists of two senior RGN nurses, (Carol Melville and Kate Bell) and admin co-ordinator (Marion Robson). In addition, nurse (Jenny Dawson) joined the team. They were requested by the Trust to reassign, establish the nMABs team and deliver the service across the Wirral. After due consultation and consideration of the extremely 'high risk' to themselves, they became the nMABs team. This action alone clearly demonstrates their specific contribution, professional excellence, and highest standards of selfless commitment, which are accepted requirements of the Trust.

During Jan – Apr 2022, the nMABs team delivered this vital national service throughout Wirral at their adapted clinic and to those housebound. To date, 130 vulnerable / high risk patients with a positive Covid-19 diagnosis have received treatment in a short period of time and still ongoing. The impact resulted in the prevention of possible hospitalisation due to their covid symptoms and health deterioration. Carol and Kate chose to communicate this service to GP surgeries in Wirral thereby ensuring no high-risk patients were overlooked. By doing so, it also brought to light that many GPs were uncertain of the procedure at that time.

The importance of this complex process should not be underestimated as nurses are required to wear full PPE throughout, meet patients and escort them to a clinic room. A 2-hour procedure follows, with cannulation, 2 intravenous infusions, continuous monitoring, referral / equipment issued for further monitoring at home for 10 days by telehealth then all documentation completed.

Evidence is provided from 100% patient feedback, regarding the treatment and service to exhibit the team's Excellence in Care, professional skills, and selfless contribution in delivery of this 7 day service.

- Caring – 'Absolutely wonderful nurse: treatment has most certainly had a positive instant effect. I felt at ease and comfortable and I am very grateful for the treatment despite any potential risk for themselves. Your nurse is wonderfully selfless, professional, and caring. I am proud of our NHS and this service'.
- Effective – 'From Start to finish I was made to feel at ease. Everything was explained to me thoroughly. Nurses were polite and friendly. I liked having the same nurse doing the whole procedure. Couldn't fault the whole experience and liked being welcomed in the car park'.

- Responsive – 'Very welcoming and explained everything well'.
- Safe - 'Made to feel safe and happy with all the information received', Quick response, felt safe, professional, excited about outcomes. The nurse providing the treatment was lovely and thorough.'

In summary, this is a well led specialised team, delivering a vital national service to the Wirral community. The nurses' selfless commitment and risk to their own health clearly sets the highest of standards which is difficult to compare with others. I strongly endorse the nMABs nomination for the Excellence in Care award and wholeheartedly believe that the Wirral Community Health and Care NHS Foundation Trust make them feel valued and that they are the best candidates for the award.

Nominated by Carol Melville

Nomination 6

CICC Team Nurses and Multi-Disciplinary Team (MDT)

I would like to nominate the team at the Community Intermediate Care Centre (CICC) for their outstanding commitment to patient care. They are a dedicated team who work above and beyond every day. Since opening in January 2021 the wards has expanded and teams have grown. This has been a challenge and staff have shown great determination to make it work. With this commitment from staff, our patients now on the Wirral have an excellent service which is unique to their needs. The unit is such a lovely place and the feedback we have had from patients makes it so worthwhile. The care and support that the patients receive is truly outstanding.

- Caring – delivering care with empathy, compassion, and dignity
- Effective – evidence-based, person-centred care, listening to 'what matters most' to the person. The impact this has on our Wirral community is amazing.
- Responsive – exceptional dedication to improving how care is provided. We have adapted to situations and used resources effectively.
- Safe – learning from incidents and sharing this with staff. We have an open and honest culture and excellent safeguarding practice, sharing best practice. Safety of our patients is paramount to the service's success.
- Well-led – having had a new service director in post since January we are strengthening our team and leadership as we all settle into permanent roles. With such excellent service directors prior to this, standards had been set and are continuing to be achieved.

We are developing a ward accreditation, which will showcase our successes and give us the opportunity to demonstrate improvements which will be measured against standards.

The journey here at CICC is ongoing and exciting and we really need to celebrate our achievements of having a newly developed in-patient bed base. A place where patients can come and be re-enabled to go to their preferred residence and not lose their independence. The staff here deserve this nomination, and I am so proud to be part of this. We have such a great team including nurses, social workers, occupational therapists, physiotherapists, and senior administrative staff.

Nominated by Janine Kavanagh

Nomination 7

Special School Nursing Team

The Team has come together while dealing with very bad staff shortages alongside having a new school site to cover, all while still managing to maintain excellent care to the children in our schools. As well and supporting each other as well as possible.

Nominated by Jane Lumsden

Nomination 8

Enhancing Families Teams St Helens & Knowsley

Toni Shepherd and I would like to nominate these two teams for excellence in care.

St Helens and Knowsley service joined us during the pandemic and had been transferred across two organisations in six months.

The two teams not only joined a new organisation but supported the development of a brand new service and service offer.

From a previous contract and for a number of years these teams were delivering the family nurse partnership programme, which was a targeted and structured programme with a specific focus on vulnerable teenagers.

The decision from commissioners was to demobilise this service and move to a wider more inclusive offer for vulnerable families.

At a time when many staff would have struggled with all this change and felt their

role was at risk; both these teams have actively embraced new opportunities and created a truly accessible and supportive service promoting excellence in care.

The team have actively engaged with partners, created visibility and presence across communities, developed their own caseloads and developed a multitude of resources and tools to support families on the programme. The staff have used their existing knowledge and skills and transferred and adapted to support a greater reach and offer for vulnerable families.

Their caseloads are extremely complex, and they carry a large number of children on safeguarding plans.

The staff were worried that the wider cohorts of families would disengage or not see the value of the support they were offering, however their experiences have been the complete opposite. Through the building of therapeutic relationships and creating trusting partnerships and showing care and compassion they have found that their families have engaged and are responding well. The team are actively building up case studies and evidencing positive outcomes for women and babies across the areas.

We are also very impressed with the level of support and compassion they show each other and how well connected they are as a team. Even working across different boroughs, they are working together to share resources and learning and meeting the needs of local families.

Well done to you all, truly deserving of this award.

Thank you for everything you do for the families, service and organisation.

Nominated by Julia Bryant & Toni Shepherd

Nomination 9

Everyone in the Trust

As a Trust, many, many people worked through 2 years of a pandemic. I think each and every one of those people deserves an award and I do not know how you could choose. People have been re-assigned, some several times, with services disbanded to accommodate this, and people have worked through personal and professional tragedy. I understand that people want to celebrate and be celebrated, but I do not feel that people should be picked out for this, this should be a celebration of all. We have all worked so hard and this past 2 years has been so gruelling, but we have all done this as a Trust, that is what needs to be celebrated.

Nominated by David Williamson-Draper

Nomination 10

Cheshire East 0-19+ Team

The Senior Team in Cheshire East would like to nominate our 0-19+ Service for the 'Excellence in Care' category. We feel that our team has demonstrated how they have provided excellence in care over the past 2 challenging years.

Our feedback from service users and partner agencies in Cheshire East has been consistently positive. This has included delivering person-centred care to our families with empathy, compassion, and dignity. Some recent examples of feedback include:

Feedback from a Social Worker for Jerome: "Mum reported that Jerome's involvement has been positive for dad. Mum notes that since dad was engaged by Jerome, dad has been more involved with childcare."

Service user feedback about one of our caring School Nurses and her person-centred approach: "After nearly 2 years of a pandemic and isolation, it was so lovely to speak to the Nurse. She was lovely and clear with what the next steps are with helping my boy in speech and language therapy."

Our Team has recently collaborated on a new project for unsettled infants which provides a timely one-stop service for parents and carers to access. This has enabled people to share their experiences within a multi-agency clinic (Allergy Nurse Specialists and Paediatric Dieticians) allowing specialist advice to be given. The feedback from service users highlighted that they appreciated being able to discuss their concerns, telling their care journey only once which then led to them gaining the support they required in a timely manner.

Our Immunisation Team were successful in the organisation and planning of the Covid-19 vaccination programme delivered to 12-15-year-olds across the localities of Cheshire East. As this was an unprecedented government initiative it required a service wide response which included the support from not only our wider 0-19 workforce but collaboration with our executive team to ensure safe quality provision to our client group. It also gave assurances to our workforce to ensure safe and supportive working practice. To date (June 2022) we have delivered 10,195 vaccines in schools and have also offered community catch up clinics.

Our service re-design in late 2020 brought about new changes which included the introduction of a Contact Hub. The hub launched in April 22 and provides a single point access to all 0-19+ Services. This reduces the barriers to access and ensures that timely information is provided. This has been a transformational change which the 0-19+ Hub team have fully committed to. Our team embraced the vision and have supported each other along the journey of change.

We are proud of our team for working tirelessly to provide a quality and seamless service. We have an excellent track record meeting our Key Performance Indicators (KPIs), especially throughout the pandemic, embracing innovative ways of providing access to our services. An example of this was being responsive in the use of virtual technologies. Our team embraced new technologies such as Attend Anywhere, this allowed for our staff to deliver virtual consultations during the lockdown periods.

We were tasked with responding quickly to the Afghan crisis. Our team did not hesitate in providing support to the families who arrived from Afghanistan as part of a resettlement programme. Supporting families who had escaped such trauma was a steep learning curve for our staff. We could not be prouder of the care and compassion shown to this group of vulnerable service users.

A member of the team shares her involvement in the programme:



If you have a printed pack, please scan the QR code on the left to watch the Staff Story video from Rebecca Willis.

If you have a virtual pack, please click this link instead:

<https://vimeo.com/694611700/b147e714fd>

We are very proud of how our team have supported students during the past 2 years. Our team have ensured that our students were not impacted during the Covid restrictions: "Due to Covid-19, the experience was not what my accessor said she hoped I would have got as a lot of professionals were working from home and visits were reduced. But I was thankful for everything I experienced."

Nominated by Joanne Gillman

Nomination 11

St Helens 0-19+ Team

St Helens 0-19+ team TUPE'd to WCHC on 1 September 2021. Since this time, they have learnt to use a new electronic child health record, new policies and procedures and the SAFE system.

Staff have left since the TUPE and the team have been engaged in a new recruitment drive. Team managers have successfully recruited many new staff, working towards the service being at full capacity.

School health are now working as one team across the three bases due to sickness levels increasing. They meet via a huddle three times each week to ensure all safeguarding meetings are covered, reports written and meetings attended. They

are all so passionate and keen to support each other to ensure children and young people's health needs are met.

Health visitors and nursery nurses are working at a fast pace to ensure all core contacts are delivered on time and KPIs are being achieved. Again, they are working across bases to ensure these contacts are completed. The nursery nurses have also managed to see an extra 279 children who had not had a face-to-face contact by 0-19+ due to Covid. This work has been done, planned with no extra resources and this programme will be completed by July.

Our Public Health nurses are working with health visiting and school health to support teams, they are a vital part of 0-19+ teams and all support each other.

Our school screeners have been increasing partnership working with local partners and AQUA to aim to reduce obesity levels in St Helens children.

Our admin staff have now moved into a central hub working to support 0-19+ and are often the first contact when a parent/carers rings into the service.

Care is paramount to all this team and NICE guidance is adhered to. Families really appreciate the care that is delivered by our 3 teams.

It cannot be underestimated the amount of change this service has gone through since TUPE to WCHC. Care has never been compromised and staff are working above and beyond hours to ensure they deliver gold standard care at each contact. All staff display the values on a daily basis. Well-done 0-19+ St Helens.

Nominated by Caiti O'Callaghan

Nomination 12

0-25 Health and Wellbeing Service

In support of this deserving submission, the brilliant team that I am nominating are testament to workforce resilience in action. Against a backdrop of TUPE transfer and following an enduring period of team depletion and re-establishment of service delivery in the living with Covid phase of the global pandemic, the 0-25 Children's Health and Wellbeing Service, Knowsley have demonstrated unwavering compassion to each other in nurturing and caring for every member of the team during these unprecedented times.

The organisational impact and changes to working practice and location tested the innate resilience of the team. They demonstrated an honesty and openness to new ways of working in order to deliver excellence in care to the intended children and their families. Currently, in view of existing capacity and the demand for the service,

there has been a rationalisation of deliverables for the healthy child programme in order to respond to those with greatest need - deploying an intervention that will drive safe, well led effective care provision.

The outcomes to date for this newly configured team post TUPE transfer are demonstrating a positive impact on health outcomes. This is evidenced in the feedback that the service has received from commissioners and by senior leaders within the organisation. The caring and responsive approach delivered by this stretched team has identified those most at risk and safeguarding and early intervention have ensured that any potential harm is mitigated by the interventions deployed by this dedicated team.

It is recognised that the team who remain reduced in number, continue to work tirelessly in support of person-centred care for 0-25 children and their families. Since moving to Team WCHC the motivation of the team has been reinforced in view of the Well Led mobilisation of the service supported by the whole organisation that the team has become part of. Categorically, it is through the compassionate leadership demonstrated by WCHC and the onboarding of a much-needed resource to augment the team that there has been a reinforcement to this steadfast contingent.

Despite critical shortages the extant team have ensured that newer team members have been cordially nurtured and orientated into this trusting and responsive team. This is testament to their tenacity and how they have gone above and beyond to deliver excellence in person centred care despite the hurdles and obstacles they have faced.

In summary of this submission, it is noted that this team have faced adversity and challenge but have never compromised on their intent to deliver outstanding compassionate care. They have done this by being open and transparent as to realistic outcomes for service users in view of workforce constraints, and by nurturing trust and reliance upon all members of the team to deliver whole team outcomes for the benefit of the wider community.

Nominated by Donna Wilson

Nomination 13

Neutralising Monoclonal Antibodies (nMabs)

nMABS is an intravenous treatment which was introduced by NHS England (and also a mandatory ask) for all covid positive patients who are vulnerable and who also have an underlying health condition. This treatment is absolutely vital to reduce hospital admission by up to 70% and also to prevent death. This team/service was set up within a matter of weeks with staff coming forward to help set up the service (nurses) and learn the skill of this IV which is given differently to other IVs in the Trust.

Staff attended WUTH to shadow members of staff who were already giving nMabs and this proved massively helpful. nMabs nurses (Carol, Kate and Jenny) also needed to become more aware of cannulation which is a skill which isn't routinely used in community nursing on a daily basis - these nurses did not disappoint! They have become exceptionally competent in cannulation, and this has been proven in patient feedback.

Estates were sourced to enable to provide this service and the team (including admin staff Marion and Heather) were instrumental in stocking this clinic to enable the treatment to be initiated as soon as it possibly could be.

Medicines Management were a key component in enabling the service to be clinically governed as they developed an associated Trust protocol in a timely manner.

Business operations were also a key component in the development of this service as they supported business development through every stage. The nMabs team worked closely with WUTH pharmacy and continue to do so on a regular basis with regard to the prescribing of the drug - this networking has proved instrumental and vital in the success of the ongoing continuity of this service.

The nMabs service has become the first service in the Trust to remotely review and second check medications - this was brought about due to reviewing different ways of working as the team is small and the nMabs team did not want to put additional pressure on community nursing teams. This approach was approved and welcomed by the medical director which was absolutely fantastic and this approach is now being further reviewed for dissemination across the Trust as a transformational change and smarter way of working.

Prior to this, the Bladder & Bowel Service kindly offered their time to second the

nMabs drug which was exceptional partnership working and positive feedback was received back from the team stating how much they had enjoyed this additional task within their roles.

The nMabs team works closely with regional localities including Cheshire Wirral Partnership, Merseycare, Bridgewater, Manchester and Cheshire to name a few (this list is not exhaustive!) and the team have recently provided mutual aid to Merseycare when they had no capacity to give an nMabs service - this is again fantastic partnership working outside of the Trust with neighbouring trusts!

The nMabs team have most definitely gone above and beyond with working extra hours and weekends to help cover the nMabs service as this is a 7 day service. The nMabs team have also used their time to liaise with primary care networks to ensure our key stakeholders knew how to refer into the system to ensure patients received in a timely and equitable manner. I couldn't be prouder of the hard work and determination shown by the staff in setting up the service and the new ways of working which have been developed.

This service has been instrumental in hospital avoidance and patient experience forms are evidence of the excellent care being provided within the nMabs service. From a personal perspective, this service would definitely pass the friends and family test as I would be more than comfortable if one of my family members received this treatment from any of the nMabs nurses, that is the confidence I have in the service.

Nominated by Caroline Loveridge

Nomination 14

Neurodevelopment Team

Covid-19 has undoubtedly presented challenges to the usual ways of working for all services. The impact of this for our children longer term remains unknown. Excellent care provision has continued throughout. The SEND team which includes Tracey McDonough as our SEND lead, Sally Masters as our Senior School Nurse, Joel Milner as ADHD Screener, Nicholas Smyth, Leanne Cash, Gillian Hassall and Janice Adamson – school nurse assistants. Senior school nurse, Becky Banks has been able to join the team through an application for a contract variation for additional funding to support the Covid recovery within the area. The team work exceptionally well together and are always seeking opportunities to make improvements and take learning opportunities. They as a team have had an exceptional level of risk to manage with a referral rate for SEND referrals seeing over a 300% increase when compared to pre-Covid rates.

As you can imagine with this comes an increased demand and pressure in both managing and providing the care. The whole team have worked to ensure that there is always a fair approach to allocation, waiting lists and visits. They balance this with the ability to recognise when a case does require to be brought forward and can use their skills and knowledge to request an earlier review from paediatricians. A challenge with the pathway for ADHD / ASD referrals is that we only provide the pre diagnostic part of this pathway and this creates a need to ensure effective communication with other parts of the pathway – for example the skills foundation who provide the parenting groups, and community paediatricians.

We receive all referrals from schools and there is much improved correspondence with schools with excellent feedback received in a recent school's survey, naming the school nurse assistants individually for their valued support. They really embrace the Trust vision and values around 'together we will support...'

Managing an increased need post Covid and continued increased referral rate brings an increased level of concern from parents / carers for their children as there are extended wait times at a difficult time for families. The team ensure that families are supported and that they have access to other services and know who to contact. They always take a caring and listening approach and ensure that families feel heard.

Tracey has embraced leadership opportunities and recommenced the SEND Champion meetings which have taken place monthly and have a good skill mix representation – School Nurse, Special School Nurse, electively home educated Nurse, Therapy representative, Adult Social Care (transition), School Nurse Assistant and QB screener. Transition for our children and young people has been identified as a key piece of work that requires progress across the partnerships. Our team wish to support the progress of this and ensure that all children and young people have inclusive access to transition support.

Another success of the team and SEND lead has been the use of a SEND newsletter for key messages and updates This is distributed across the Trust and shared in partner updates. The feedback has been excellent, evidencing a great resource for all.

The team have worked hard and felt trusted to deliver upon letter / communication improvements. Working across the partnerships for the pathways and always striving for improvements and opportunities. The team have identified opportunities for learning and development and have been using the referral data to try and understand the narrative and any gaps. Presenting this to commissioners and education colleagues gives us a real partnership working opportunity across the localities. Caring – work with a caring, kind approach, evidenced based care with

regular updates; effective – effective care with consideration for feedback from our children / young people; responsive - demands of the pandemic and increased need. Safe-delivering, safe inclusive care, well-led, supportive.

Nominated by Lindsey Costello

Nomination 15

Haydock / Newton 0-19+ Team

I wanted to nominate all the staff working within our team at Haydock/Newton 0-19+ team. We have had high numbers of staff sickness within the team, coupled with new starters which has made the team's working day difficult at times, alongside a TUPE over to a new trust and agile working due to the pandemic. We have certainly faced some challenging times.

Even with these challenges, team members work together and uphold the Trust values daily, always showing compassion for each other, partner agencies, clients, families, and communities they work alongside. We are all open and honest, communicate effectively with each other and families. We meet daily on huddles to discuss the day's work and allocate as appropriate; we also use a team's chat function to answer any questions or queries throughout the day. As the Covid pandemic affected our way of working we set up an Ms Teams chat so we could replicate being in the office and asking a colleague a quick question and get an instant reply. This helped to strengthen team bonding and morale whilst supporting the newer members of the team.

As a team we are focused and passionate about offering our families a seamless service, we are adaptable and will accommodate requests to visit early in the morning, later on in the evening, face to face, telephone contacts on a Saturday, at a clinic setting or via Attend Anywhere.

As we emerge on the other side of the pandemic, we are all aware of the impact upon health, families struggling with isolation, stress, mental health issues and the increased rate of domestic abuse and safeguarding referrals. There has been talk of 'Ghost children' who had never been seen at all during the pandemic by any services, as a result of this we offered a 'Covid catch up' review and all children not seen were given an appointment to be seen face to face. In our team we saw an extra 78 children on top of our daily workload.

More lately with the cost of living crisis dramatically increasing and many families living in poverty, families will experience worse health outcomes with higher

mortality rates. We had two Health Visitors in our team visit a family in crisis, they had no food or nappies and home conditions were very poor. Mum has from autism and learning disabilities and was struggling to cope. A visit was made by another member to the food bank to get necessary supplies. The Health Visitor then helped to make the children's lunch, stayed with mum and waited until social care arrived. The family received the care and support they needed with a robust package of care in place. The Health Visitors went above and beyond, showing compassion and care, they showed empathy and understanding and acted upon the concerns.

We all recognise the importance of providing the right support and advice during a child's early years to ensure a happy, healthy future and our team play a vital role in doing this by supporting families, empowering them, acting as an advocate, identifying needs, and referring to multi-agency services if needed, whilst being mindful of always being the 'voice' of the child and taking a child centred approach.

Even with low staffing levels, high caseloads and demanding complex cases the dedication and passion is highlighted in our KPI data, we are achieving the targets set by the Trust and helping to better patient care.

Staff have embraced new ways of working in our new Trust and have integrated well with other teams across the regions. We have had to cope with a new electronic patient recording system, yet once again the team showed resilience and tenacity by learning to add data and supporting each other in the process. We had team training sessions and staff shadowed each other to learn the process.

Despite all these challenges, the support within the team has been amazing. We still continue to have a sense of humour and laughter can often be heard on our daily huddles and team meetings.

Nominated by Janine Prior

Nomination 16

Urgent Care Nursing team

I would like to nominate the nursing team for Urgent Care throughout our three sites at the Urgent Treatment Centre, VCH (including MIU) and Eastham.

Throughout the pandemic this team of highly skilled nurses have continued to deliver high standards of evidence-based care whilst balancing the requirement for rapid change and embracing new ways of working to care for our patients at an extremely stressful time for all.

The speciality can be extremely challenging at times and yet the team has continued

to deliver a responsive nurse led service whilst maintaining professionalism. The team regularly receive compliments and comments about the kindness and compassion displayed to our patients and this is a direct reflection of the dedication the team have and their passion to provide excellence in care.

More recently the team at the Urgent Treatment Centre have embraced further change and have been required to relocate to a new area to enable the Emergency Department re-build. This move was seamless and again the service continued to: balance closing a department, move over to a new area and continue to deliver a service.

Finally, it must be acknowledged that the nursing team is very well led by an extremely strong group of Lead Nurses. The Lead Nurses are fantastic role models and the support they offer their teams is reflected in the positive actions of the entire team. All are an absolute credit to their profession.

Nominated by Alison Hunt

Nomination 17

Community Integrated Response Team (CIRT)

As the Community Integrated Response Team (CIRT) are an admission prevention service and also support early discharge from secondary care it made sense the team took on the challenge to redesign the current service to include this new guidance.

The aim of the service is to:

- enable people to live healthy independent lives for as long as possible in their own homes, or the place they call home
- reduce the need for escalation of care to non-home settings
- facilitate timely return to their usual place of residence following temporary escalations of care to non-home settings
- support the collaborative working required to deliver the requirements of the hospital discharge operating model

We developed a project team to steer the effective delivery of the new guidance, focusing on the safe delivery of care. The project team included the service Clinical Lead, Business Management and Project Management and Business Intelligence, with other subject matter experts being brought in as and when needed.

The team already included a strong, caring and effective service, however due to the

requirements to rapidly introduce new targets the team recognised the requirement of a substantive investment in order for the service to build its workforce and ultimately deliver a 2-hour response to our community at point of referral.

The team embraced the new opportunities and set about writing a proposal for the service for submission to Cheshire and Merseyside to bid for the funding. This was an extensive task and took many hours scrutinising data on current position of service, how we can increase service capacity and ensure we had a skilled workforce to deliver this whilst ensuring the quality of the service remained high.

Staff engagement sessions were held utilising The Institute for Innovation and Improvement Sustainability Model and a case study to ensure staff were aware of the changes and could contribute to new pathways and changes.

At this stage of the project there was very little operational guidance being shared nationally and little information on trajectories. However, the team decided to be proactive and started to consider what would be required for the project to be successful as time was not on our side. The project team set about reviewing the current pathways into the service and developing new pathways based on best practice, local knowledge and experience.

A TIG dashboard was created to capture the data required, including a heat map of days and times of referrals, where the referrals came from and length of stay.

Referral and activity forecast was developed by Business Intelligence, which supported workforce development and allow trajectory to increase referrals.

Referral pathways were opened wider to include; self-referrals, Care Homes, NHS 111 to name a few.

Clinical guidance was developed and shared via the Clinical Assurance Group (CAG) for approval to ensure robust governance around the service.

The Service successfully recruited a further 20 members of staff throughout the professions, including 2 paramedics.

2-hour Response Data: Over 6 months the team have consistently worked towards increasing referrals into the service and are currently working above the set trajectory.

Month Referral Trajectory Referrals Achieved

- Jan - 35
- Feb - 64
- March - 74
- April (GO Live) 103 105
- May 126 137

Nominated by Sarah Cowell

Nomination 18

Deprivation of Liberty Safeguards (DoLS)

The DoLS Team consists of five experienced Social Workers who are qualified Best Interest Assessors (BIAs). They undertake a duty triage function daily receiving assessment forms from care homes and the hospital regarding residents and patients who could be deprived of their liberty. Their primary objectives are to:

- assess and visit residents who do not have mental capacity and are in care homes or hospital
- ensure this is the least restrictive option
- ensure their needs are being met and their Human Rights have been upheld
- speak to care staff as well as the person
- check care plans
- source a s12 Doctor
- contact the person's representative whether this is a relative, close family friend or a paid RPR.

In March 2019 when Covid struck this posed many challenges for everyone as care homes closed to visitors and professionals. It was difficult for the team to ensure people who were deprived of their liberty were having their needs met. The team was required to be more resourceful in respect of using IT equipment to see residents in care homes where appropriate and speaking to a collective of people for information regarding the resident when it was not.

At times the team supported through listening to both the staff within the care homes as well as relatives who were not able to visit in the care homes. They became a sound board for families who were struggling, listening to their concerns and reassuring where possible.

What is not seen is how responsive, supportive, and caring the team are. Although it was a challenging time, they got through the difficult times and supported each other through it.

What currently stands out to me regarding the team is how they get to understand the person who is deprived of their liberty, their history, background prior to being in a care setting. Spending time talking to the person. Ensuring the care is meeting the individual needs. Challenging staff if necessary, raising issues through appropriate channels.

Reassuring family members where necessary, being empathetic listening to their concerns and signposting if necessary.

The team supports across the ICCTs, RCR and Hospital Team. They give advice to individual staff in respect to DoLS as well as mentor newly qualified Best Interest Assessors.

One staff member Jane with a member of the Professional Standards team from the Council have set up workshops for newly qualified BIAs. This became invaluable to their learning once they qualified as a BIA and start out on their journey.

The DoLS team consistently displays the Trust values. The team works “together” to strive for the best – for our staff and our communities. Please consider the DoLS Team as a strong contender for the “excellence in care” category. I know that they would never consider themselves for award, as they consider to be just what they do and would not expect this recognition. However, I do feel very passionately that they go over and above every day and far exceed any expectations. I would love for the Trust to collectively say thank you to them and recognise more formally the contribution they are making to both staff and service users. Thank you.

Nominated by Jennifer De Ornellas

Nomination 19

Field Road Community Nursing Team

This team have gone above and beyond to provide nursing care seamlessly before during and after Covid 19.

The team have endeavoured to prioritise patients care even above their own families at times, showing strength of character loyalty and compassion in very difficult times.

The team have shown resilience and have taken on many extra shifts to help each other due to the impact of the pandemic.

Our Caseload Managers have supported the team and each other in all areas in the absence of the Team Leader, while fully supporting every team member holistically and ensuring excellent evidence-based care to the communities we serve.

This is evident in how dedicated and supportive this team are of each other, which has translated into outstanding patient care. This is evidenced in the daily positive feedback we receive from patients their significant others and our students.

The Caseload Managers recognise the hard work and dedication of all members of our team including the tireless energy and support provided by our excellent Hub manager HCA's and admin team.

Field Road Community Nursing team are fantastic ambassadors of this Trust.

Nominated by Lorraine Foulkes

Excellence in Inclusion

Nominations:

- 1 Caroline Golder and the Community Cardiology Team
- 2 Millie Williams
- 3 0-19+ Cheshire East Central Team
- 4 Karen Whitehead
- 5 Maria Lee
- 6 Community Dietitians
- 7 Tracey McDonough
- 8 Partnership Forum
- 9 Staff Network Chairs
- 0 Judy Fairbairn

Nomination 1

Caroline Golder and the Community Cardiology Team

I am nominating Caroline and the Community Cardiology Team for the excellence in inclusion award to recognise the commitment that Caroline and the team have demonstrated to providing person centred care for those accessing the service, right from the beginning of their journey.

Whilst reasonable adjustments and accessible information standards have always been something the service have aimed to provide for their patients, in 2021 the Trust launched a more effective method for capturing this. This included the revision of the accessible information standards template on SystmOne, inclusion of more information about what kinds of reasonable adjustments people may require and a comms campaign to support staff with implementing this. Alongside this, dashboards were created on TIG so that we could monitor how many patients were being offered reasonable adjustments to support both the access to and experience of the service. By capturing this information more formally using the template, this would enable sharing of this vital information across services, thereby prompting a responsive and proactive approach rather than a reactive approach to individual need.

As a leader in the Community Cardiology service, Caroline has been a strong advocate of the accessible information standards and reasonable adjustments template right from the start. In fact, from the point of launching this, Caroline and the team made sure that this was embedded into their phone triage to patients prior to them attending any face-to-face appointments (if required). Caroline and the team consistently demonstrated a clear understanding of why asking these questions at an early point in the journey of care can have a positive impact on the individual. She actively encourages others in her team to do the same by sharing examples of where this has supported individuals.

As the use of this template has become more embedded in the service, Caroline has utilised the reasonable adjustments dashboard on TIG to monitor how well the service are doing. Not only that, to celebrate what is going well and to support an increase in use of the template and further improvements to be made. The service has seen a month on month increase in the number of patients who are being asked about what reasonable adjustments they may need, and this can be evidenced through the data on the dashboards (Appendix A) and through feedback that the service has received from their patients. Through a journey of care story

that the service carried out, a gentleman described his mental health needs and how the service supported him by asking him what they could do to improve his experience. He told them that having a carer with him for his appointments really reduced his anxiety. The service were able to accommodate this. This enabled him to access his appointment feeling less anxious and the gentleman concluded by saying “you made me feel like a person and not a patient.”

In another story, a lady was asked what the service could do to improve her access and experience. The lady told the service that she had a hearing loss but has an amplifier on her landline phone. This means that if the service tried to call her on her mobile, she would struggle to hear what they were saying. However, if they called her on the landline, her amplifier would mean that she could hear what they were saying. This was really important information for the service to know and perhaps they would not have known this had they not asked that very important question. Completing this information on the SystemOne template also meant that other services in the Trust would know about the reasonable adjustment the lady required and could implement this for her.

The reason for the nomination in this category is to recognise a service who truly know and understand the positive impact of providing care that caters for individual needs and of making what can sometimes be small adjustments to make a big impact.

Nominated by Emma Carvell

Nomination 2

Millie Williams

The Sexual Health service would like to nominate Millie Williams for the Excellence in Inclusion Award.

Millie has only been with the team a few months but has already made a huge impact on the service. Millie brings a positive vibe to the service, and the staff have embraced her positivity.

Millie has been busy reviewing and meeting all the service outreach partners and establishing relationships. This involves reviewing the service data from the past few years to ensure the offer is focused.

Millie has been at the forefront of restarting the outreach smear offer that is targeted at the vulnerable to tackle health inequalities. She has been working with the homeless charities, young people in hostels and is facilitating clinical pop-up

sites with the vulnerable and those that would not normally come to our clinic. Millie has been working with Journey Men and Tranmere Rovers to ensure that they are aware of the support that is offered. She has recently visited Wirral Multicultural Centre with the clinical team and offered some education and information around the service. Millie has been focusing on the BAME community and looking at the barriers to this group attending clinic and what can be put in place to tackle this, with the possibility of pop-up clinics being offered as well as ways of raising the profile of the service with in the BAME community. Millie is member of the BAME network and is a regular contributor, working with other services within the Trust to raise the profile of the service.

Millie been working with the staff in the service and is restarting the staff forum with a view to ensuring inclusivity among the staff and addressing any issues that arise with the team.

Millie has been exceptional since she arrived in the service. Her enthusiasm for inclusion is addictive and the staff have loved being involved with Millie, her plans for the service and her regular updates.

The Sexual Health team feel Millie is deserving of this award.

Nominated by Sally Barlow

Nomination 3

0-19+ Cheshire East Central Team

I would like to nominate our amazing 0-19+ Central Team in Cheshire East and recognise their efforts in delivering excellence in inclusion.

Back in August 2021, we can all remember the unfolding crisis in Afghanistan when Taliban militants swept into Kabul completing their takeover of Afghanistan. Families were desperately trying to flee the country for safety. I recall receiving a phone call from our 0-19+ Commissioners to inform me that a local hotel was going to be used as a place of safety for families being flown in from Afghanistan. The 0-19+ team had the ability to mobilise and adapt to a rapidly evolving situation and I could not have been prouder of how the team responded to the ask.

The support our team was able to undertake underpinned the four key principles of health visiting:

- Searching for health needs
- Stimulating an awareness of health needs
- Facilitating health-enhancing activities

- Influencing policies

On the back of 'Influencing Policies', this programme enabled the team to facilitate change and provided a forum in which to clearly highlight the significant role that the team have in improving health outcomes and life chances for children and families; in this case some of the most vulnerable groups due to lived experience. To date the team have supported over 50 families, many of these families have at least 5 children and up to 12 children per family.

The support that the team has offered to the resettlement programme has encouraged collaborative working with partners, including our local authority, GPs and other health trusts. Our 0-19+ team has really been able to demonstrate inclusion by evidencing measurable improvements to access, experience and outcomes for service users who may be disadvantaged, excluded or experience inequalities.



Our team followed a service user's journey listen to the story:

If you have a printed pack, please scan the QR code on the left to watch the service user's journey of care.

If you have a virtual pack, please click this link instead:

<https://vimeo.com/697310331/b0bd10f7a0>

Feedback from one of our Lead Health Visitors who is supporting the programme:

"The resettlement programme has almost allowed us to showcase and emphasise the value and role of the 0-19+ Team who are highly skilled practitioners. The impact of our involvement is quickly evidenced, and impact can be seen very quickly due to the high level of quality support that has been provided. Families have been exceptionally appreciative of the support that they have received. This gives a real sense of job satisfaction.

Working with the Afghanistan families has once again made me really proud of my job role, proud of the staff that I am privileged to work alongside with and proud to work for the organisation, a Trust that has listened to the feedback being provided by staff 'on the ground' and the needs that are required in order to continue delivering high standards of care, particularly in respect to the Afghanistan programme.

The service our team has provided has inspired student nurses and allied health professionals who have accompanied them to the setting. They have developed a newfound respect for the difficult role we have, and they inspired a future generation of potential student nurses to consider specialist community public health nursing."

Feedback from a Student Nurse:

"I had no idea how much time, dedication and level of support that was being offered by the staff. Health Visiting is something that I will consider as a future career. How inspiring and passionate all staff are. They have also really supported me during my placement and offered great learning opportunities."

As a Service Lead, I would like to thank the team from the bottom of my heart for going above and beyond to support the families of Afghanistan. Hearing that children are settled in school and parents have found employment is fantastic. Our team is continuing to support the re-settlement programme to date and have been instrumental in influencing local policy to reduce inequalities for vulnerable groups.

Nominated by Joanne Gillman

Nomination 4

Karen Whitehead

I would like to nominate Karen Whitehead for the inclusion award. Karen is one of the senior special school nurses and is the Named Nurse for 150 children aged 2-11 who attend a special school. Karen is based in the school and is an integral member of the community, resulting in the creation of a safe, nurturing and clinically supportive environment for children to be able to access their education. Families feel safe in the knowledge they are going to be supported from a health perspective.

The special school team have undergone many staffing changes since the team TUPEd across from the hospital trust. Karen is the only remaining member of staff from this time and has supported the new staff to learn about the role and encouraged the team to work together to develop their team values and dynamics to enable the children and young people to experience a level of high-class care. It is worthy of note that Karen has worked overtime every week for approx. four years due to the staffing needs, as a nurse must be on site for the school to be open.

Partnership working is an integral part of the care Karen delivers and this takes place in the school setting. Clinics are held in school which increases attendance, parents can attend, and the children's experience is greatly increased as they are with the nurse they trust and are able to access health care services. Many families tell us that accessing appointments outside of the school setting heightens stresses for their children and they prefer to attend school where children are reviewed in their daily settings.

Karen is so very passionate that the children in her care receive the same opportunities that children without a learning disability do. Karen worked very closely with the immunisation team ensuring children can access their vaccinations in an environment and with staff they feel safe with. This process has evolved over a few years but is now effective and reduces pressures on families to access via other routes and the majority of children receive their vaccinations, increasing their health outcomes.

Karen works closely with partner agencies to support families and children to access health appointments with reasonable adjustments in place. By utilising the template for reasonable adjustments on SystmOne, families do not have to tell their story multiple times when accessing other services within our organisation. A great example is if a child needs to attend A&E in school time due to an accident or injury, staff will call ahead and inform so the hospital team can provide a space that will be supportive to the needs of the individual (IE sensory, lights, toys etc) which then supports a streamlined transition from school to hospital and back to school and this works very well for everyone.

Karen works closely with families, keeping care plans up to date so she can provide the high-level needs in the school setting and support the families with access to services that promotes health equality. Her door is always open for the children in her care to come and visit her to tell her about their day. Many of the children are nonverbal therefore Karen adapts how she communicates by using Makaton, symbols, song or just the gentle touch of a hand.

I learnt how complex and diverse the special school nurse role was from Karen and she continues to learn daily, she adapts her practice if this is in the best interest and is evidence based. All of the children in her care receive the best care and regardless of their health she will endeavour to ensure their needs are met and support is given to their families to empower them to access the necessary resources. Thank you for being an inclusion advocate for the children on Wirral.

Nominated by Michelle Drake

Nomination 5

Maria Lee

This nomination is for Maria Lee, Clinical Lead, Adult Nutrition and Dietetic service, to recognise her commitment to getting it right for everyone. Maria and her team support people with diabetes across the Wirral, along with various other conditions relating to nutrition, feeding and weight management. Over the pandemic, Maria

gained insights from her patients that they had struggled to gain access to health care services and support. She identified that this issue was more prevalent in minority groups. Knowing that there is a higher risk for these people developing conditions such as diabetes, being able to access early intervention is crucial to prevent worsening of conditions and negative impact on quality of life.

In November 2021, Maria began the Cheshire and Merseyside Quality Improvement and Leadership Development Programme. The place-based programme aimed to give individuals skills and confidence to bring about improvements in high priority areas. The insights that Maria had from speaking to people about their experiences over the pandemic, gave her the drive to want to improve things for the community, for those from minority groups. Maria was well supported by her service lead and from February to April 2022, took part in 3 workshops to develop quality improvement and leadership skills and 4 action learning sets to apply learning from the workshops to her quality improvement initiative.

Maria began to explore the barriers to why minority communities may not access Trust services as easily as others, by engaging with the Trust Inclusion Lead and the BAME network to gain insights. The vision that Maria and the team had was aligned to the Trust's inclusion strategy and would support a reduction in health inequalities.

Initial engagement began with the multicultural society. This was not without challenge at times, and Maria needed to adapt and be persistent in her approach. They also had a drive to increase access to diabetes education and as a result the service began to provide diabetes talks to individual groups. The service began with provision of talks to the Polish community. By taking services to the people in the community, there was an opportunity to explore further the barriers to people accessing the services and to coproduce services to best meet their needs. The team have utilised interpreters to support people to give feedback, taking time at the end of group sessions to speak to people in a relaxed and informal manner, finding out what matters most to them in. Building relationships has been integral to the process and the next steps are to share a short survey with people to find out more about what barriers they face with healthcare, what things are working well and what matters most to them. Maria and the team hope to find more ways to support their access and experience to services and bring them onboard with co-designing services that best meet their needs. By knowing what matters to them, the service hope to further understand what they can do to continue to improve provision of equitable and accessible health care.

Maria's journey has enabled both growth in professional skills in relation to quality improvement and leadership and a growth in confidence to lead on something that matters to her and the community. This nomination is to recognise and celebrate

this and congratulate Maria on the perseverance she has shown to continue with her vision despite facing various challenges. Maria now chairs the BAME network, which is testament to her commitment to getting it right for everyone, both for our staff and our people. Maria's team would like to especially thank her for the personal support she gave to them during the pandemic in addition to saying how proud they are of her achievements. Maria, we are so pleased that you are leading the way in this area, and we are so proud of what you are and will continue to achieve.

Nominated by Emma Carvell

Nomination 6 Community Dietitians

When I joined the Trust, I felt comfortable enough with my team to slowly transition and begin living and working full time in role. During the transition period I went through many changes, and we all had the dubious pleasure of me going through both puberty and menopause 3-4 times while my hormone regime was put in place.

My team supported me throughout all my ups and downs and without them and my brilliant family I don't know how I would have made it to where I am today.

I also became aware of the unsung heroes that gave me hope, support and the time they are always short of:

- My Manger Fiona Sinnott who prompted me to push when the process to surgery broke down and so did I. "A squeaky hinge gets more attention" - I would put that on my gravestone if I wasn't being cremated.
- HR and IT with name changes, pronouns, and support.
- Individual dietitians who knew from the start my goals and held confidences when asked and always gave great advice and support.
- Admin with their acceptance and humour.
- The Trust for all their support in so many ways, I have lost count of them all.

I have grown into being me while working for the Trust and had never in all my years felt as safe and supported as I did then and do now to transition, be accepted, given the space and help to finally live my life instead of endure and survive it.

What a team! What a Trust! What a great life to live in front of me with my family, friends colleagues, thank you all from the bottom of my heart.

Nominated by Grace Croft

Nomination 7 Tracey McDonough

Tracey McDonough has been tirelessly working to provide aid to marginalised children under assessment for learning conditions. She goes above and beyond her SEND practitioner role to offer an inclusive service to struggling families across the Wirral.

Tracey utilised data that was captured, regarding children that accessed the Neurodevelopment pathways, and used this to inform changes in the service. For example, altering the times available for clinics to give struggling children a preferable time, and to allow families that couldn't access regular clinic hours an evening/weekend clinic to access.

She has the very difficult role of ensuring all children in Wirral that are struggling in school have access to pre-diagnostic pathways for neurodevelopment conditions.

Over the last year all neurodevelopment referrals had seen roughly a 200% increase, approximately 100+ referrals a week.

Tracey is one of the few members of staff that can triage these referrals and ensure that these children who need support are granted access to life-changing assessments and treatment.

Due to the increased pressure on the service this surge of referrals means there are many parents/carers that wish for their child to be seen sooner than others. Tracey has been incredibly patient and fair with these cases by contacting the parents/carers, including them in discussion, and ensure that the only children that are given a priority status are in dire need of expedited treatment.

Tracey has rewritten assessment pathways to ensure than marginalised children can be offered a priority position and that no child gets left behind.

Parents and carers often contact us with concerns and worries about their SEND children as they are being assessed. Tracey has been excellent at providing fantastic communication for these families either by speaking with them herself, providing them her own contact number, or by implementing entirely new letter systems so that families are always updated on where their child is up to.

In addition to managing these high-pressure pathways, Tracey also leads on writing Educational, Health & Care Plans (EHCPs) for children across the Wirral, providing greater access to support and resources to struggling children.

Tracey also writes the monthly SEND Newsletter you may have seen in your inbox. She researches and gathers this information herself to raise awareness of SEND

across the service.

Without Tracey the support our Trust provides to SEND children would be incredibly diminished. There would be a great deal more families with children struggling in schools or having difficulty accessing our services without her. Thank you, Tracey.

Nominated by Joel Milner

Nomination 8 Partnership Forum

The value of the Inclusion Partnership Forum cannot be underestimated. This group, facilitated by WCHC staff underpins our values: compassion, open and trust and is a collaborative approach with partners across Wirral. At its heart is people and communities, and membership includes Age UK, Macmillan, HIV services, Wirral Ways to Recovery, Tomorrow's Women, The Poppy Factory, Wirral Change, LGBT+ networks, Wirral Maternity Voices, Homelessness and Hostel projects, Brook and Mencap.

We discuss our services and client groups, how we can work together, pool our knowledge, explore ways we can reach our communities with health, wellbeing and prevention messages, and how we can adapt services to meet the needs of our communities. Health inequalities means 'unfair and unjust, yet avoidable differences in people's access to care and their experiences of the care provided'. The forum work together to do all we can to ensure we are inclusive, focused on population health and meeting the needs of our local people fairly and equally.

The group is filled with enthusiastic like-minded people with a shared commitment to hearing the voices of our disadvantaged and vulnerable communities.

Because of the diversity of the forum it is a great network for shared learning and understanding the barriers when accessing healthcare; especially people with protected characteristics, which aligns to our Inclusion Strategy and our commitment to 'getting it right for everyone'.

Working together in this way brings social value, improved public health outcomes and enriches experiences of healthcare. Education and awareness are key to prevention, as well as delivering support in an environment where more vulnerable people feel safe and supported. Talking about prevention helps individuals be more aware and may also impact favourably on the NHS economy in the future.

Examples of valuable outcomes of the forum: Wirral Change and Wirral Multicultural Society who support BAME communities recently identified a group

of elderly clients from Wirral Chinese Association who wanted information about Dementia, Hypertension and Diabetes. They had expressed a lack of awareness so the forum was able to link with Dietetics, Community Cardiology and our specialist dementia nurse team who planned education delivery with interpreters.

The Homelessness/Rough Sleeper Support Team give a voice to those people who may not be registered with a GP or may move around hostels, yet are some of our most vulnerable people. They recently raised issues around access to care, providing our 2hr Community Response Service insight to how pathways could better support these communities. Wirral Mencap and Options for Living produced a 5 Steps to Health document for adults with learning disabilities which was shared around our services.

Wirral Ways to Recovery support people with drug or alcohol addiction. They have worked with Sexual Health to deliver bespoke sessions for women who are overdue cervical screening and need extra support.

Age UK shared their community project that saw iPads distributed to shielding elderly and isolated people to ensure they could keep in touch with families during the pandemic.

The Poppy Factory support veterans with health conditions on their journey into employment. By joining the forum, they linked with agencies to explore voluntary work and gain an increased awareness of job fairs. The forum shares news on community projects that support victims of Domestic Abuse, offers male suicide support, community projects, events such a World Aids Day, people living with HIV, LGBT+ inclusivity and network groups and many others. This learning helps us to know our communities better and reach them in a way that feels right for them - individualising care and making it person-centred. This ensures all partners feel valued in our commitment to collaborative working, helping to reduce health inequalities, which will see longer-term improved outcomes for staff and patients.

Nominated by Judy Fairbairn

Nomination 9 Staff Network Chairs

This nomination is for all the Chairs and co-chairs for the BAME, Ability, Working Carer, and LGBTQ+ Staff Networks who have volunteered their time, experience, and personal commitment to support the ongoing development and success of the staff networks over the last 12 months. The nominated Chairs are:

- Adam Davies
- Yinka Koomson
- Maria Lee
- Dorcas Wiredu
- Megan Cropper

Our staff networks provide a valuable opportunity for staff who share a particular protected characteristic alongside other supportive staff (allies), to connect, support each other and their colleagues, socialise and discuss any issues of relevance within a safe and supportive environment. Not only do the networks provide this safe and supportive environment for these individuals but as a collective they support the organisation in informing its policies, values and operations, ensuring that care we provide is inclusive and accessible to all and everyone feels able to be themselves and be valued and respected as part of Team WCHC.

The chair acts as the primary point of contact for their network for both wider colleagues across the Trust, the Inclusion Lead and other corporate colleagues. The Chair works to embed ownership of the network with its members and helps to lead on network development, promoting the network, chairing meetings, feeding back and escalating issues as necessary.

The role of the Chair or Co-chair of one of the staff networks is quite demanding but each of our nominees have risen to the challenge and perform these duties with great dedication and commitment as can be evidenced by some of the achievements below:

Yinka, Maria and Dorcas have shared the responsibility for overseeing the ongoing growth and development of the BAME network both in terms of the size of its membership and its output and influence with the organisation over the last year. They have:

- overseen the development of a successful reciprocal mentoring programme between the exec team and members of the network
- supported numerous campaigns such as Black History Month
- contributed to the development and delivery of the organisation's Workforce Race Equality Standard action plan
- supported community-based health and wellbeing events with BAME communities
- ensured that our organisational response to the Covid pandemic has supported and protected our BAME workforce by supporting the development and implementation of risk assessment processes and support for BAME colleagues

Adam Davies has championed the LGBTQ+ network in his role as Chair this year. He has shown great dedication and commitment to LGBTQ+ visibility and inclusivity and the ongoing development of the network. Adam has:

Ensured his colleagues in the CIRT Rapid response team are informed about the network and LGBTQ+ issues more generally by adding an LGBTQ+ themed notice board in the departmental staff room.

Adam has also supported a number of the wider LGBTQ+ themed campaigns by providing content and images including LGBTQ+ History Month, PRIDE and World AIDS Day where he also collected donations from colleagues for red ribbons supporting Sahir House, our local HIV support organisation.

Adam has also played a key role in supporting the Inclusion Lead during the assessment process for the NHS Rainbow Badge (Phase2) project. He has supported participation in the staff and service user surveys within his team and across the whole Trust via various communication channels.

Adam's commitment to making WCHC a place where colleagues feel comfortable to bring their whole selves to work has shone through. He has a deep understanding of the barriers faced by all minority or marginalised communities and is committed to positive change to address the issues.

Megan Cropper, HR Business Partner, in the absence of a formally elected Chair of the Working Carers network has taken over the reins of this role with real enthusiasm and commitment, ensuring that the group continues to meet on a regular basis and provides a really supportive forum for working carers across the organisation. Under Megan's leadership the network has provided a much needed safe and supportive environment for anyone who has caring responsibilities, or is supporting other staff with caring responsibilities, to drop in and share thoughts, ideas, tips and knowledge with others who face similar challenges.

Not only has Megan proved an excellent Chair of the group but she effectively combines her HR role and is able to act as both a fantastic source of information and support to carers and managers around Trust policy and the resources available to them but is also able to escalate any relevant issues or barriers.

During National Carers week in June 2022, Megan promoted and provided a Trust wide drop-in session for employees, including managers to seek further information and support around how to manage caring responsibilities alongside work responsibilities.

Megan's commitment to ensuring that all employees receive appropriate support to help them thrive in the workplace is always at the forefront of everything she does. She certainly lives up to the Trust values of Compassion, Open, and Trust alongside all of the other Chairs and Co-chairs of the Networks.

Nominated by Neil Perris

Nomination 10

Judy Fairbairn

This nomination is for Judy Fairbairn, Communication & Marketing manager and is to recognise her ongoing commitment to supporting Inclusion, equality, and diversity across our services, for our staff and for all of the communities we serve – making sure we get it right for everyone.

Judy's role within the communications team is to support effective communication and marketing both internally and externally to the Trust and Inclusion is always at the forefront of her work reflecting her personal commitment, to the agenda and clearly demonstrating our trust values.

Judy is a longstanding 'Inclusion Champion'. In her previous role as Sexual Health Service Development lead, she worked on developing the Partnership forum, bringing external stakeholders together around a quality improvement, engagement and inclusion agenda. This forum went on to become the Inclusion & Partnership forum for the organisation. Judy's understanding commitment to Inclusion and tackling health inequalities shone through in the service development work she did within the sexual health service, working on a wide range of project and developments to improve access to marginalised or vulnerable communities. These included outreach services to Tomorrows Women and our local drug & alcohol service, and digital development including online booking and online/postal STI testing services enabling the service to more effectively reach vulnerable individuals who may simply not access the service in other ways.

Judy has an innate ability to energise and engage people and puts this to excellent use when working with colleagues' from across the trust and beyond. Judy is adept at quickly gaining an understanding of an issue and is able to translate it into communication messages in various formats and via various channels that is so accessible and engaging you can't fail to take notice. These skills have been invaluable in supporting the Inclusion & Health inequalities agenda across the Trust.

Judy's input into a wide range of initiatives and campaigns has supported awareness and understanding of inclusion and diversity across the Trust. Two recent examples include:

Judy recently championed a range of awareness raising session around Deaf Awareness and LGBTQ+ Awareness, ensuring that the marketing of the events highlighted the need for improving awareness, the content of the sessions and how to access them, resulting in great attendance at 5 online sessions.

Her support during the NHS Rainbow Badge assessment process meant that the

Trust was recognised for its good communication practice in disseminating its LGBTQ_ staff surveys having achieved one of the highest response rates of all the NHS Trusts taking part this year.

In Summary Judy is creative, energising, proactive and absolutely committed to making a difference for those people who face inequalities and challenges. She is able to take complex issues and distil them into impactful messages and actions that make a real difference to the Inclusion and Health inequalities agenda. She is a real Inclusion Champion.

Nominated by Neil Perris

Excellence in Quality Improvement

Nominations:

- 1 Teenage Covid Vaccination Team
- 2 Children's Speech and Language Therapy
- 3 Alice Bidston
- 4 Neurodevelopmental Team
- 5 nMABs Team
- 6 SystemOne Support: Deb Kelly and Alice Bidston
- 7 Birkenhead ICCT and West Wirral ICCT (Three Conversations)
- 8 Single Point of Access (SPA) Team
- 9 Adult Nutrition and Dietetics
- 10 Cheshire & Merseyside Quality Improvement (QI) Leadership pilot project

Nomination 1

Teenage Covid Vaccination Team

Wirral & Cheshire East 0-19 Services have been delivering the childhood vaccination programme exceptionally well for a number of years.

During 2021 whilst still very much in the thick of the pandemic the team were asked to respond rapidly to the national directive and design, develop and deliver the Teenage Covid Vaccination Programme to all 12-17 year olds in Wirral and Cheshire East. At this point, Covid vaccinations were being delivered from Covid Vaccination sites and our organisation was not set up to deliver what was needed.

The team were tasked to deliver the programme at very short notice and were provided with very little resource and this programme was on top of the normal service delivery expectations. The team responded very professionally and very quickly set up a working group, including key representatives from corporate areas and the wider system. They joined daily national calls and contributed to national planning, due to the level of experience within the service.

Not only were the team responding to daily changes to the programme and conflicting information, but they were also responding to local concerns from families and professionals who were hearing information via the media, some of which was extremely negative.

The team moved at pace and were able to set up mass vaccination clinics on a daily basis in every high school across Wirral and Cheshire East. That is no easy task and requires a huge amount of planning.

This included the careful process of policy development and wider governance, equipment and medicines ordering, safe storage and stock control, including clinical waste considerations, staff rotas and training, communication and consent and a whole lot more. They were all amazing and were vaccinating over 500 children a day. This is all whilst the workforce were facing pressures and local covid figures were high.

There was a lot of media interest and security was carefully considered.

The team built and further developed crucial partnerships with the local authority, pharmacy and education and as a team made such a difference. The progress the team were making, and the professionalism and responsiveness was recognised and listed to at a national level.

The team were Trusted to deliver and were regularly praised by the Chief Nurse and Medical Director support during the weekly huddles.

Well done to you all, a truly amazing team, you certainly raised the profile of school nursing and led a high quality improvement across the Trust, keeping our communities safe. Thank you.

Nominated by Julia Bryant

Nomination 2

Children's Speech and Language Therapy

The Children's Speech and Language Therapy team did not let a global pandemic stand in their way of taking a digital leap forward to ensure delivery of high quality and effective care for children with Speech, Language and Communication Needs (SLCN). This nomination showcases how the team have achieved service development and improvements through their use of virtual platforms.

The team developed free training sessions for staff working in education and over 1,000 participant places have been booked onto by educational staff in early years, primary, secondary, and special schools! Nine packages were developed, each targeting a different element of speech, language, and communication. Losing face-to-face consultations was a huge setback, but the team embraced the challenge and took it as an opportunity to develop and deliver innovative, interactive training sessions via Teams and Zoom. One teacher shared: "I have never been in a Zoom meeting with breakout rooms. This is so effective and we all said it felt like we were actually on a course." To further enhance our digital offer and ensure schools feel supported alongside the training, the team created a 'community of practice'. This is an online platform that allows school staff to share knowledge, best practice and embed ways of working that enhances the language and communication of pupils with SLCN.

Alongside the training offer for schools and settings, the service also adapted to deliver evidence based Hanen parent workshops in an interactive, virtual way. This was essential as the workshops are a key intervention needed by the majority of young children who are referred into the service. So far, the team have been able to offer 19 virtual programmes for over 100 families who have children with language delay and/or social communication difficulties. Families can access the group sessions, from the comfort of their own home, reducing travel and childcare costs. The team have also been able to run programmes in the evenings, which is often the preferred time for families.

The team also embraced the use of Attend Anywhere to carry out assessments and deliver therapy with almost 2,000 children and young people attending a virtual clinic appointment. Some appointments will continue to be offered virtually via Attend Anywhere following positive feedback from clinicians and service users e.g. many teenagers have preferred accessing therapy this way as they don't have to miss school.

These innovative ideas have proven to be so successful, as shown through feedback from both therapists and attendees, and improved outcomes. Virtual delivery will continue far beyond the initial objective, which was to adapt therapy to be delivered virtually through Covid. They have helped to tackle health inequalities by enabling a wider reach and supporting children to receive support in their familiar home environments. This has given a much more reliable view of their skills and therefore been much more time efficient with better outcomes.

The team are continuing to embrace new technology to enhance patient care and are currently trialling the use of 'ISLA' which allows families to send in photos/videos using a secure method. This will provide clinicians with added valuable information from the home environment, again providing more natural communicative interactions for the therapists to analyse as part of their assessments. The benefits of this are so far reaching. The families save time as they don't have to attend a clinic to share this valuable information. The therapists gain their assessment information in one video rather than several observations of a child. This all leads to improved outcomes for the child and families.

These team achievements are phenomenal and were developed in times of heightened pressures. The team is very proud of how far they've come in the development of a virtual offer, but they haven't quite finished yet...!

Nominated by Abbie Kyffin

Nomination 3

Alice Bidston

I nominate Alice for this award as I see every day how she supports all our services on SystemOne to use the system to improve care outcomes and service delivery in the most efficient and safest way. Ensuring that staff are supported with new ways of using the system that are more efficient and all the time guaranteeing that we protect our patient/service user electronic records.

The most recent has been the implementation of the EPMA (Electronic Prescribing and Medicines Administration) at the Community Intermediate Care Centre. EPMA

manages the prescribing and administering of medication on CICC, to improve both efficiency and outcomes in an area with potential for error by removing handwritten documentation. She has worked alongside staff and clinical support to ensure that the configuration was complete, all appropriate staff / leaders were aware of the changes and the benefits of this and deliver the Go Live support, in and out of hours to make sure that the project was successful.

She is very often contacted by Quality, Information Governance and other services to support with changes for services and she is always thinking of new options to share to future proof our EPR.

Alice is very much a team player and supports the newer members of the team, ensuring the quality of their learning is of a high standard and nothing is too much trouble.

I truly believe Alice is worthy of this award and I take great satisfaction in her being part of the team.

Nominated by Adele Grieve

Nomination 4

Neurodevelopmental Team

For the past 3 years the neurodevelopmental (ND) team (consisting of 1 SEND practitioner, 4 school nurse assistants, 1 Qb screener and 1 administrator) have been working tirelessly and in an exemplary way to ensure that children on the neurodevelopmental pathways are supported and informed through their journey from referral from school to referral to the community paediatricians.

It started with the overhaul of the ADHD pathway. It was noted that children were being missed and complaints being made because there was no centralised process for children entering the pathway. The team began sifting through many waiting lists from all 4 teams (Birkenhead / Wallasey, South and West) to ensure every child on the ADHD pathway was placed onto 1 single waiting list. This dramatically improved the pathway and its outcomes and reduced the amount of Datix raised and complaints from every week to a few a year.

Once Covid started, it was agreed that the neurodevelopmental team would also take on the ASD and DCD pathways too. These pathways would be managed the same way as the ADHD pathway with a single waiting list, so no child is missed. Since 2019 there has been an increase of 400% in ADHD and ASD referrals. In 2021 the Trust received 1,403 ADHD referrals which was more than 2019 and 2020

combined and in the same year we received 805 ASD referrals which is 4 times as many as 2020 (206 referrals). Yet despite this dramatic increase, the team have not faltered and have continued to work hard supporting children and their families on the pathways.

There is now one single task group for staff to send any Neurodevelopmental queries to, this means that every message left by a parent, school or other service provider, is acknowledged and returned in a timely manner. During the last 3 years, the team have also created brand new SOPs to support the pathways and also created a new combined referral form. This was created by meeting with the paediatricians to make sure the information they required was captured and was sent out to schools along with a presentation explaining the new form. They have created new letters to be sent out at each stage as a child moves along the pathway as feedback from parents and schools showed that communication was their biggest issue and not knowing where the child was up to. We now have reduced calls to the service and when parents/schools do call, the information is now in one place to make it easier for duty to answer the query. The average time that a child spent on the ADHD pathway in 2021 was 16 weeks. That was down almost 50% from 30 weeks the previous year.

The Neurodevelopmental pathways are now extremely well managed, and this can be evidenced through the dramatic reduction in complaints and Datix entries made and evidenced by the data extracted from SystemOne that proves children are waiting less time than previous years, regardless of the increase in demand. The ND team have put their heart and soul into making sure that every single child that comes on a neurodevelopmental pathway receives the best care and support all the way to the very end.

Nominated by Leanne Cash

Nomination 5

nMABs Team

nMABs (neutralising monoclonal antibodies) treatment is an IV treatment option that is available to vulnerable groups or those with a pre-existing condition who identify as Covid positive. The purpose of the treatment is to prevent health problems from worsening and prevent hospital admissions, keeping people safer in their own homes.

The mobilisation of nMABs within WCHC was a direction from NHS England around November 2021 and includes the whole of the Cheshire & Mersey system. The team

was very quickly developed and was successfully led by community nurse managers Caroline Loveridge and Laura Barton. The team are supported internally by corporate teams including business ops, meds management, business intelligence and Nick Cross, who the team report as being very supportive and encouraging.

The team worked exceptionally hard to set up the new service and be responsive to the national direction and the team were fully operational within a number of weeks. It is important to recognise that this was the time that the nurse managers came into post and had to hit the ground running.

The mobilisation of the service was complex and required a lot of internal and systemwide governance, including the development of new policies, processes, procurement of equipment and medication, communication and partnerships and investment and support around staff training and competence.

The pandemic was a very worrying time and for our staff there were so many new asks. The team were filled with a mixture of emotion as this was a brand-new service and involved clinical skills that some hadn't used for some time. However, the team recognised that value to patients and the opportunities ahead. The team undertook learning opportunities and attended training sessions with WUTH to develop new skills. They set up a safe clinical environment which considered equipment, patients, staff and the wider public and they invested time as a team to look at ways to support each other. The administrative support within the team has been fundamental to the success of the programme. There has been a lot of work gone into setting up new processes and reporting within the team. The leadership has been extremely positive, and the team have been so supported.

Nationally there were some delays to communication and resources which may have impacted on the roll out, however, through the use of their own initiative the team progressed with Primary Care Network (PCN) engagement and relationship building with partners to ensure there were operational, integrated processes in place reducing concerns.

The team have successfully supported hundreds of patients who range from 18 - 100 years old and through the successful implementation of the services the team are extremely proud to say they have not missed a referral, all patients have received IVs within 5-7 days. Even the patient who was unable to be cannulated received oral medication.

The team have delivered the service in a range of settings, including clinics, patients' homes, care homes and more. They have also offered mutual aid to support partner organisations in Liverpool.

Theirs is such a good story and so many positive outcomes for the organisation, for

staff and of course for our patients.

Caroline stated: "I am so proud of the team, they have developed new clinical skills, improved leadership and resilience skills and created new networks regionally and nationally."

Patient experience has been wonderful through their journey of care, here's what they said:

"The team there are amazing, treating Covid patients at their own personal risk."

"Carol was very patient, and she chatted to keep me at ease and kept me informed of everything I needed to know."

"Jenny is amazing, made us feel very welcome and comfortable. Very proud to have met and have her administer Jay's medication."

"She was very patient with me as I have spidery veins, very kind and put me at ease, well done to the Wirral NMAB Team."

The whole mobilisation team should be recognised as Quality Improvement winners!

Nominated by Senior Operational Team

Nomination 6

SystemOne Support: Deb Kelly and Alice Bidston

Alice and Deb have introduced electronic medicines administration charts to the Community Intermediate Care Centre (CICC) in-patient wards.

CICC opened in January 2021. As the unit was opened at pace, only paper charts were possible.

Unfortunately, paper charts introduced errors and it was difficult to monitor stock levels which resulted in missed medications.

Alice and Deb have invested much time introducing Electronic Patient Medicines Administration (EPMA) charts within CICC.

Alice and Deb have produced extensive user guides and undertaken mass training of staff. They have transferred each of the three wards in turn, ensuring any learning was incorporated into the other wards.

Prior to each ward going live, Deb and her team attended wards during the

weekend and counted every medication on the ward to ensure the correct stock levels were documented on the system.

On transfer, Deb has attended each of the wards and taken an active role in transcribing over each of the medications on to the new system.

Feedback from nurses has been very positive on all three wards.

Deb and Alice have put a lot of their own time into making a success of this transfer.

The quality improvement ensures that each patient's medicines are clearly documented with no ambiguities and there is now a robust system in place to monitor stock levels, reducing the risk of missed medications.

Nominated by Lisa Knight

Nomination 7

Birkenhead ICCT and West Wirral ICCT (Three Conversations)

I am nominating Birkenhead ICCT and West Wirral ICCT for the excellence in quality improvement award to recognise the commitment that all staff within these two teams have demonstrated to develop and implement a new Adult Social Care Model of Assessment: '3 Conversations Model' (3Cs) within the Trust. It provided both strengths-based and person-centred care for those accessing the service, right from the beginning of their journey.

The drive for the change and to work within the 3Cs ethos and processes was to go back to basics. To put the person in the centre of an assessment and to focus on the strengths that a person and their community provides. The 3Cs ethos helps professionals to return to the ideals that they had when training to be and becoming a social worker. Getting to know a person rather than their ailments and needs.

It consists of three conversations and one, or all, can be used to complete an assessment of a person. The different conversations all have slightly different focuses:

Conversation one: listen and connect. Listen hard and understand what really matters, connect to resources and support that help someone get on with their chosen life, independently.

Conversation two: work intensively with people in a crisis. What needs to change urgently to help someone regain control of their life? Create an emergency plan and stick like glue with colleagues and make the most important things happen.

Conversation three: Build a good life. What does a good life look like to that person? What resources, connections and support will enable the person to live that chosen life and how do these resources need to be organised?

Some of the principles of the 3Cs are:

- Always start a conversation with the assets and strengths of people, families, and communities.
- Don't use jargon or complex words.
- No hand-offs, no referrals, no triage, no waiting lists.
- We are not the experts – people and families are.
- Know about the neighbourhoods and communities that people are living in.
- Always work collaboratively with other members of the community support system.

The outcomes for staff and people have been fantastic. As practitioners they have been able to truly get to know the people we are working with: "The feeling you get as a practitioner when you have a positive impact on someone's life is unique and we have been experiencing more of this feeling whilst working with 3Cs; helping us to remain passionate and engaged in our work. It has also helped innovators to build better links in the community."

The feedback that that the teams have received from service users through phase one and two of the pilot has been equally positive. There was a repeated theme of people feeling seen and heard, that social care staff had spent time genuinely getting to know them and were interested in their lives. One person said: "She gave us time and a lot of empathy... she was interested in our lives." Whilst another said: "I feel like she is doing stuff, like actually helping me!"

The reason for the nomination in this category is that, over 12 months ago both teams were asked by WCHC and Wirral Borough Council to take ownership for implementing the redesign of Adult Social Care Assessment on Wirral, to be the drivers for change. The commitment and passion shown by both teams has been exceptional and has allowed us to move forward with the 3Cs model and shortly we will be moving into phase three with the long-term goal that eventually the whole of the Wirral Adult Social Care system will be working in this way, allowing our staff to continue to forge good relationships with our local communities and the people within them.

Nominated by Jennifer De Ornellas

Nomination 8

Single Point of Access (SPA) Team

A pilot Single Point of Access (SPA) for Community Nursing (CN) and Specialist Services was mobilised in January 2022 in response to Covid level 4 priorities and to support a temporarily reduced service. However, through the successful development, overwhelming positive response and effective evaluation of the service, this pilot was abandoned, and further development initiated to become embedded within the community nursing service.

The team is made up of experienced community nurses who are triaging the referrals coming into community service and either signposting to other more appropriate services or ensuring the correct information has been made available by the referrer before the referral is sent on to the Community Nursing (CN) teams. The Development of SPA has enabled a more standardised approach to triaging which leads to reduced variances and more consistency with triaging against clinical pathways. Through the improved quality and consistency of triaging, this has led to a timelier allocation of referrals to the different services, improving the overall patient journey, meaning that patients are more likely to receive the right treatment at the right time.

Both Sarah Thompson, Nursing Manager, and Darren Quinn, from Business Ops, have been heavily involved in the fantastic coordination and effective development of this service. There has been a clear focus on getting this approach right not just for the patients and families, but for the workforce too. This has included a lot of engagement with teams and corporate areas as well as responsive leadership. The development of the new team also required a significant review of governance processes and the development and approval of procedural documents and system developments, which has contributed to the success of the new service.

Through the positive leadership and coordination there has been overwhelming positive feedback from the CN teams, this includes:

- Admin workload has reduced as referrals are put on the system by CNSPA nurses before the referrals reach the teams. This has increased capacity, and admin have been able to work more effectively in CN teams.
- B6 Caseload Managers have been able to finish their shifts on time more frequently, as CNSPA has reduced their workload, enabling them to carry out their roles more effectively. This has reduced the amount of over contract being submitted in teams, benefiting the service and Trust financially.
- Supervision compliance has increased, partly due to B6s being able to carry out

the 1:1s as they have been given more capacity to do so.

- Due to the nature of the roles in the CNSPA teams, opportunities have been generated for staff who are being reassigned due to health issues, which would not have been available otherwise, improving the health and wellbeing of those staff.

Through the development and review of the service, there has been further opportunity to review other practices across teams. Sarah and other leads developed a task and finish group to focus on skill mix competence and digital developments. The group continue to meet every two weeks and have successfully worked through various issues, with excellent feedback and collaboration with JUSS and the CN Teams. A review of the Health Care Assistant (HCA) role was initiated to support the continuity, safe practice as well as the psychological safety of staff. Positive outcomes including the delegation of care processes to HCAs, escalation and handover have also been improved upon. The service has also reviewed opportunities to utilise digital working and virtual consultations, to increase capacity and efficiency in teams.

I think you will agree that even when under significant pressures and a level 4 response the teams have been well-led, have come together and been responsive and innovative, searching for improved and efficient ways of working, ensuring the quality of care and the safety of patients is at the heart of what they are doing. Well done and thank you.

Nominated by Senior Operational Team

Nomination 9

Adult Nutrition and Dietetics

The service has a risk for overdue new and review patients waiting for oral nutrition support advice. The team has been working hard on actions to mitigate the risk. The Specialist Services Manager was concerned over delays for patients accessing appointments but also the impact this was having on the team. She suggested an idea to change existing clinical pathways and introduce patient-initiated follow up (PIFU). The Specialist Services Manager met with the team to introduce the idea and we asked ourselves the following questions.

How does it currently feel working in this service? How could it feel? Why are we working in this way? What good are we doing? What value and worth are we bringing/could we bring? What is our duty of care? Why do we book reviews at set times for all patients?

We discussed the outcomes we would like for our patients and the team:

- Enabling patients to improve their own health
- Providing input at the right time for the right people
- Patient-centred goal setting with clear aims
- Managing patient expectations
- Taking control of the caseload
- Not firefighting
- Helping the team to reconcile the gap between their ambitions and their resources
- Making decisions on clinical need
- Supporting wellbeing and job satisfaction by creating a framework for managing caseloads and workloads
- Reducing inappropriate referrals
- Reducing the patients on waiting lists
- Facilitating timely discharge
- Moving from time driven targets to make quality improvements
- Improving productivity of staff time and or resources.

To trial this new concept of PIFU, an audit of the caseload was undertaken. A task and finish group was set up consisting of clinical and admin staff that drafted a PIFU pathway, handbook, letters for SystmOne for professionals and patients, and patient literature. A tool to assess patient readiness to change and suitability for PIFU was added to SystmOne.

A pilot project was undertaken and special thanks to Cath Cotter and Lynne Jennings for undertaking this. Following the pilot, data was reviewed, and patient feedback gathered.

We enquired if patients had made a call to the Dietetics Team during their open episode of 12 weeks, if they felt confident to call, whether the process suited their needs, and if the process was clear to follow.

For those that didn't call we asked if the reason was because they had no concerns to raise, or if there were other barriers to contacting us. We asked if sufficient information was provided and if they had any suggestions that could improve the process.

The data that Business Intelligence (BI) provided showed the success of the pilot and it was rolled out across the team following training. The pathway was updated to include carer-initiated follow up and care home-initiated follow up.

The pathway is in its infancy but is reducing the review waiting lists and working towards us achieving the outcomes we agreed.

The process is now being used in other clinical areas of the Dietetics Service and the pathway has been shared with other therapy and nursing teams that are interested to trial it.

Capacity issues continue but the number of patients contacting the team during their open episode remains very low. Reducing unnecessary routine reviews may enable a future increase of capacity for initial assessments.

Despite the pressures, the team have remained dedicated to the change and supportive of the pathway.

As Specialist Services Manager I want to take this opportunity to tell the team how proud I am of them and to say thank you for all they have done and continue to do for their patients.

Nominated by Fiona Sinnott

Nomination 10

Cheshire & Merseyside Quality Improvement (QI) Leadership pilot project

I am nominating the participants of the Cheshire and Merseyside QI and leadership project for their commitment to quality improvement and person-centred care.

In November 2021, WCHC had the opportunity to host a place-based QI / leadership pilot programme alongside St Helens and Cheshire East. Each place could support up to five participants to take forward a place-based QI idea through a series of structured learning workshops and action learning sets. Staff from across Wirral place were asked to submit ideas and the project team was blown away by the interest shown by people across several Wirral trusts, WCHC having the most applicants. It was quickly decided that the project would support all those who had come forward – 12 in total and 8 from WCHC.

Soon after applying for the course, Covid level 4 arrived seeing increasing pressures across services. This resulted in a slight delay in start date but did not deter any of the participants from wanting to be involved. They attended three workshops, exploring their own leadership styles, compassionate leadership, personalised care,

coproduction, quality improvement tools and models and theory of change. They committed to five action learning sets in between each workshop to work together and support them to apply their learning to their work and QI idea.

All the participants work in clinical roles and have significant pressures operationally. Whilst this meant there were some challenges for them, they were able to dedicate this time to learn and develop with the interests of their services and the community driving this forward. Their QI ideas have included supporting people in minority groups to access health services, enhancing falls assessments using a person-centred approach, supporting children and families who have significant feeding issues, developing a forum for advanced practice nurses, redesigning pathways for emergency spinal injuries, promoting safety and incident raising in the theatre environment, enhancing discharge through the trusted assessor model, referral process for prosthetic rehabilitation, virtual consultations in adult social care, therapy input for ward accreditation and development of a competency framework for community matrons.

Coproduction and engagement have been at the centre of many of the projects and this has been enhanced by the learning that participants gained from the workshops. We have seen a shift in focus for some of the projects away from what the team thinks is the right approach, to consideration of what is best for the individual patient, leading to engagement with patients to find out what matters to them and what is important to them. The engagement has been with both staff and patients and there have been some demonstrable outcomes, whilst some projects are still in the planning stage. One example is the provision of diabetes education talks to people in the Polish community, taking services to them. Another project focussed on what matters most to patients who have suffered a fall and this highlighted significant areas of focus for safety and dignity and respect.

One of the participants from Clatterbridge Cancer Centre is undertaking a significant service redesign, looking at introducing new pathways for people with spinal injury. Her journey has seen her successfully be recruited to join the NICE guidance panel as a leading specialist advisor in this area. Implementation of the new pathway will see the centre leading the way nationally with only one other area working in this way.

The project will culminate with a world café event on 29 June and each participant will showcase their QI leadership journey with a poster presentation. I would like to take this opportunity to say that they are amazing, inspirational and to wish them well for their future ventures.

Nominated by Emma Carvell

Excellence in Wellbeing

Nominations:

- 1 Freedom To Speak Up Champions
- 2 Birkenhead 0-19 Locality Team
- 3 Ann-Marie Johns
- 4 Bee Well Garden Project Team
- 5 Adult Social Care - Occupational Therapy Team

Nomination 1

Freedom To Speak Up Champions

I would like to nominate the 47 Freedom To Speak Up Champions who work across the whole Trust supporting their colleagues health, wellbeing and experience of working for the Trust to make Wirral Community Health and Care a better place to work.

Every one of our Champions volunteers in the Champion role and all have other job roles in different services across the Trust. The reason these amazing group of people volunteer to become Champions is because they want to support their colleagues through what is potentially a difficult and stressful thing to do. Feeling like something is wrong or should not be happening has a negative impact on the wellbeing of our staff. Making the decision to speak up about it can also be stressful especially if you are not supported or do not fully understand the process. This is where our Champions come in.

Champions in their own areas actively promote how speaking up can not only lead to improvements in practice but improvements in staff morale, health and wellbeing. Every one of our volunteer Champions is passionately committed to making Speaking Up our business as usual and supporting their colleagues in improving their working lives. Our Champions are available to speak to any staff member in confidence about things that may be troubling them or they see as concerns. They can then support the staff member and signpost to the best solution for them.

Feedback from staff members who have spoken to Champions is how supported they felt and how they felt lighter after telling somebody about their concerns.

Our Champions are role models and a shining examples of the Trust values.

Compassion and caring towards their colleagues, having empathy and listening, understanding that colleagues may be stressed or upset but supporting them through the process to improve their working lives and their wellbeing, encouraging colleagues to speak up so as any concerns can be addressed.

Being open is the main principle of Freedom To Speak Up. Our Champions actively promote open and honest conversation ensuring staff members have the confidence to raise concerns, share ideas or make suggestions for improvements that will support the health and wellbeing of our staff as well as the improvements to the services we deliver.

Our staff members know that the Freedom To Speak Up Champions can be trusted

to listen to their concerns in total confidence knowing they will be supported and that any concerns raised will be investigated and used as opportunities for improvement.

As individual staff members the Champions support mainly in their own areas of work, however, they also come together as a team to support each other, share best practice on what has worked well and to share ideas for improving the working lives of their colleagues to promote a more open, healthier culture where speaking up is our business as usual and staff feel safe in the knowledge that there are people to support them.

All of our Freedom To Speak Up Champions are aware of the need for inclusion and that speaking up should be for everybody in the Trust with no barriers or perceived bias. We have Champions who are also member of the Trust network Groups, Black Asian and Minority Ethnic (BAME), LBGTQ+ and Working Carers to ensure that staff members have different options of colleagues to talk to and who can support them if they feel more comfortable or confident to speak to somebody who shares characteristics with them.

I am so immensely proud of the Freedom To Speak Up Champions and the work they do to support and improve the health, wellbeing and working lives of their colleagues. It would be fabulous if they were recognised through the staff awards for the vital contribution they make to the Trust. Thank you

Nominated by Alison Jones

Nomination 2

Birkenhead 0-19 Locality Team

Birkenhead 0-19 locality team have shown amazing passion and commitment to supporting patient care in a challenging and diverse area. The team works with some of the most impoverished children and families across the country and with that brings the focus on ensuring the teams wellbeing is prioritised.

It is not possible to continue to give to others without finding time to give to each other. The locality team have found positive, creative ways to support each other. Throughout this nomination examples of this will be shared for consideration. Even if the team were unsuccessful the importance of wellbeing, caring for colleagues as well as themselves is well highlighted and hopefully shared with other teams to help them.

The locality team comprises of a skill mix of practitioners, each bringing a broad

range of knowledge and experience, the team show ways to ensure inclusion for all the team, listening and sharing ideas to improve service users experience and understand how things could be improved for colleagues. Sharing knowledge and experience is seen within the team as a gift to others and never something of a competition about who knows the most, celebrating everyone's skills and knowledge helps us bond together as a team.

The team have several Wellbeing Champions, bringing together and sharing resources from the Trust Wellbeing groups.

Teams have wellbeing boards where there is a range of resources readily available for practitioners to tap into. This means it is just there, all the team have a photo of the board so even if they are working from home, they still have the information as they need it.

We have referral forms for Eye tests and Physiotherapy added to the board to make it easy for staff to access these services if needed. The team have access to the support via PAM assist and occupational health. The team talk positively about their experiences of seeking support and actively encourage others to reach out to the services should they need to.

The team have always had the Friday Funnies ... Each Friday a member of the team sends out a few jokes to the team, just to celebrate the end of the week... that we made it through, and we are still smiling. How amazing is that! Our team contribute to the Trust Shout Outs, sharing with the wider trusts those little things that they have done for each other. Although it is fair to say the team are modest! If every event was recorded, we would take up the whole weeks' worth of shout outs! Our star of the week is nominated for those who have just done something that has made us smile, it is our own nod to a little bit of amazingness, it could be the first to finish a local audit, someone who recorded their Supervision first on SAFE or someone who rescued another member of the team when they had a flat battery! Our team offer an Open-Door policy to everyone, the team leader is accessible and visible to the team. Everyone in the team offers supportive leadership, being a preceptorship or a new team member can be shadowed or observed to support others learning and development.

We have been able to be creative finding ways to bring our team together, virtual baby showers and Christmas get togethers; The team have decorated the Wing in preparation for the platinum jubilee. This has brought a little fun to the team and brought smiles to our clients and visitors as they attend clinic appointments. It is important to the team to have a sense of belonging, taking time to be part of wellbeing activities has helped them to regroup following periods of reassignment and change.

During a recent management supervision, a practitioner told me that 'she felt really well supported and even with additional pressures and this was the best team she'd ever been part of'. It feels a pleasure to work with a team who care so much for their clients and each other.

Nominated by Elly Wright

Nomination 3

Ann-Marie Johns

I just had to nominate Marie for this award as she has blown me away with her enthusiasm, absolute dedication, and massive effort, going above and beyond to establish our wellbeing garden. Marie has certainly made this a priority, and from initially starting a piece of work to create a Queens Jubilee memorial, has gone on to create a beautiful wellbeing garden at St Caths with beautiful echoes and sentiments throughout all our Estate.

Marie has shown great passion in delivering this vision, and even greater appreciation of the fulfilment it will bring to our staff, patients, and visitors to our sites. She has worked tirelessly with colleagues from Comms and Staff Council, as well as external contractors to ensure a best fit approach for all sites so no one misses out on being a part of this wonderful scheme which will bring enjoyment and contentment for years to come.

I will often walk into the Estates office to hear Marie telling everyone about the benefits of the wellbeing garden and how we can all benefit from it, and how wonderful it is when I hear about the number of staff who have made themselves available and are now an active part in the ongoing development of the wellbeing work. Not to mention the number of compliments from staff who are already enjoying it!

Little did I know until recently that Marie has been in attendance every evening and weekend when contractors have been on site in order to oversee the timely implementation of works. She is inspirational and does all of this for the benefit of others, asking for nothing in return. She is also in the habit of calling organisations and suppliers for contributions, telling them it is for the benefit of the community as well as staff, and how good this will make them feel.

As a result of carrying out this work Marie has become part of the Inclusion Group and I have no doubt she will grow in confidence and be part of many more wonderful initiatives.

I know Marie will be very embarrassed about this nomination as she stays in the background and that's why I have nominated her... so she too can be appreciated like our wonderful wellbeing gardens!

Nominated by Dawn Williams

Nomination 4

Bee Well Garden Project Team

I would like to nominate the Bee Well Garden project team for an Excellence in wellbeing staff award.

This group of staff from various roles came together following the idea of a Staff Wellbeing garden area, which was discussed at a Staff Council meeting in late 2021. Following the pandemic, staff wellbeing has been at the forefront of discussions at Staff Council and a conversation identified that this idea of outdoor space would be a great thankyou to staff – as well an area staff could go to for break times or lunch that encouraged them to take time outdoors away from desks and enjoy fresh air. Being outside has so many health benefits and it is a fact that being outdoors can make us healthier and happier - fresh air, sunshine, trees and nature all boost our wellbeing and improve our mood, but the health benefits go even further.

The healing powers of the outside has huge benefits to our body, mind and soul including:

- Lowers our blood pressure and reduces stress related hormones
- Improves our mood and makes us feel happier and more fulfilled
- Improves our focus - allowing us to think clearer and concentrate
- Helps us heal quicker from illness
- Aids us to sleep better
- Improves our physical wellbeing, increases our mobility and helps our joints
- Boosts out Vitamin D levels
- Improves our immunity
- Connects us to people
- Connects us to nature
- Improves our self esteem

So, the idea of a Staff Bee Well Garden was born. The group came together from Staff Council, Staff Wellbeing Champions and our Estates team - who were joined

by a local external gardener. Together ideas were discussed, and a vision as agreed, and with the support of our Board and monies from Charitable Funds - the Bee Well Garden work began. Staff Wellbeing and creating a culture of prioritising health, encouraging time out and promoting a 'feel good' factor was a top priority - and it was also important that all staff across the organisation felt included in some way - even though the garden area itself could only be developed at the St Caths site - and so the project began in March 2022. The team came up with proactive names for garden benches together, such as Bee Happy, Bee Peaceful, Bee Thoughtful, Bee Friendly, so that the areas could become zones - also Bee bombs, herbs, sensory plants and blooms that attract wildlife were planted to maximise the wellbeing message. A rainbow resin floor was sourced by our fab estates team to bring colour and a friendly welcome to the area and a central point pergola was placed. The area developed a fantastic space for staff to escape to during the working day - and a wellbeing tree will shortly feature where we can hand messages to promote healthy messages and encourage a culture of Bee Well.

Whilst the garden was central to St Caths , the project team explored ways to include wider teams - seeing Bee Well benches placed at some Trust sites where space could be identified, and in addition, ALL teams across the Trust (non-SCHC) were sent Bee Well and Bloom 'Let Kindness Grow' seed packs to plant in their own areas or in a plant pot in kitchens / staff areas which the team sourced and arranged . These were bright vibrant sunflower seeds and jubilee seeds to celebrate the Royal celebrations - all helping to spread the Bee Well message.

The whole campaign was focused on staff wellbeing and I feel the project team proactively made a difference and shared the messages wide. Alongside the garden opening a Bee Well Outdoor campaign was launched to encourage staff to head outdoors and use the benches and garden - it was so great to see so many staff feeding back and sending in photos of them and their teams using the spaces provided and benefitting from this project.

I was really proud to be involved in promoting a healthier happier workplace to improve physical and mental wellbeing

Nominated by Judy Fairbairn

Nomination 5

Adult Social Care - Occupational Therapy Team

I would like to celebrate the great team effect that I experience during virtual huddle meetings, the support for each other's wellbeing and the positive support network that developed over the pandemic was amazing to be part of.

12 months ago, I became a team lead for the ASC OT team. Reflecting over this time with the team, our department has gone through many changes, many phases of the pandemic, relocating office, welcoming new staff members / supporting many students and, more recently, working out new ways of working in a collaborative manner, to address a backlog of customers awaiting Occupational Therapy (OT) input.

A barrier for our team working through the pandemic, like a lot of teams, was working from home and lone working. Often, I was the only person in the office, I was present to provide support and guide the team, although with the trust's directives staff members worked from home and it was difficult. I knew team members were a phone call away, but nothing can compare to working together in an office space and having informal catch ups over a tea break. I know staff were also worried about their families, friends and themselves going out into the community to help others. Supporting the team through this difficult time needed implementation of new ways of working.

To address the issue of supporting the team during times of lone working, I implemented and facilitated huddle meetings for our team, which was suggested by our divisional lead. It was difficult to arrange to ensure every member of the team could be present due to work life balance arrangements with different members of the team. I didn't expect the huddles meeting to become a main source of support. I was also overwhelmed by the support the team offered each other. The huddles have allowed a safe platform for us all to learn from each other, develop, grow, and start to recover and rebuild as a team. The compassion experienced on a virtual platform from our team for supporting not only our customers in Wirral but each other, has been a wonderful personal experience. We are all social beings, staying connected and in touch is an important part of effective teamwork.

The huddle meetings have allowed us to share a virtual space and be present in the moment to promote good practice, support new members of the team, share information on third sector organisations and discuss complex cases. As a team we

have shared not only information to enable our customers to live more fulfilled and functional lives, but also enabled us all stay connected and share a laugh and a joke.

Our huddle meetings have been something I have looked forward to. I hope we can keep the team support going with focus on team well-being, with more smiles and giggles. Especially, as we spend more time in a new office space and face any further changes as a team together, with all our wealth of OT experience, support and OT skills.

Nominated by Gilda Renehan

Excellence in Partnership Working

Nominations:

- 1 Sexual Health
- 2 Procurement
- 3 International Nurses Recruitment Team
- 4 Adult Social Care OT and Rehab at Home
- 5 Emma Danton
- 6 Specialist Nurses Wirral 0-19
- 7 Emma Bennett
- 8 The Triage Team
- 9 Jennifer Wright
- 10 Safeguarding Children and Adults
- 11 HR and L&OD
- 12 Community Dental and Estate teams
- 13 Rota Team Urgent Care
- 14 Healthy Wirral Programme Delivery Unit
- 15 Neutralising Monoclonal Antibodies (nMABs)
- 16 Specialist Nursing (including Bladder & Bowel, Parkinsons and Diabetic Nurse Specialists)
- 17 Communications and Marketing Team
- 18 Partnership Forum
- 19 Amie Cavanagh-Williams
- 20 Multi Agency Safeguarding Hub (MASH)
- 21 Community Cardiology
- 22 Infection Prevention and Control Team (IPC)
- 23 Human Resources and Learning & Organisational Development

Nomination 1 Sexual Health

I would like to nominate Sexual Health Wirral for the Excellence in Partnership Working Award. The team work incredibly hard with partnership agencies with a focus on reducing health inequalities and improving outcomes for vulnerable groups.

The service works closely with multiple agencies including PAUSE, a group that works with women who have experienced, or are at risk of, repeat removals of children from their care. Wirral Ways to Recovery, who offer support in health and wellbeing and substance misuse, and MENCAP where people with a learning disability are valued equally, listened to and included, among others.

The team have recently worked with the PAUSE group to develop a pathway to ensure that women under the care of PAUSE are able to access contraception and advice from the service that fits with their lifestyle. These women often have chaotic lifestyles and find attending appointments difficult. The team have developed a pathway that ensure these women are contacted as a priority and are able to choose the time they attend the service. We have named nurses within the sexual health team for PAUSE that arrange this with the PAUSE practitioners. A double appointment is given to make sure these women have plenty of time to discuss their contraceptive and sexual health options and we have set up quarterly catch meetings to ensure that there is time for feedback and learning.

Another example of the team working in partnership to ensure best outcomes and tackle health inequalities is the recent work the team have done with Wirral Ways to Recovery in the organising of a cervical cytology (smear) clinic. The team have met with Wirral Ways to re-start the smear clinic, something that paused during Covid. The team have set up a date to take the clinic to Wirral Ways during their health huddle and offer smears to those who are overdue and who do not want to attend a clinic or find it difficult to attend.

The clinical team have strong links with MENCAP and have taken part in educational sessions with the MENCAP team that involve giving talks and educational sessions around consent, safety in relationships and self-exam. The team have also spoken about how to access clinics and the LINK team (The LINK team supports those with additional needs to access the service) to make sure service users are seen at a time that is convenient for them.

We are also working with Sahir House, who offer HIV support, guidance, prevention and information across the region, on a referral pathway for those who have tested

positive for HIV for seamless access to the service. Offering continued care and addressing the issue of late diagnosis in HIV in Wirral. This process will help to bring about improved outcomes for service users.

The Sexual Health Team works with many other partners including GPs, Pharmacies, safeguarding and Police to ensure that service users are valued and deserve this recognition.

Nominated by Sally Barlow

Nomination 2

Procurement

To source, secure and deliver Personal Protective Equipment (PPE) was the biggest challenge procurement faced in response to Covid-19. Nationally and locally PPE was scarce, and the NHS was under immense scrutiny in its response to the provision of PPE.

Prior to the pandemic, the trust had little or no demand for PPE. This changed with the pandemic, and the national guidance on appropriate PPE for health and social care workers meant the trust went from having virtually no PPE to requiring extremely large volumes. In rapid time, procurement responded by setting up an inventory team; creating an internal ordering process and developing a PPE predictor to forecast trust usage.

However, this wasn't done alone, and Procurement worked alongside colleagues from IPC, Estates and Business Intelligence. Working together ensured we received the correct advice on product use and were sighted on predicted use so that we could source the correct products to be delivered to the right place, at the right time and aligned with the usage modelled to meet demand.

At the height of a crisis, for me, this was partnership working at its best. However, partnership working wasn't limited within the trust, and procurement were an integral member of the Cheshire and Mersey PPE cell. This team shared daily "sitreps" to assess stock availability of PPE, and there was a lot of mutual aid and goodwill between the members. 7 days a week the NHS PPE manifest @ 11pm and by 8am we would need to assess whether our trust, and regional colleagues, would have sufficient PPE being delivered that day.

When we first set out, we stored and distributed PPE from a very small room. The demands of PPE soon outgrew this space, and Estates worked tirelessly in identifying larger spaces. This did mean several moves, but the procurement team

responded, as they always do, by rolling up their sleeves and with a healthy dose of positivity. All together partnership working has meant the procurement team successfully sourced, managed and distributed over 2 million items of PPE, and continues to deliver a seamless supply of PPE to all trust staff. This success was further demonstrated by the trust's ability to provide mutual aid to other trusts and care providers who were struggling to source PPE supplies. Even today sourcing PPE continues with procurement securing the trust a place on national pilot for clear face masks.

During this time, the Procurement Team also supported the trust's changes to new ways of working that included:

- Tendering for the urgent supply and delivery of laptops to support agile working
- Co-ordinated and distributed several campaigns of Lateral Flow Testing kits to ensure all staff had access to the kits. This was crucial as the testing became an integral part of the NHS recovery programme
- Co-ordinated and distributed the trust recognition medals, which we were proud to be asked to support
- Worked with clinical colleagues to rapidly identify and source furniture, fittings and equipment for the successful opening of the three wards in the Community Integrated Care Centre (CICC)
- Introduced ward essential consumable stock management at CICC to ensure the wards have well managed stock
- Following the withdrawal of the United Kingdom (UK) from the European Union (EU) in January 2020, there was a transition period that ended on 31 December 2020. The procurement team were key members of the trust, and regional working groups, to assess and provide assurance of a smooth and continuous supply of medical and clinical supplies. The procurement team efficiently and effectively managed the trust's supply chain, which resulted in the trust encountering no issues with availability of vital medical and clinical supply.

2020, and continuing, has not only seen Procurement successfully deliver many noteworthy challenges but they have gone above and beyond ensuring we are recognised as an essential partner within the trust and system wide.

Nominated by Tracy Smith

Nomination 3

International Nurses Recruitment Team

I would like to nominate all colleagues that have been involved with the recent initiative of recruiting international nurses, particularly Jaspreet Sodhi and Katy Fisher from the Learning and Organisational Development Team (L&OD). WCHC identified a skills gap in relation to recruiting experienced practitioners and have been proactive in securing staff by working in partnership with NHS England's Nursing International Recruitment Programme. Moving forward, this may be an approach that is replicated for other professional roles within WCHC and this cohort of new international nurses will be the 'blue print' on how this can be achieved.

As a staff member within L&OD, I have witnessed first-hand the amount of practical and emotional support that Jaspreet and Katy are offering our international nurses on a daily basis. Jaspreet and Katy have gone over and above their roles in identifying the needs of our international staff and helping them to settle into their new roles as well as a new country/environment. This has been challenging at times because this is a new venture for WCHC and therefore all parties have had to be flexible and adaptable in securing appropriate accommodation, learning and workplace activity.

Jaspreet and Katy have been supported by the excellent human resources recruitment team and wider support has been offered by Jacqui Tookey (Organisational Development Manager) as part of the induction and welcome period and the ongoing support that is being offered by CICC colleagues. This has been a showcase for partnership working and making use of the various skills and resources available.

Finally, the nomination must also include the wonderful international nurses who are currently working within WCHC. They have been pioneers in trusting the recruitment process and believing in the opportunities that working in Wirral and its partner regions will continue to offer them.

I am very proud of our International Nurses Recruitment team and believe that their success should be acknowledged with a Team WCHC Award

Nominated by Karen Brownhill

Nomination 4

Adult Social Care OT and Rehab at Home

I would like to nominate the Adult Social Care Occupational Therapy (OT) Service and Rehab at Home Service for working in partnership to deliver early therapy intervention to people with low level therapy needs.

The teams have been working together on this joint project since before Covid-19, after identifying that people who needed early intervention to prevent them from losing their functional independence, were being referred to both services. Both teams had the desire to work collaboratively to develop an integrated pathway for this cohort of patients to ensure they received the right care by the right person and received the same standard of care and experience whichever service they are referred.

Two members of the Rehab at Home team went to work in the Adult Social Care team and new processes and systems were developed to facilitate improvements in the patient's journey.

The project paused for a short period of time during Covid-19, but the teams are continuing to work in partnership to deliver this pathway. It is difficult to quantify the outcomes, due to other changes during Covid-19, however patient feedback has been positive, such as "my well-being has really increased and I'm more independent" and it is "easier to get around the house and in and out of the bath, toilet."

There has been added value as the teams now have an integrated management structure and are working closely on various aspects of service delivery.

For a three-month period, last year, during one of the peaks during Covid-19, to support the Trust response, they worked collaboratively to deliver a therapy escalation pathway to support people admitted to care homes on a short-term placement. This was resounding success and facilitated the discharge of a significant amount of people from hospital and helped to address the lack of intermediate care capacity during this time.

Recently, the physiotherapists in Rehab at Home have supported the Occupational Therapists in Adult Social Care in developing their skills to provide mobility assessments to prevent people being passed from one service to another, and the teams have developed a set of shared resources to support patients with self-care. There has been other shared learning, such as the therapists in Rehab at Home

appreciating the value of social care.

It is now custom and practise for the team leaders to work together rather than just being based together, this is helping to promote equity amongst the teams/staff. They are supporting each other and working in a more integrated way.

I am so proud of what the teams have achieved, especially with all the pressures they have been working under.

Nominated by Amanda Ball

Nomination 5 Emma Danton

Emma is a really special person and a great asset to the Healthy Wirral Partners Programme Delivery Unit (PDU). She is knowledgeable, really knows her stuff on whatever topic she is working with but is also not afraid to ask questions. She is thorough and her attention to detail has been really important on many occasions leading to us getting a problem resolved or at the very least progress being made.

Emma is also popular and works well with people even on complex and challenging issues. She is tough on the problem but supportive of colleagues and always looking for ways to help

Finally, she is very hard working and conscientious and if she says she will do something she will do it or have a really good alternative.

In short, she is a fab colleague, and the system is lucky to have her.

Partnership actions that warrant the award:

- Works effectively with the Chief Operating Officers group comprised of COO's from across the Health and Care System including WCHC and WUTH providing timely, accurate, usable data from various sources that enables joint decisions making about hospital discharge, occupancy and flow
- Facilitated Wirral wide working between primary, acute, community and private care to improve hospital flow considering record level demand and discharge challenges this involves
- Removed barriers between system partners with professionalism, emotional intelligence and unmatched knowledge and understanding of critical data
- Holds senior leaders to account using exceptional project and people management skills, boldly speaking truth to power to deliver excellent services for patients

- Stepped in at short notice to support the WCHC PMO Team during staff absence to provide leadership and final implementation of CICC
- Overseen the fixing and improvement of shared patient record systems the Wirral Care Record and Health Information Exchange that improve patient outcomes by giving clinicians timely access to GP, WUTH, WCHC, Hospice, KMBC, CWP records that aid sounds decision making and means patients only tell their story once.

Nominated by Yinka Koomson

Nomination 6 Specialist Nurses Wirral 0-19

Specialist Nurses from the 0-19 service in Wirral work with caseloads of young people open to Children's Social Care who are not in education or training (NEET) and there are concerns relating to risk of and current criminal exploitation, child sexual exploitation, criminal activity, gangs, county lines and modern-day slavery.

They have implemented the use of a 'Journey of Change' tool specific to young people to support collaboration and co-production with their clients, supporting them to see the progress they can and do make to promote their long-term health and wellbeing.

The nurses have been proactive at becoming a valued part of the multi-agency team of partners working to safeguard and empower these vulnerable young people to change their life trajectory for the better. They now meet with partners at a daily brief about children who have gone missing, and/or are at risk of exploitation to focus appropriate work. They have set up a virtual clinic where Youth Offending Service staff can signpost young people for health advice, referrals on and assessment/treatment. The Youth Offending Team (YOT) inspection locally mentioned this as a model of best practice.

Despite all of the challenges of the pandemic, they now have a weekly early evening clinic in The Hive where any young person can drop in for advice and to chat safely. Recently this led to them preventing a young person taking their own life, which was imminent, and supporting them that evening to receive urgent mental health support. Young people seek the nurses out to discuss broad ranging issues, from sexual health to severe acne having a huge impact on their daily health and wellbeing, and also their future lives.

Partner agencies value their expertise, sensitivity, and can-do attitude. They are often recognised as the one professional who can engage with the young person

and are the gateway to other professionals working with them. This is due to their therapeutic methods which lead to both young people and professionals trusting them to do all they can to support young people to have healthier and safer lives.

Nominated by Jayne Price

Nomination 7

Emma Bennett

I would like to nominate Emma Bennett, Clinical Education Lead for the Trust, for the 'Excellence in Partnership' award. Emma's role is to ensure that our people have every opportunity to develop themselves to ensure their practice is evidence based, safe and are the best they can be for the individuals and communities we serve. Emma achieves this by working in partnership with locality and service leads, individual staff members, and external partners such as Health Education England (HEE) and education providers across Cheshire and Merseyside.

Emma is committed to collaborative working, always seeking to engage with services and staff so that she understands their needs and ensures all partners feel valued as equals. Emma provides many individuals with career discussions, signposting them to available learning and development opportunities and supporting them to follow the correct processes to gain support from line managers in accessing Continuing Professional Development (CPD).

Some examples of Emma's collaborative working include: designing training programmes at pace during the pandemic to ensure reassigned staff and deployed students were supported and safe in their roles, the implementation of the SOAR Preceptorship and the procurement of CPD modules and programmes.

The development of the SOAR Preceptorship Programme for Community Nursing involved listening to the needs of the service through networking with Team Leaders and subject matter experts, enabling new starters to access role essential training alongside leadership development opportunities. This ensured they felt welcomed and valued in the organisation and were able to become integrated into the team quickly and contribute to the safe delivery of care and achievement of KPI's.

Another example is the facilitation of access to over £275,000 of CPD Modules and Programmes of studies at our local Universities, working with HEE to gain the funding and enabling staff to gain new skills that enhance the services we deliver and also progress the careers of our people.

Emma works tirelessly, developing positive, supportive, partnership relationships

with HEE, Higher Education Institutions, Senior Leaders and front-line staff for the benefit of the people we serve. She does this with a compassionate and open approach, always advocating for front line staff and patients and is trusted to deliver a service for our people, time and time again. Emma is truly deserving of the award of 'Excellence in Partnership'.

Nominated by Katy Fisher

Nomination 8

The Telerriage Team

The aim of Telerriage is to provide non-urgent clinical assessment and escalation for older adults in the Wirral care homes. The aim is to avoid unnecessary hospital admissions by providing holistic patient centred assessment of needs. The service has been operational since 2017. Telerriage covers 79 care homes and the Community Intermediate Care Centre (CICC) on the Clatterbridge site.

The service's close relationship with the care home staff is achieved through ongoing positive engagement with the care homes and a supportive approach. This has naturally evolved to become what the users of Telerriage most commonly complement our team about when invited to feed back on their experience.

During the pandemic we supported the transition over to a new digital platform for video conferencing with support from the community trust digital project workforce and we assisted care homes in the use of Microsoft Teams to stay connected in the care homes digitally.

Our team used our previous digital experience to support the community trust virtual consultation working group in the creation of their business case for virtual consultations, providing clinical input.

We liaise with numerous teams within community services to allow us to meet the patients care needs and foster positive working relationships with both WCT, WUTH and primary care organisations.

We worked closely with Rapid Response during the first wave of the pandemic who piloted Hospital at Home. The service lead agreed to offer support in the care homes as part of the PDSA which in turn provided Telerriage the opportunity to offer additional support to care home residents at a time of great distress.

Examples include, same day access to geriatric review, oxygen and IV antibiotics in the care home environment. This was well received, and provided assurance to families who were unable to see their loved ones due to lock down. It assured

that their family member had access to every opportunity outside of hospital at a time when many people either feared not surviving a hospital admission, or it was understood that admission was not in their best interests due to frailty.

The team have continued to be open to trying new approaches to support the people living in our community, supporting the Trust's vision and the roll out of the CICC.

Half of our team were used to provide temporary staffing in the CICC when it first opened for a 12 week period. We later relocated to the Clatterbridge site in August of 2021. We introduced the three wards to the use of the Teletriage service and provided clinical assessment of patients with acute deterioration, leadership, psychological safety, and senior support to the newly formed team.

Our team is constantly evolving to meet the needs of the changing landscape of community care of older people living with frailty. This includes integration with primary care teams such as GPs and Primary Care Network (PCN) frailty teams. The service regularly attends Multi-Disciplinary Teams (MDTs) for the Enhanced GP service in care homes to support this work.

We support quality improvement projects such as the Current "To dip or not to dip project" that is led by the Clinical Commissioning Group (CCG) pharmacist. We have applied our knowledge and understanding of the care homes and assisted in securing care home uptake on the project.

The service has undertaken joint work with the community paramedic and Community Integrated Response Team (CIRT) looking at data relating to hospital admissions from care homes. We evaluated/gained an understanding of the events leading to the call out and reviewed the outcomes of the ambulance call outs to understand what can be improved. We shared outcome data with the CCG that fed into their existing work in this area. We also fed back to care homes where appropriate.

The Teletriage service has been consistent in demonstrating compassion and being open in its approach since being operational, and this has been pivotal to its success in maintaining relationships with external providers. It is a trusted service demonstrating all the trust values.

Nominated by Emma James

Nomination 9

Jennifer Wright

Jenny has been a Health Visitor in the Wallasey team since 2006, she is very unassuming however is a valued member of the team. Jenny is extremely focused on the task in hand is to ensure best practice is delivered for all service users. Jenny is dependable, she demonstrates diligence and has taken an active role with the facilitation of students to promote their learning and development.

Jenny always makes time for all staff members sharing knowledge, and she is keen to work with the wider team to develop improvement in practice. Jenny worked in safeguarding throughout the reassignment of 0-19 staff to ensure that the vulnerable families in Wallasey were supported during the pandemic at that very difficult time and she did a sterling job!

Jenny's leadership skills are excellent, she is inspiring and she demonstrates this in a proactive manner supporting the large volume of students who are allocated to the 0-19 team ensuring they receive the best experience, developing their knowledge in this area and reaching their full potential by her sharing good practice. Jenny is a wonderful role model for students and staff alike. Jenny is fully committed to collaborative working and has forged links with the local children's centre and GPs to promote healthier lifestyles, to identify and work towards reducing health inequalities.

Jenny is a committed member of the team and will actively support managers to ensure that 0-19 service always works towards its agreed targets.

Jenny is inspiring and motivational she is forward thinking and is an excellent team player devising how best to support clients, students, 0-19 team members and the wider multi-disciplinary team.

Jenny is always approachable and responsive, if she does not know the answer, she will support clients/staff to find it. Jenny is excellent in the support of staff to ensure their own health and wellbeing is priority.

Jenny is keen to develop new ways in working to ensure that the service delivered to clients is second to none.

Jenny is a trusted member of the Wallasey 0-19 team, she is innovative in devising better ways of working and improving processes to streamline services. Jenny has forged excellent relations with all staff members, her clients and other professionals she works alongside.

Nominated by Margaret Howe

Nomination 10

Safeguarding Children and Adults

The Safeguarding team is a service that is not as visible as some within the organisation, but we are the golden thread that runs through every contact with both children and adults. The service has been through some challenging times in the past two years as the pandemic hit, seeing a rise in safeguarding cases, and the need for staff to be supported even more but via virtual platforms, which brought its own challenges to the team and sometimes barriers.

As children were no longer in school and vulnerable adults were no longer visible in society, safeguarding issues went undercover as we can see from recent high profile cases in the news.

During this time the service supported the Covid response with reassigned staff yet continued to deliver the support for the teams as always only with less resource.

The team consists of Head of Safeguarding, Mash Nurses, Adult Specialists, Adult Safeguarding Social Worker, Children Specialists, Children Looked after Nurses, Child Death Nurse, Named Leads for adults and children, a Domestic Abuse Lead and an Admin Team, all working to one goal to keep children and adults safe in our areas. In September 2021 and February 2022 we took on two new 0-19 areas in St Helens and Knowsley thus expanding the safeguarding team and bringing new challenges. We had new teams to be supported in their roles and to learn Wirral Trust processes, while still delivering a safe service which was a big ask.

Despite all this, the team stepped up and did what we do best keeping the child and the vulnerable adult at the forefront and remembering that our role was to ensure that the service we deliver keeps them safe and supports our workforces across the Trust everyday with training, advice, supervision, information sharing at multi agency meetings for domestic abuse and child exploitation to name but two.

For the Trust to function we must be compliant with CQC Fundamental Standard 13 and this is what the safeguarding team ensure every day.

To me they are all the unsung heroes just getting on with the job behind the scenes with very little recognition, but their roles are vital cogs in the wheel of all the services we deliver and I believe this deserves to be recognised.

Nominated by Jayne Williams

Nomination 11

HR and L&OD

I would like to nominate Katy Fisher and Martin Godfrey and the wider HR and L&OD team at St Catherine's for their excellent partnership skills that they bring and spread to team. You are the drivers of the work that goes on within teams.

Katy encourages everyone and has that force to drive anyone to perform their absolute best. She works relentlessly for the benefit of service to achieve the best outcomes despite her commitments.

Martin Godfrey has the patience and compassionate approach to everything and is not deterred by anything that is asked and always has the answer in the most courteous way that you would try to find an answer before you ask him.

I feel very fortunate to be part of such an amazing team. Thanks a lot for everything you do.

Nominated by Jaspreet Sodhi

Nomination 12

Community Dental and Estate teams

As part of the formation of Integrated Care System (ICS) and Integrated Care Board (ICB), the Cheshire and Merseyside system now has a pooled capital allocation covering all the Trusts within Cheshire and Merseyside. As such Trusts within the system had to submit business cases bidding against the capital pot. Unsurprisingly, the pot was significantly oversubscribed across the region, however, strong partnership working primarily between the Estates and Dental teams in combination with support from other teams within the Trust resulted in the scheme being approved by the system with positive comments on the quality of the submission that has to be completed and submitted in a very tight turnaround period. At the time there were several people off on annual leave, yet the paper was still completed to a high standard within the deadline which shows the professionalism and ability to work across teams and outside usual roles when the need arises.

Due to the paper being approved it will now help support the Dental team increase capacity resulting in being able to reduce the size of the waiting list more quickly as well as being able to better support some of the most complex patients in the

system and thus helping to reduce health inequalities. This is especially important as with the complexity of these patients there are very few providers for some of these services.

It also puts the Trust in a strong position to do further outreach teaching opportunities, further developing our relationships and reputation with our external partners and wider area. It also positions the Trust well to look to develop into further training options which would also come with additional income to help the service achieve sustainability in terms of finance as well as in relation to workforce over the medium and longer term.

Nominated by Ben Banks

Nomination 13

Rota Team Urgent Care

I would like to nominate the Urgent Care Rota Team for the Excellence in Partnership Award.

The Rota Team are a team that are often working behind the scenes and may at times feel unrecognised for the really important work they do, in supporting the safe and adequate staffing levels across urgent and primary areas.

This small, but perfectly formed team work extremely hard in managing rotas and are required to work under pressure. The team are required to plan ahead and ensure that rotas are developed in advance to support staff, ensuring we promote a positive work life and time for staff to manage diaries accordingly.

The team are non-clinical and have excellent working relationships with leaders across the services, escalating challenges and mitigating staffing issues, often problem solving, seeing solutions that others may not.

The team have positive working relationships and partnerships with agency providers to ensure we are utilising the extended workforce to support our safe staffing levels at all times. They have a good knowledge base of the operational delivery of the services and are able to answer questions raised from agencies and staff.

Rotas are extremely complex and challenging, especially within a 24/7 service and the team continue to work hard, juggling priorities to ensure that services can operate safely with the right staffing levels in place.

Non-clinical and administrative support services deserved to be recognised for their contribution to high quality care and service delivery. Without them our

teams could not operate effectively. This team help keep the cogs turning and the wheels moving, their communication and partnership working both internally and externally are crucial and behalf of the whole service and I want to say thank you.

Nominated by Toni Shepherd

Nomination 14

Healthy Wirral Programme Delivery Unit

The Healthy Wirral Programme Delivery Unit has been hosted by WCHC from March 2020. During the past two years, the team have exemplified partnership working through their work across the Wirral system. Their adaptability as a team and as individuals has ensure that support for system colleagues has been given where and when needed. For example, supporting the whole system response to the unprecedented winter pressures in 2021 and 2022; establishing system processes and dashboards to aid rapid decision making and ensuring all system partners remained informed and focused on the necessary actions. The team have reached in to support organisational teams at times of difficulty such as sickness, to ensure the smooth running and delivery of programmes, for example supporting the implementation of the Clatterbridge Intermediate Care Centre.

Most recently, the team have flexed their roles significantly to support the delivery of the Wirral Delivery Plan; ensuring that all the requirements were in place to meet challenging deadlines for this work. This included building the evidence base for the Wirral Virtual Ward, curating the bidding process for regional funding and putting together a coherent business case and model of care. The resulting model has been identified as an exemplar for frailty in Cheshire and Merseyside.

The constraints that the pandemic and lockdowns have had on bringing people together has proved challenging for partnership working, but the team have constantly strived to find innovative ways to bring about the benefits of partnerships including online workshops, communities of interest and supporting the establishment of programme software that fosters sharing and collaboration between organisations. The team continue to champion the reduction of health inequalities and support the system in a variety of initiatives including work around reducing inequality-based alcohol harm and promoting digital inclusion. The team are passionate about improving health and care outcomes for Wirral people and challenge system teams to identify real and measurable benefits for patients and citizens in all their programmes.

The Programme Delivery Unit strive to ensure that the system-wide programmes remain fully reflective of our whole place system, engaging community, primary and secondary health and care organisations, independent sector, voluntary, community and faith sectors to achieve the best outcomes for Wirral people. An example is the establishment of the Wirral Workforce Enabling Group which has brought together provider and commissioning partners from all the above sectors, and our education providers to identify how we can work as a whole system to design, attract, recruit and retain a workforce that meets the needs of the Wirral system and supports local employment and training opportunities.

The Covid-19 Pandemic has brought home to many the valued contributions of every sector, particularly in times of crisis, and the need to recognise equally their contributions and the impact that such events have across all groups. The Healthy Wirral team have worked to support the wider sector resilience, recovery and learning as a result of the pandemic, for example the work undertaken to establish a Wirral wide Schwartz Round offer. The team have coordinated the training of Schwartz Round facilitators for the whole Wirral system, to bring together partners and plan and deliver system-wide Schwartz Rounds providing the opportunity for reflection, support and resilience building. Participants have included colleagues from Primary Care, Social Care, Voluntary Organisations, Care Agencies and Care Homes, as well as the larger NHS organisations. These received universal praise from participants, who valued the opportunity to share their experiences with colleagues; further enhancing partnership working in Wirral. In conclusion the team has demonstrated creativity, flexibility and a focus on equality in driving forward partnership working.

Nominated by Julian Eyre

Nomination 15

Neutralising Monoclonal Antibodies (nMABs)

nMABs is an intravenous treatment which was introduced by NHS England (and also a mandatory ask) for all Covid positive patients who are vulnerable and who also have an underlying health condition. This treatment is absolutely vital to reduce hospital admission by up to 70% and also to prevent death.

This team/service was set up with a matter of weeks with staff coming forward to help set up the service (nurses) and learn the skill of this IV which is given differently

to other IVs in the Trust. Staff spent time at Wirral University Teaching Hospital (WUTH) to shadow members of staff who were already giving nMABs and this proved massively helpful. nMABs nurses (Carol, Kate and Jenny) also needed to become more aware of cannulation which is a skill which isn't routinely used in community nursing on a daily basis - these nurses did not disappoint!!

They have become exceptionally competent in cannulation and this has been proven in patient feedback. Estates were sourced to enable us to provide this service, and the team (including Admin colleagues Marion and Heather) were instrumental in stocking this clinic to enable the treatment to be initiated as soon as it possibly could be. Medicines Management were a key component in enabling the service to be clinically governed as they developed an associated Trust protocol in a timely manner. Business operations were also a key component in the development of this service as they supported business development through every stage. The nMABs team worked closely with WUTH pharmacy and continue to do so on a regular basis with regard to the prescribing of the drug - this networking has proved instrumental and vital in the success of the ongoing continuity of this service.

The nMABs service has become the first service in the Trust to remotely review and second check medications - this was brought about due to reviewing different ways of working as the team is small and the nMABs team did not want to put additional pressure on community nursing teams. This approach was approved and welcomed by the medical director which was absolutely fantastic, and this approach is now being further reviewed for dissemination across the Trust as a transformational change and smarter way of working.

Prior to this, the Bladder & Bowel Service kindly offered their time to second the nMABs drug which was exceptional partnership working and positive feedback was received back from the team stating how much they had enjoyed this additional task within their roles.

The nMABs team works closely with regional localities including Cheshire Wirral Partnership, Merseycare, Bridgewater, Manchester, Cheshire to name a few (this list is not exhaustive!) and the team have recently provided mutual aid to Merseycare when they had no capacity to give an nMABs service - this is again fantastic partnership working outside of the Trust with neighbouring trusts!!

The nMABs team have most definitely gone above and beyond with working extra hours and weekends to help cover the nMABs service as this is a 7 day service. The nMABs team have also used their time to liaise with primary care networks to ensure our key stakeholders knew how to refer into the system to ensure patients received in a timely and equitable manner.

I could not be prouder of the hard work and determination shown by the staff in

setting up the service and the new ways of working which have been developed. This service has been instrumental in hospital avoidance and patient experience forms are evidence of the excellent care being provided within the nMABs service.

From a personal perspective, this service would definitely pass the friends and family test as I would be more than comfortable in one of my family members receiving this treatment from any of the nMABs nurses, that is the confidence I have in the service :)

Nominated by Caroline Loveridge

Nomination 16

Specialist Nursing (including Bladder & Bowel, Parkinsons and Diabetic Nurse Specialists)

Our team consists of registered and unregistered staff, physiotherapist, specialist nurses and administrators all passionate about what they do on a daily basis in providing excellent care for children and adults with bladder and bowel problems, diabetes and Parkinson's disease. The staff are all approachable and professional and will always go the extra mile to support colleagues, service users and their families/carers.

We would like to share the excellent partnership working that quickly became evident when we brought our teams together. By integrating the services in April 2022, we have embarked on improved communications, peer support and supervision. We now have one monthly meeting which encourages staff to raise issues, being open about challenges and sharing solutions/unblocking situations and bringing together best practice and processes.

We now have shared champions' - saving time, duplication of meetings and ultimately more time with our service users. We are genuinely humbled by the consistent excellent patient feedback, providing staff with a welcomed boost. Staff are frequently named and acknowledges they are doing a great job. This feedback gained via text, email and questionnaire is saying service users are extremely happy with their care and would recommend our nurse led services. We have also had some feedback regarding our clinic locations where we have been able to share learning.

We share quality improvement and cost improvement ideas. We have a shared

base now, which is more than an address, it is where staff feel they have a home, offering each other an ear and frequent wellbeing conversations, having safe and compassionate discussions about various aspects of wellbeing.

Our staff embrace change and are constantly looking at ways in which we can improve patient experience. Our staff have worked through Covid supporting the wider health system in a variety of roles and reassignments including the hospice, community nursing and our newly opened wards. The staff all rose to the challenge. These informal leadership moments have left behind influence in the places where they were reassigned by raising the profiles and exposure of the conditions as above and their wider impact on families too. By doing so it has prepared them to continue their creative, solution-based approach to tackling the backlog of waiting lists.

The clinicians and administrative staff have all pulled together since beginning of April to review our waiting lists, prioritising and ensuring we are in a position for service recovery after Covid. Some adult bladder and bowel staff are receiving training to support children and young people with complex health conditions as they transition into adulthood, reducing waiting lists from over 12 months to 4 months and still improving. This is the first step towards shared support for all our service users and their families/carers and has also resulted in staff development opportunities and reinvigorated professional enthusiasm.

The way they have worked collectively from the offset is fabulous and the trust that is emerging between staff will prepare us for the future. We feel that the team truly deserve recognition for all the hard work that they have put into partnership working as this is something that we are immensely proud of.

Nominated by Janice Evans

Nomination 17

Communications and Marketing Team

0-19 and 0-25 Wirral and Regional Services would like to nominate our fantastic Communications and Marketing Team for the category of excellence in partnership working. The team including Fiona, Sarah, Ken, Rachel, Lauren, and Judy have given much attention to supporting our services over the past 12 months. We are always amazed on how they manage to make our services feel so important whilst also supporting the other services across the trust.

We have welcomed St Helen's and Knowsley onboard in the past 12 months and the team have dedicated a significant amount of their time supporting the TUPE and mobilisation of these services. Here are some of the projects they have supported: -

St Helens

- Mobilisation of the St Helens 0-19+ team.
- Produced welcome guides, operational guides, and videos for all staff.
- Event management - facilitated a very successful virtual stakeholder event.
- Production of a quarterly newsletter for all stakeholders.
- Development of an on-line questionnaire for School Entry Assessments
- Launched ChatHealth – A confidential text messaging service for young people.
- Launch of the Enhancing Families Team.
- Supported with communication plans as part of the TUPE with commissioner engagement

Knowsley

- Mobilisation of Knowsley 0-25 Team.
- Produced welcome guides, operational guides, and videos for all staff.
- Internal communications for all staff throughout the transfer.
- Produced a weekly newsletter for all staff.
- Supported with pathways for the Infant Feeding Team.
- Launch of the Enhancing Families Team
- Launched ChatHealth
- Supported communication plans as part of the TUPE and engaged with commissioners

Cheshire East

- Supported with the Launch of the 0-19 Contact Hub – A single point access Hub.
- Managed the official Hub stakeholder event at Knutsford Children's Centre.
- Established relationships with CE Commissioners and LA Partners especially during Covid-19.
- Supported the implementation of the Covid-19 vaccines to 12–15-year-olds in school.

Wirral

- Supported the implementation of the Covid-19 vaccines to 12–15-year-olds in school.
- Supported foundation stage and Year 7 digital questionnaires.

- Supported localised breastfeeding campaign.

The team also link in with our co-production and engagement workshops to help better improve our services. They have also supported the communications of a recent recruitment event at Liverpool John Moores University.

The team has supported in sharing best practice by shaping communication and engagement campaigns for the Wirral and Regional Services. An example of this is the recent launch of ChatHealth across St Helen's and Knowsley.

Our communications team have demonstrated external focus by supporting service leads at partnership forums and workshops to ensure that we are adopting an integrated approach. The team also works closely with other communication leads such as the CCG's, Local Authorities and Local Trusts. This ensures a joined-up approach to achieve better service delivery and outcomes for our populations.

Our communications team has provided our St Helens and Knowsley colleagues with welcome/ operational guides as well as weekly mobilisation bulletins which has benefited teams and has received positive feedback. It has supported the health and wellbeing of our workforce whilst really promoting inclusion.

Our communications team has provided support at several partnership meetings for example, the implementation of the Covid-19 vaccines for 12–15-year-olds, which has enabled joined up working and has ensured that all messages are consistent and are accessible by all members of our communities.

We would like to say a huge thank you to our communications team from the bottom of our hearts. They make our working lives a happier place and always deliver with a smile. They are truly responsive and proactive and demonstrate such passion for the families we work with.

Nominated by Joanne Gillman

Nomination 18 Partnership Forum

The value of the Inclusion Partnership Forum cannot be underestimated. This group, facilitated by WCHC staff underpins our values: compassion, open and trust and is a collaborative approach with partners across Wirral.

At its heart is people and communities, and membership includes Age UK, Macmillan, HIV services, Wirral Ways to Recovery, Tomorrow's Women, The Poppy Factory, Wirral Change, LGBT+ networks, Wirral Maternity Voices, Homelessness and Hostel projects, Brook and Mencap. We discuss our services and client groups,

how we can work together, pool our knowledge, explore ways we can reach our communities with health, wellbeing and prevention messages, and how we can adapt services to meet the needs of our communities.

Health inequalities means 'unfair and unjust, yet avoidable differences in people's access to care and their experiences of the care provided'. The forum work together to do all we can to ensure we are inclusive, focused on population health and meeting the needs of our local people fairly and equally.

The group is filled with enthusiastic like-minded people with a shared commitment to hearing the voices of our disadvantaged and vulnerable communities. Because of the diversity of the forum it is a great network for shared learning and understanding the barriers when accessing healthcare; especially people with protected characteristics, which aligns to our Inclusion Strategy and our commitment to 'getting it right for everyone'. Working together in this way brings social value, improved public health outcomes and enriches experiences of healthcare.

Education and awareness are key to prevention, as well as delivering support in an environment where more vulnerable people feel safe and supported. Talking about prevention helps individuals be more aware and may also impact favourably on the NHS economy in the future. Examples of valuable outcomes of the forum: Wirral Change and Wirral Multicultural Society who support BAME communities recently identified a group of elderly clients from Wirral Chinese Association who wanted information about Dementia, Hypertension and Diabetes. They had expressed a lack of awareness so the forum was able to link with Dietetics, Community Cardiology and our specialist dementia nurse team who planned education delivery with interpreters.

The Homelessness/Rough Sleeper Support Team give a voice to those people who may not be registered with a GP or may move around hostels yet are some of our most vulnerable people. They recently raised issues around access to care, providing our 2hr Community Response Service insight to how pathways could better support these communities.

Wirral Mencap and Options for Living produced a 5 Steps to Health document for adults with learning disabilities which was shared around our services. Wirral Ways to Recovery support people with drug or alcohol addiction. They have worked with Sexual Health to deliver bespoke sessions for women who are overdue cervical screening and need extra support.

Age UK shared their community project that saw iPads distributed to shielding elderly and isolated people to ensure they could keep in touch with families during the pandemic.

The Poppy Factory support veterans with health conditions on their journey into employment. By joining the forum they linked with agencies to explore voluntary work and gain an increased awareness of job fairs.

The forum shares news on community projects that support victims of Domestic Abuse, offers male suicide support, community projects, events such a World Aids Day, people living with HIV, LGBT+ inclusivity and network groups and many others. This learning helps us to know our communities better and reach them in a way that feels right for them - individualising care and making it person-centred. This ensures all partners feel valued in our commitment to collaborative working, helping to reduce health inequalities, which will see longer-term improved outcomes for staff and patients.

Nominated by Judy Fairbairn

Nomination 19

Amie Cavanagh-Williams

I am nominating Amie Cavanagh-Williams for an excellence in partnership award.

For several months Amie has been planning for the Emergency and Urgent Care Upgrade Programme (EUCUP). Due to the major development of the Emergency department at Arrowe Park over the next 2 years, the Urgent Treatment Centre (UTC) had to relocate to a new clinical area at the rear of the existing Emergency Department.

This has taken months of planning to ensure that the clinical care and patient safety is not compromised. Amie has been crucial to the success of the planning, and she has ensured that patients were at the heart of every decision that was made, and that patient experience was prioritised.

Amie has received positive feedback from partners both clinical and non-clinical who have previously been through this process in other hospital upgrade programmes. I have received feedback that Amie's engagement with partners has ensured that the planning phase kept on track and delivered a good outcome.

The planning soon moved to the doing and this is where Amie really came to life. She had planned every inch of the old UTC and the new UTC ensuring that every existing process and function was not compromised. Through careful planning Amie ensured a seamless transition between old UTC and the new UTC without patients even knowing it had happened.

Amie engaged with the clinical and non-clinical teams at every step of the way,

including regular updates and videos to ensure staff felt familiarised with the new environment.

As this is a partnership award, I feel it is important to hear feedback from partners. The Clinical Lead for the EUCUP programme said

“Amie has been fundamental to this move happening smoothly. She has been exceptional and shown true leadership. It was an absolute pleasure to work with Amie in the planning phase and the weeks leading up to and during the move.”

The contribution that Amie has made to the success of urgent care over the next 2 years should not be underestimated.

Well done, Amie!!!

Nominated by Toni Shepherd

Nomination 20

Multi Agency Safeguarding Hub (MASH)

The Multi Agency Safeguarding Hub (MASH) is a team of Social Workers and a Care Navigator who devote their working lives to supporting people in our community to become as safe as possible and maintain that safety.

The team works daily with a multitude of different professionals including our health colleagues, Community Nurses, GPs, colleagues at Arrowe Park Hospital (AHP) and the Community Intermediate Care Centre (CICC)...(to name a few), Police, Ambulance, care and nursing homes, local colleges, universities, domestic violence support organisations, honour based violence organisations and many other third sector parties.

The team is dedicated to multi-professional partnership working. Safeguarding is everyone’s business, and we utterly promote this! The team diligently ensures that all appropriate professionals are included in all safeguarding cases so together we can ensure the best outcomes for the people that we support.

This is not a straight forward nor easy task. Despite the joined up nature of health and social care on the Wirral there is continuous work to be done to ensure joined up working with so many different professionals with differing agendas, policies and remits. This requires a highly skilled team that can encourage participation and openness, lead by example and engender trust, have confidence in professional challenge and encourage reciprocity in information sharing to ensure the most

robust decisions are made. Our team does what we say we will, we communicate with honesty and integrity and work to ensure that all professional input is considered and valued. We have found that this is the only way we can achieve success.

Areas for improvement and suggestions for improved practice are shared with professionals especially with regards to those providing formal support in placement or from care agency organisations. This is in relation to how to refer appropriately to adult social care in respect of safeguarding and also in terms of how to improve practice within their organisations to ensure safe care and support is provided to residents and those receiving care packages at home.

Our team is open to contact from all professionals both within and outside of WCHC when any practice guidance/advice is required or to talk through situations that might require a safeguarding concern to be raised.

The MASH Team are able to measure their success from the lives that we witness Wirral residents to be living following our input. Workers in the team support vulnerable adults at risk and through the input that we have in safeguarding ensure that through dedication, professionalism, skill base and partnership working, the person at the centre of our work is left in a safer place than they were when we first became involved. When this is not possible (as sometimes it isn’t due to the nature of human beings) a solid Protection Plan is put into place that is signed up to by a Multi-Disciplinary Team whom we work with ongoing to protect individuals as far as is possible.

Within the team we praise regularly the great practice that we see all around us (and that means praising our other professional colleagues too!). However, for the team to be recognised more widely as part of the Team WCHC Awards would mean so much and thank you for considering this nomination.

Nominated by Sarah Ingram

Nomination 21

Community Cardiology

Community Cardiology includes a skilled telehealth team who provide care and reassurance to both Heart Failure and COPD patients, many who have both conditions. Collaborating with the local council, CCG, Community Matrons, and the secondary care Respiratory Teams to promote self-care and identify strategies for admission prevention by early identification of deterioration and proactively managing care at home. Seconded nurses from community nursing Sharon and

Helen, supported by community matron Maria Pugh paved the way a new era in health care. The scope of the project was expanded to include Covid Oximetry at Home as part of a system wide admission prevention strategy in response to the still present Covid 19 pandemic and the pressures and risk it presents to all NHS services

The call to action during the pandemic resulted in reassigned staff from cardiac rehab, 0-19, podiatry, community matrons and admin support were thrust together with the telehealth team to provide remote care in a new and scary way. They were all learning new skills and feeling their way to deliver a service that has limited guidance, which is constantly developing with an overt risk of failure which takes all involved outside their comfort zone. Guidelines were not tried and tested, limited robust research to fall back on, only the sense of purpose that Covid Oximetry @ Home will save lives of people within our communities and reduce pressure on our overwhelmed NHS and care services.

This unprecedented time created the perfect conditions for collaboration across the system supported by all senior leaders. Barriers melted away, a shared sense of purpose laid waste to politics, positions, and agendas, working together to do the right thing for our patients and communities.

Building on this partnership culture the next steps include implementing a virtual ward model for semi-acute admission prevention and early supported discharge, working in partnership with secondary care to improve patient flow and admission prevention in A&E Building on trusted relationships with primary care, including the new roles of community paramedics, pharmacists, social prescribers, health coaches and therapists to enable sustainable and holistic care pathways.

WCHC was tasked with creating a local/placed based multidisciplinary team to take over from regional provider to create the New Tier 3 Wirral Community Long Covid Assessment and Treatment Service. The Multidisciplinary team can include but is not limited to Nurses, Exercise Physiologists, Physiotherapists, Occupational Therapists, Mental Health Practitioners (IAPT), Social Prescribers and clinical admin support. Aiming to provide individualised and integrated care pathways to promote recovery and rehabilitation and where clinically indicated onward referral to specialist services and diagnostics leading to treatment where appropriate to improve clinical outcomes and quality of life. This was a very steep learning curve for all involved, rarely are we challenged with a completely new condition but with the support of the CCG commissioning managers and the Cheshire and Mersey clinical working group the service launched last Autumn.

System working, co-design and a flexible approach has essential in developing a service that will meet the specific needs of our population. Working in partnership with respiratory services including pulmonary rehabilitation, Wirral council leisure,

social prescribers, mental health providers (IAPT), voluntary and community assets as we realise the long-term effects and challenges of Covid 19. The skills and experience within the service was integral to the initiation of the service, with all involved accessing additional training.

Lessons learnt especially relating to our long-term conditions health populations and challenges with health inequalities and the wider determinants health factors are giving us valuable insights into how we can shape integrative models for effective management of complex long-term conditions in the future.

Our amazing admin team rise to all challenges most recently working in partnership with the Business Ops team and the e-referral team at WUTH to improve how GPs can refer into the services and streamline admin processes to improve access to care.

Nominated by Nicky Williams

Nomination 22

Infection Prevention and Control Team (IPC)

Effective infection prevention and control is fundamental to our efforts to respond to the Covid-19 pandemic; however infection prevention and control is more than just Covid-19! Undoubtedly, the Covid-19 pandemic has significantly raised the profile of infection prevention and control and has increased the focus on safe and effective infection prevention practices in health and care as well in in our general population. However, there is much more to IPC than responding to pandemics!

Despite there being more to IPC than Covid-19, it is important to recognise the efforts of the IPC team over the last 2.5 years, they have worked tirelessly with system colleagues to support staff, patients, and our populations. The team consists of specialist nurses and administrative staff who have worked diligently since January 2020, providing compassionate, empathetic support to colleagues during unprecedented times. They have used their knowledge and specialist skills to be advocates for our local community to ensure their voice is heard on a regional and national level.

As our understanding of Covid-19 grew, infection prevention and control guidance continually evolved, and was constantly updated and refined to reflect learning. This continuous process ensured that the IPC team were able to support staff and services to respond in an evidence-based way to maintain the safety of patients, services users and staff.

The on-going Covid-19 pandemic highlighted the vulnerabilities of people who live in care homes, and other adult social care settings. The IPC team worked with the local health and care system to develop a collaborative quality improvement model which was undertaken to improve IPC standards within care homes.

The IPC team utilises a proactive approach with the emphasis on being visible so making their accessibility for guidance and advice a priority, whilst building an open relationship with colleagues based on trust. This in turn has led to an improved IPC team image i.e. being a regular familiar friendly face rather than only visiting to audit or when there are outbreaks of infections or problems.

The IPC team continued to work collaboratively with a number of external stakeholders as part of its IPC and governance arrangements to improve the quality of patient and stakeholders experience as well as helping to reduce the risk of infections.

The IPC team were proud to win a national award from the in recognition of the Infection Prevention and Control initiative implemented across all Wirral care homes in partnership with care homes, Wirral Council and Inphase. The team were extremely proud to receive this award on behalf of their work and in recognition of the system wide working that contributed to the success of the project.

The team were able to showcase the exceptional work they have undertaken which demonstrated the commitment of the local health and care system to work collaboratively to improve outcomes of its population in care homes.

The whole IPC Service, as with colleagues across the region, has worked unstintingly to provide an enhanced IPC response during the last two years. Each and every individual working within the team have gone above and beyond to ensure all parts of our local health and care system have received a responsive and supportive service working collaboratively with colleagues in all parts of that system to embed a culture of continuous improvement which is both patient-centred and safety-focused.

Nominated by Helen Wilcox

Nomination 23

Human Resources and Learning & Organisational Development

During the last 12 months the HR and L&OD team have demonstrated excellent partnership working both internally within the service and with other services across

the whole trust.

The recruitment team have worked tirelessly to recruit significant numbers of new staff into new posts in the CICC unit with very tight timescales. The team have supported the development of new job descriptions for clinical roles, they have processed employments checks, arranged interviews, issued offer letters and contracts, and help managers set up new recruitment processes. This entailed a significant increase in the volume of their activity and necessitated sometimes daily meetings with operational service leads to get the right people in the right place at the right time.

Alongside this the e roster team have supported the roll out of the system and dealt with hundreds of rota and pay queries. Their hard work and dedication ensured that there was a smooth transition of roster into payroll so payments were made correctly – which is a fundamental part of the psychological contract with staff.

The L&OD team have supported both student mentors and students to continue to have an effective preceptorship. As well as this they developed an aspirant nurses process which meant students could help work on the new wards and support patient care in the best possible way. They have led the development of a leadership qualities framework and brought in a number of national thought leaders to speak to our managers about leading with efficacy and compassion.

The HR Advisory service have supported managers and staff during the COVID response and have been a constant source of help and guidance for all staffing matters. Adapting any national guidance into trust documents and responding quickly to any new covid rules and how they affect the workplace. We have helped support the transfer of both St Helens and Knowlsey 0-19 staff so that over 200 staff have joined the trust in a seamless transfer of employment.

This has all been done with kindness, care and compassion and they have adapted to new demands in an ever resourceful and resilient way. This nomination is in recognition of their hard work, much of which occurs in the background with little fanfare.

Nominated by Carla Burns

Excellence in Learning

Nominations:

- 1 Sexual Health Wirral
- 2 Sharon Davenport, Specialist Occupational Therapist
- 3 Michelle Drake (Shell), Quality Improvement Practitioner
- 4 Debbie Woods, Public Health Nurse
- 5 Adult Social Care Occupational Therapy Team
- 6 Cheshire and Mersey Quality Improvement and Leadership Project
- 7 Jenna Bassington, Physiotherapist

Nomination 1 Sexual Health Wirral

Sexual Health Wirral is a team that has demonstrated an outstanding achievement in developing and implementing a programme of learning at all levels. This programme has benefited the Trust, Primary Care, GPs and of course service users. The team has been on a journey over the past few years and have made some amazing progress that deserves to be shouted about.

Only a few years ago the team did not have regular students within the service and there was not a training programme in place to encourage this.

With encouragement and support the team worked on a student pack to welcome and educate people. Initially this was a short document but has evolved over the years and is now a detailed 32-page educational pack that is sent out to all students in the service prior to their start date. It contains everything from service information, checklists, quiz's, reflective guidance and links to useful information. Every student is assigned a mentor and the staff make time to sit with the students and talk through their assessments, ensuring support where needed.

Here's our most recent student feedback about the team;

"I would really like to thank everyone at Sexual Health Wirral for an extremely positive placement that I'm sure I'll be comparing the rest to. The team really supported me with my learning experience. The staff are exceptionally kind and patient and work incredibly hard in both their jobs and supporting students."

This was just the beginning. The team has worked incredibly hard on their training and over the past 2 years have increased the number of non-medical prescribers from 1 to 5, which has improved the patient journey and ensuring the team are skilled and up providing evidence-based care. We have a member of the team undertaking the MSc apprenticeship programme, currently working on her dissertation. A piece of work that will involve a service improvement/change. Some of the team will be starting the Mary Seacole Leadership Programme in the next few months. The team also now have a trainee nurse associate and are working with her to ensure she receives the most up to date training with a view to having a new role in the team of a band 4 sexual health nurse associate.

In July 2020 the team applied and was approved as a General Training Practice Centre by the Faculty of Reproduction and Sexual Health, an amazing achievement that meant the service was able to train and assesses doctors, registered nurses and midwives who wish to obtain Facility of Sexual and Reproductive Health qualifications.

These qualifications include:

- FSRH Diploma
- Letter of Competence
- Letter of Competence Intra Uterine Techniques
- Letter of Competence Subdermal Contraceptive Implant Techniques Insertion
- Removal (Contraceptive Implants and Coils)

This has led to the staff being able to access training 'in house' and most recently has meant that the service is able to offer training to GPs. We have already concluded the placement of one GP and have started training another. The team organise six-month placements that allow the GPs to obtain sexual health and contraceptive qualifications. This knowledge can then be used to offer Wirral residents more contraceptive options and improved access. This all works towards impacting the Public Health agenda and tackling inequalities. This programme has been very successful so far and the feedback from our latest GP trainee stated.

"I genuinely don't feel that there is anything that could improve the training, I've loved my time working in Sexual Health Wirral and have felt very supported throughout."

As well as all this great work one of the team has recently been awarded the title of Queens Nurse for Education. The title of Queen's Nurse is only available to individual nurses who have demonstrated a high level of commitment to patient care and nursing practice, and we are very lucky that the staff and patients will benefit from this knowledge, expertise and commitment."

Overall, the team has made Sexual Health Wirral a hub of learning.

Nominated by Sally Barlow

Nomination 2

Sharon Davenport, Specialist Occupational Therapist

I am nominating Specialist Occupational Therapist Sharon Davenport from Adult Social Care Occupational Therapy (ASCOT) Services for Excellence in Learning Award, to highlight and recognise the hard work, commitment and passion Sharon has for learning and teaching others. Sharon has been committed to teaching and implementing the use of Outcome Measures in the service since 2020. The Therapy Outcome Measure (TOMS) developed by Pam Enderby is a standardised outcome

measure tool to enable therapists to measure interventions and their impact. Sharon has enabled TOMS to be the service outcome measure, and to successfully use at the beginning and end of each episode of intervention from therapists and assistants, to measure the progress and impact of the persons impairment activity participation and wellbeing/carer wellbeing. This highlights function abilities, social interactions, general wellbeing and safety to identify how we are impacting people's lives.

Sharon undertook a training course on TOMS outcome measures during her Masters degree and in 2020 trained all Adult Social Care Occupational Therapy staff and has continued to train new staff coming into the service, in its function and application of use, guiding staff in their learning, tailoring learning to individual's needs, to ensure understanding and application.

The services can now monitor interventions by scores and outcomes from the measure giving evidence that can be used to support how the service delivers interventions to meet needs, what the positive impacts are, what staff can improve upon in delivery of services. After the successful roll out of TOMS in Adult Social Care Occupational Therapy Sharon has continued to support learning for existing and new colleagues in the Rehabilitation at Home Service, and other services such as Speech and Language Therapy, with the continuation of the roll out of TOMS application across therapy services.

Sharon has received recognition from Royal College of Occupational Therapists (RCOT) with a feature article on the *"Introduction and use of the Therapy Outcome Measure (TOMs) in Adult Social Care"* for the Royal College of Occupational Therapy (RCOT) professional magazine 'Occupational Therapy News' (July 2021).

Sharon also had a paper of the TOMs audit for the service *"Impact of occupational therapy in an integrated adult social care service: Audit of the Therapy Outcome Measure Findings"* published in 'The Journal of Integrated Care.'

Sharon presented the paper at an author's journal club event on Wednesday 26 January 2022.

Sharon and Professor Pam Enderby author of TOMs are presenting a poster on *"An introduction to the Therapy Outcome Measure"* at the World Federation of Occupational Therapists congress in Paris in August 2022.

Sharon has also now successfully completed her Master's in Advanced Occupational Therapy achieving a merit - this is fantastic achievement.

Sharon's enthusiasm for learning, training, supporting the development of others and in turn service development is clear to all.

I feel Sharon is deserving of the Trust's Excellence in Learning Award.

Nominated by Maria Woodcock

Nomination 3

Michelle Drake (Shell), Quality Improvement Practitioner

Shell is currently studying for her Master degree which means balancing working full time, home and study. She does all this with enthusiasm and you would never know the time she is dedicating to achieve her goal.

This year has thrown lots of things at her personally and professionally which may have tempted her to defer her studies to a better time. She would have been entitled to do this but instead has just quietly got on with things and made it work. Being able to perform well under pressure and balance the myriad of daily challenges is no small endeavour.

Shell is always full of enthusiasm and actively and consistently tries to put the theories learnt as part of her study into practice. Shell's development within the new Quality Improvement Practitioner role, combined with her studies has helped her to highlight the principles of quality improvement that underpin good practice within our organisation. Her reflective nature has helped her develop an understanding of working in a leadership role and supporting staff through change and the implementation of quality improvements.

Shell loves to be with staff and patients to hear about their experiences and when reporting back she discusses with compassion and a desire to make a difference for those that use the services across our Trust. Equally she wants to make improvements for the staff. Her enthusiasm to do this helps staff to feel confident to make the first move and to embrace quality improvement.

Shell has as part of her studies, built an appreciation of the correlation between a stronger team and stronger achievements in patient quality and safety. She helps us as a quality team by motivating us to come together as a group and appreciate the support of colleagues.

Studying and working is hard as most of us know, fortunately, Shell has clear motivation and drive to achieve this goal - she knows why she is doing this and what she will gain. I hope that when Shell achieves her Masters degree and can look back with pride on all that she has achieved despite the challenges that have crossed her path.

Nominated by Helen Lundy

Nomination 4

Debbie Woods, Public Health Nurse

I would like to nominate Debbie Woods for the staff award of 'Excellence in Learning'. Deb is a band 5 public health nurse and part of the Birkenhead 0-19 team based at St Catherine's Health Centre. Deb completed the mentorship module in early 2018 and tentatively began to formally support the learning and development of our future workforce, enjoying the role and growing in confidence. Just before the pandemic struck her line manager asked her to take on the role of Nominated Education Link Person (NELP), in the team. This role involves being a champion for education, ensuring a quality learning environment by supporting staff in their roles as educators, encouraging Continuing Professional Development activities and co-ordinating the learning experience of students in the team. This ensures students are engaged in learning, and ensuring learners are supported in raising concerns by acting as Freedom to Speak Up Champions for them.

Deb was nervous about taking on this role and doubted she was the right person for the task. She couldn't have been more wrong. Of course, it took some time for Deb to get to grips with the role as soon after taking on the responsibility, the pandemic came along and 0-19 services were stepped right back, with Deb and many others being re-assigned to other services. Restoring the service was a challenge and many staff were really worried about how they could enable learners to meet their learning outcomes in such a changed environment.

Deb showed real tenacity and determination to be the best she could be for both placement educators and learners. She has built on her mentorship skills by attending the NELP workshop and is a constant presence at the quarterly forums, always reflecting, always asking important questions, always listening, always open and honest, sharing her ideas and trying out ideas shared by other NELPs.

Deb's confidence has blossomed as have her leadership skills. Deb has used these skills in her team, supporting all the placement educators to discover innovative solutions to supporting learners in a hybrid world of working from home, and some face-to-face contact with service users. The whole team now have the confidence to fully embrace the new ways of supporting learning. Under Deb's NELP leadership, the team continuously receive 100% evaluations and her most recent student evaluation is awesome, earning her and the team a shout out in the staff Update.

Deb has demonstrated:

- Courage in overcoming her doubts about herself and proved to be an exceptional NELP and Practice Assessor in her team.

- Compassion with learners who may be struggling, compassion with her colleagues who manage the demands of supporting the development of our learners while also managing caseloads.
- Openness in her approach to embracing new ideas, honesty when things need to change and improve and is trusted by her team to deliver in her role as NELP.
- In conclusion, Deb has not only evidenced excellence in her personal learning journey to become the great NELP that she is but enables excellence in the learning of her team and our future workforce.

For these reasons I believe Deb is deserving of this award.

Nominated by Katy Fisher

Nomination 5

Adult Social Care Occupational Therapy Team

I would like to nominate the Adult Social Care Occupational Therapy Team for Excellence in Learning Award.

The Adult Social Care Occupational Therapy Team is a community based therapy service providing occupational therapy intervention to adults in Wirral. The team includes Occupational Therapists, Support Practitioners and Occupational Therapy Assistants who all carry out independent assessments in the homes of local residents. The team promote and maintain independence at home through the provision of specialist equipment and adaptations.

Throughout the pandemic, the team struggled with an increase in demand for their services as well as staffing levels. However, the team continued their commitment to learning by providing regular practice education placement opportunities for occupational therapy students. The team developed a practice placement educator rota to ensure that there is a fair ratio of student placement allocations to each therapist. The whole team are extremely welcoming and uphold a positive learning environment for all our occupational therapy students whilst continuing with their complex caseloads. The team work together to ensure that students are given various opportunities to be involved in occupational therapy assessments in the community. The team has been developed their practice educator skills in dealing with the regular demand for student placements in the team.

The team has done extremely well in balancing their duties and responsibilities amidst the demands of the pandemic while continuing to support the learning of

our occupational therapy students. The students have been able to see the pressures therapists are faced with and how the team respond to the changes in community services.

Feedback from the students has been positive and they have enjoyed the learning experience within the team. Some students have even expressed their desire to work within the team in the future.

Nominated by Julia McGuire

Nomination 6

Cheshire and Mersey Quality Improvement and Leadership Project

I am nominating the participants of the Cheshire and Merseyside Quality Improvement and Leadership Project for their commitment to learning, quality improvement and person-centred care.

In November 2021, the Trust had the opportunity to host a place-based pilot Quality Improvement and Leadership Project alongside St. Helens and East Cheshire. Each place could support up to 5 participants to take forward a place-based quality improvement idea through a series of structured learning workshops and action learning sets. Staff from across Wirral place were asked to submit ideas and the project team were blown away by the interest shown by people across several Wirral trusts, Team WCHC having the most applicants. It was quickly decided that the project would support all those who had come forward - 12 in total and 8 from our organisation.

Soon after applying for the course, Covid-19 level 4 arrived seeing increasing pressures across services. This resulted in a slight delay in the start date but did not deter any of the participants from wanting to be involved. They attended 3 workshops exploring their own leadership styles, compassionate leadership, personalised care, coproduction, quality improvement tools and models and theories of change. They committed to 5 action learning sets in between each workshop to work together and support them to apply learning to their work and quality improvement idea.

All the participants work in clinical roles and have significant pressures operationally. Whilst this meant there were some challenges for them, they were able to dedicate

this time to learn and develop with the interests of their services and the community driving this forward. Their quality improvement ideas have included;

- supporting people in minority groups to access health services
- enhancing falls assessments using a person centred approach
- supporting children and families who have significant feeding issues
- developing a forum for advanced practice nurses
- redesigning pathways for emergency spinal injuries
- promoting safety and incident raising in the theatre environment
- enhancing discharge through the trusted assessor model
- referral process for prosthetic rehabilitation
- virtual consultations in adult social care
- therapy input forward accreditation
- development of a competency framework for community matrons

Every participant has engaged in the programme, supporting one another along the way, in particular through the action learning sets which are smaller groups with a focus on their quality improvement idea. They have all demonstrated a very keen desire to learn and have all completed strength-based leadership self-assessments which they have then been able to utilise to further develop themselves as authentic and compassionate leaders. Balancing work and study has been hard but they have achieved this whilst not compromising patient care. The team has shown perseverance, to continue to come forward for learning opportunities at the height of a global pandemic. They all identified issues that they wanted to try to overcome by developing their own skills and knowledge about quality improvement and each one of them should be commended for their inspirational behaviour and commitment to continual improvement.

Feedback has been given at every stage of the process and participants have been actively involved in this. They have described personal and professional growth and how their learning has positively impacted themselves, their team and their people.

I am immensely proud of the journey they have been on and how they have been able to overcome challenges along the way. They have connected with colleagues across organisational boundaries to really take quality improvement and leadership development towards a system approach.

The project will culminate with a world café event in June and each participant will showcase their quality improvement leadership journey with a poster presentation. I would like to take this opportunity to say the team are amazing, inspirational and to wish them well for the future.

Nominated by Emma Carvell

Nomination 7

Jenna Bassington, Physiotherapist

Jenna was new to post in March 2022, having left physiotherapy in secondary care and emergency medicine to fulfil her dream career in pelvic health as a band 6. Jenna did not have any actual physiotherapy experience in this field but had started to accrue knowledge from reading and starting community women's groups.

She was only in post weeks when she was re-deployed due to Covid-19 and remained in Transfer2Assess for 1 year. On her return to pelvic health Jenna found that over the course of 6-9 months all the other member of the team for various reasons left and Jenna was the sole physio with continence skills in the pelvic health team.

Within the same timeframe Wirral University Teaching Hospital NHS Foundation Trust ceased to provide pelvic health physiotherapy and the entire service for Wirral is now provided by our Trust.

With a soaring waiting list and with no applicants for any of the other vacancies it was a daunting task

Jenna maximised her time with the existing staff, staff in other trusts and the outgoing team leader. She then sought external training in the many facets of pelvic health physiotherapy and has completed the following courses over this period:

- Menopause Study Day
- POGP Female Urinary Dysfunction Course
- Pelvic Pain Study Day
- Functional Bowel Disorder and Assessment Course
- Pilates APPI Matwork 1 Course
- Pilates APPI Matwork 2 Course
- POGP Childbearing Year Course
- APPI Matwork 3 Course
- APPI Ante/Postnatal Pilates Continuing Professional Development Day
- APPI Pelvic Floor Pilates Continuing Professional Development Day
- Obstetric Injury Study Day
- Primary Care Conference Birmingham

Jenna is extremely passionate about working for the NHS and in pelvic health. Without her input the Trust was at risk of not being able to provide a service to this service user group. She has initiated new initiatives to both provide care and to also

tackle the very long waiting list. This has included pelvic girdle classes for patients in pregnancy to ensure they are assessed in a timely manner and Pilates classes for the pelvic health group. These 2 new initiatives are only the start as she has many more ideas to improve the health of the clients referred to the service including more input directly into the community and areas with health inequalities.

Jenna has developed as a pelvic health physiotherapist over the year, dramatically having gone from novice to specialist by utilising all the knowledge and skills she has acquired. She has mentored and supported a new band 6 who started recently who also was new to this field of physiotherapy.

Jenna's passion for her field has affected those beyond pelvic health physiotherapy. She is a source of knowledge to her musculoskeletal (MSK) colleagues on continence, menopause and the pelvic floor and is leading a training session on this subject.

Jenna is a busy mum to 4 primary school age children and regularly competes in triathlons. Her energy and enthusiasm are infectious, and I would strongly recommend her for the award of Exceptional Learning. Jenna helps to deliver results to the patients of Wirral both now and for the future.

Nominated by Heather Hesketh

Excellence in Leadership

Nominations:

- 1 Julia Bryant
- 2 Sally Barlow
- 3 Amanda Ball
- 4 Gemma Flanagan
- 5 Karen Milnes
- 6 Cindy Freeman
- 7 Jennifer De Ornellas
- 8 Alison Jones
- 9 Urgent Care Senior Management Team
- 10 Joanne Welsh
- 11 Wirral 0-19 Leadership Team
- 12 Toni Shepherd
- 13 Jennifer De Ornellas
- 14 Sarah Thompson
- 15 Sarah Thompson

Nomination 1

Julia Bryant

I would like to nominate Julia Bryant Quality Lead for the excellence in leadership award.

Julia has been my direct line manager from July 2021.

From the outset Julia was very clear that we are team, together always, using the Trust values in our day to day. We need to understand how each other works to enable us to move forward and gain the results for the quality agenda that we want to be part off.

I suffered imposter syndrome when I first started attending meetings, I didn't know anybody or understand the terminology and I looked to Julia as she was confident, professional and decisive in her eloquent chairing of meetings. This is when we had our first honest conversation and I have never experienced this from a team leader before. I had become very quiet and second guessed everything. Julia saw this and approached this as we said we would be open and honest; she was responsive to my situation.

I could return to my previous role, or I could choose to breathe, regroup and channel what I had said in my interview and be that proactive individual she saw in me and needed me to see.

Julia gave me the space to see the potential she saw, and that I bring my own dimension to the Quality Team and that is OK. We enable each other every day, we check in on each other. We calm each other and push each other. When I observe Julia in meetings, I am proud she is my line manager and I get to learn from her. Her knowledge, range of skills, level of respect people have for her across the organisation is exemplary.

We have a weekly huddle and new ideas are shared and encouraged. Julia attends multiple team meetings, actively listens and encourages others to share their views but also takes conversations into other spheres that may not have been approached if she wasn't there; a blended approach of corporate and operational thinking.

The telephone, text and email are always answered. It may be 'can I come back to you', but she will always respond and make you feel listened to. This is a skill not everyone has. Julia is an extrovert and has passion with drive, however she recognises this and can flip her personality preference to suit the situation, so people feel comfortable in her presence. Julia also includes people so they know what is happening, she will share work streams and projects, actively encourages

staff delivering frontline services to attend meetings so they understand corporate and operational demands and how they run alongside each other. Julia is passionate that staff understand the dynamics of the two areas and how one does not function without the other

Julia has completed many areas of learning and celebrates others' academic successes but also highlights when they have done a great job and thanks people. This is real humility and creates team spirit.

Julia not only displays leadership qualities, she understands them and encourages others to recognise their own leadership style and develop their approaches to leadership. Everyone is included and has a role to play in our team which gives us ownership, accountability and a way of showcasing our strengths and improving on areas we are not as strong in.

The Involve Group she created has over 50 members and she inspires them to give their time to attend meetings to be part of the community, developing services.

Julia makes quality real and tangible. We all want to deliver exceptional care and quality is how we do this - she said this to me when I first started with her, as 'quality' is a term everyone finds hard to explain. It is different to everyone, however we all want to deliver a quality service and she is inspiring, motivating and enables me to engage with the 0-25 services to be able to support the teams to deliver a quality service that has the Trust values embedded in every interaction.

Thank you for seeing me Julia and helping me to see myself. I appreciate you.

Nominated by Michelle Drake

Nomination 2

Sally Barlow

I would like to nominate Sally Barlow, Service Lead for Sexual Health.

Sally was put into the service lead post 6 months ago after some changes were made within our management team.

Since being in post Sally has done nothing but try to make this service better and continue to give our patients the best care possible. Sally is always bringing in new ideas and involves the entire team and encourages them to bring new ideas to the table to ensure our service is at its best.

Sally couldn't be more approachable, I feel I can go to her with anything, and she will ensure she does whatever she can, not just for me but the entire team. She's very responsive when it comes to someone needing something and a great team

player, she involves herself in every aspect of the service, even if it's not needed. Sally encourages me and the team constantly and she is always pushing us to fulfil our full potentials.

I asked multiple members of staff why they thought Sally was a good leader, they said the following.

- Supportive
- Approachable
- Non judgemental
- Listens to what you say
- Sensible and practical
- Level-headed
- Encouraging
- There when you need her
- Makes me feel confident in my role
- Allows me to get on with my job
- Adaptable
- Takes pride in her role
- Reactive to emails
- Goes the extra mile to help
- Open door policy
- Compassionate
- Trustworthy
- Open and honest

Back in January 2021, Sally put herself forward to go and work on the wards throughout the Covid pandemic. Due to this, staff in our service followed her lead and also went to help out. If that's not a leader I don't know what is?

Sally also encourages all members of staff to take on training to excel in their roles. Sally will always work with the management team with rotas etc. to ensure that clinics and the admin office is covered to allow staff to take on training.

Every Thursday morning, we block our clinics for one hour to allow the clinical staff to join 'Journal Club' hosted by Liverpool University Teaching Hospitals to learn more about how others work and learn about clinical cases being completed/ reviewed.

Since Sally has been in post, safeguarding within the service has massively improved, and SOPs, pathways and procedures have been devised to ensure safety for both

patients and staff. Sally is always putting the service, patients, and staff first and will always support us with anything we need.

Our wellbeing is always a priority for Sally, and she always sits and listens to us and adapts our role to help and advises us in the best way.

The team trust Sally to lead and support us to do great things, that's what a leader is.

Sally has stepped up for us and the service in every way possible and we couldn't ask for a more approachable, supportive and encouraging leader.

Sally lives by her title, Service Lead and the team are very grateful to have her on our side.

Nominated by Lauren Martyn

Nomination 3

Amanda Ball

We feel we must nominate our AHP Workforce Supply Strategy Manager, Amanda Ball, for Excellence in Leadership to reflect her outstanding work, especially in her role as Allied Health Professions Workforce Project Strategy Lead for Team WCHC.

From the day we started on the project (1 December 2021) Amanda has been a great inspiration. Her diligence and dedication for finding all the information we needed as her Support Managers was evident by the size and number of documents on the shared drive, relating to the project. She motivated and engaged us from the start by assigning key areas of focus, and was always fair and supportive, offering ideas of how we could move on to meet the targets within the project. Amanda has held strategic oversight of this significant project and has maintained the bulk of the key areas and shared the successes and progress with us, showing that she remained part of our small, but high achieving team.

Amanda always showed gratitude for our input. Despite the pressure to complete the Health Education England (HEE) project work in a 5-month period, she was always caring, approachable, engaging and consistent. She repeatedly advised us of our value in assisting with engaging as many of the AHP workforce to get involved. With her leadership qualities, respectfulness, compassion and trust she displays daily, we feel we have produced a well thought out strategy and report on how our AHP colleagues wish us to develop the workforce in the next 18 months, to ensure the correct supply of AHPs and their highly valuable Support Workforce is in place for 2024. We both finished supporting the project on 31 March 2022, while Amanda stayed on part-time to complete the report template to finish on 30 April 2022.

Well done Amanda, it has been a pleasure to work with you on this project. We have learned so much from you and each other! We look forward to continuing under your leadership when back in our substantive roles when 1 April rolls around.

Nominated by Morag Davis and Sharon Davenport

Nomination 4

Gemma Flanagan

Gemma plays a key leadership role in CICC and has become a main point of contact for therapists, nursing staff and senior leaders.

Gemma is always receptive to staff approaching her and this means that everyone feels confident in seeking advice and support. This approachability has been extremely valuable in a new service where many staff have been new to both the service and the Trust.

In addition to her day-to-day leadership, Gemma's expert knowledge of falls and equipment is invaluable for patient safety and she leads in the service with manual handling training and with falls prevention.

As her colleague I have worked for several years with Gemma and have always valued her ability to lead the team with compassion.

Nominated by Victoria Wilcox

Nomination 5

Karen Milnes

This nomination goes to Karen Milnes to say thank you from her senior leadership team in adult and community services and integrated therapies, for the support and guidance she has given to each one of them over the course of the pandemic.

There is no denying that the past two years have been the most challenging years in most people's careers. This is true of all staff, and for those leading services those challenges have been multi-faceted and ever-changing. It has never been more important to have been there for one another, to support one another, to show compassion, understanding, flexibility and consistency in leadership. Karen has consistently demonstrated all these attributes and has been a constant and supportive leadership figure for teams throughout the pandemic.

Karen has provided a supportive framework for the leadership team to work within. Always being available to talk things through, either through the regular SMT

meetings, 1:1s and, perhaps more importantly, informal chats as and when needed. In terms of responsiveness, her team know that she will be there, either at the time or as soon as she is available. Not only that but that she will listen, provide sound advice, and support them to think of ways to overcome any problems. Having a very calm and practical outlook on things has been extremely helpful during many of the situations that have arisen over the pandemic, and those that she supports always know that there will be some positive outcomes of any conversations they have with her. Over the pandemic, the senior management team ensured that one weekly team meeting per month was dedicated to peer support, and this became a meeting that had no specific agenda other than for the leads to talk openly, listen and support one another.

Being a senior lead in the Trust, Karen has been called upon to support with the development of new services over the pandemic and to support with services that have not fallen under her division. This has been part of the ongoing effort to maintain resilience and stability during the peaks and troughs of covid but is testament to her ability to do this, seemingly with ease. First-hand feedback from staff has been that Karen listens and takes time to understand the real issues that teams face. She does not profess to have a magic wand, but she will do all she can to support them. Humour has been integral, and she has been able to inject this to maintain or boost morale when needed.

As we move to a new organisational design, some leads will continue to work closely with Karen, whilst others will not. We would like to take this opportunity to let her know how much we have all appreciated the support she has given us. Here are some specific words of thanks from her team:

Maria Woodcock: "Karen was supportive during my experience of acting up as specialist services manager, giving clarity and guidance when required, and encouragement, which really helped."

Amanda Ball: "I would like to echo all that has been said and thank Karen for everything she has done to support us despite the pressures she has been working under. I will miss her leadership moving forwards."

Nicky Williams: "Karen has been a rock and guiding force during the most difficult time in my life, she is an amazing leader, mentor, coach, and a compassionate and caring individual. I literally cannot thank her enough for her support."

Ange Lloyd: "I have worked for/with Karen from 2013 when I moved to Admin Support for the then Divisional Managers, and always found her very approachable and supportive."

Nominated by Emma Carvell

Nomination 6

Cindy Freeman

As Clinical Safety Manager, Cindy is a shining example of positivity, who demonstrates boundless energy, drive and enthusiasm on a daily basis, and I am honoured to be part of her Team. Her skills and knowledge are remarkable, and she promotes the Trust values of Compassion, Openness and Trust with exuberance and ease, every moment of every day.

Cindy is always extremely upbeat, positive, focused and enthusiastic, which is infectious and makes our working lives so much better. Cindy demonstrates compassion to all of her team and is always supportive, actively listens and is an advocate for promoting the psychological safety of her staff and those of the wider Trust, which is especially important in her role, dealing with sensitive patient safety issues.

Cindy's written and verbal communication skills are honed to perfection, testament to her years of service and experience in the NHS and the Trust as a whole. Her feedback is consistently measured, honest, fair and inclusive and she demonstrates leadership skills in abundance. Cindy generously shares her ideas, never taking the credit herself, but is happy to promote her staff, wanting and inspiring them to perform to the best of their abilities as they have such a great role model.

I love working for my team, but it would not be what it is without Cindy leading us from the helm in her own fabulous sparkly way, thank you Cindy for all that you do and making our working lives so much better.

Nominated by Jacqueline Smethurst

Nomination 7

Jennifer De Ornellas

I would like to nominate Jennifer De Ornellas for the 'Excellence in Leadership' award. Jennifer is an integral leader who is stoic, inspirational and whose diligent guidance transcends, across all WCHC health and social care services.

Jennifer's daily contribution to operational and strategic needs within the WCHC is what sets her apart from other leaders. Whether that being her responsiveness to frontline practice situations, review and direction for patient safety incidents or the much-needed empathy and compassionate leadership for staff and service users/patients.

Jennifer's willingness to be diverse in her leadership roles has created a legitimacy and trust from staff, given her continued passion and drive to support, encourage, and influence co-produced outcomes for both staff and service users/patients alike.

Jennifer champions the development of all staff and services:

- taking active roles in service reviews
- leading locality SAFE quality and governance agendas
- Developing and promoting training and CPD
- Supporting ASC progression panels
- Celebrating individual and team achievements and excellence

Jennifer is skilled in identifying others' passions, talents and good practice, utilising her vast internal and external health and social care networks to link up MDT and cross-system working.

Jennifer is a subject matter expert in a range of ASC, mental health and quality related fields, however, is always humble and inquisitive of others' knowledge and skills. This inspires the professional curiosities of WCHC staff, thereby empowering a culture of innovation and quality improvements: qualities of leadership which are paramount in times of experiment and change in WCHC.

Jennifer leads over and beyond the fixed parameters of her job role, given her intrinsic motivation is to lead in a manner which facilitates effective and safe practices for the benefit of staff and our Wirral community. This is strengthened by her adherence to tenets of equality and diversity, social justice and principles aligned to inclusivity and fairness. Whilst Jennifer is steeped in ethical rigor linked to her social work professionalism, it is her humanism and strong belief in the value of people which motivates those around her.

We all often seek differing qualities from a leader dependent on our own views, values, and scope of purpose. Yet the universality of an excellent leader as Quincy Adams writes, 'inspires others to dream more, learn more, do more and become more'. A mould which can be made from the actions of Jennifer and replicated across WCHC, providing real meaning to the aspiration of 'Excellence in Leadership'.

Nominated by Pdraig O'Dea

Nomination 8

Alison Jones

I would like to nominate Alison Jones who recently took over the role of Freedom to Speak Up Guardian (FTSU), working alongside her own role in the Trust.

I am a FTSU Champion and feel that since Alison took over this role, she has really worked with the Champions and the Trust to lead the Freedom to Speak Up message and help make sure we as a Trust are all aligned in our communication and messages to staff. Alison is so proactive in her guardian role and has been focused on making sure her face is known and that staff can come to her to speak up, or for advice and support without fearing consequences.

FTSU is linked to the CQC domain and included in Well Led, and I feel Alison has embraced the guardian role fully and reenergised the FTSU message. This is so important for staff to feel this level of support, and for the Trust to know that speaking up if something doesn't feel right, look right or if patient safety is questioned, is encouraged and supported so that we can be assured of being an open and transparent NHS organisation.

As a champion I feel Alison has really connected our 60+ FTSU Champions, working with comms on several campaigns to promote the Champion role. She is always on hand to support and guide champions if they need to talk something through. Being a champion is big responsibility as you are in a position of trust for staff to come to you - so having Alison for support and leadership is very reassuring.

Alison always has FTSU on her agenda at meetings and is always exploring new ways of getting the message out - be it roadshows, banner boards, screensavers, campaigns, Update features - she leads the FTSU agenda with such passion and commitment and encourages and motivates staff to get involved. I have worked with her on many FTSU comms campaigns this year and she really drives the messages to be inclusive.

She has met with Staff Networks to make sure our staff with protected characteristics are fully onboard with our FTSU policies and has already pledged to work with our BAME and LGBTQ+ networks on further proactive communication to ensure we are fair and equitable to all. Alison also made sure she visited our CICC wards to engage with staff in frontline clinical roles - and made a special visit to meet our new international nurses on the ward so she could personally welcome them and tell them more about FTSU and make sure they were fully informed about how to raise a concern or speak up and feel supported. Her visit was really appreciated and her warm and friendly persona shines through - great leadership.

She often attends service team meetings to talk about FTSU and makes sure it is on everybody's radar and motivates staff to get involved and learn more about FTSU. New posters with Alison's face and contact details are now in every service across all four localities and she leads regular champion meetings to ask us to work with her on ideas as to how we can make sure we promote a positive culture of speaking up and address any barriers, improving staff experience. She motivates and supports

60+ FTSU champions which is really important as we are out there with staff every day - and she brings new ideas. She recently worked on a feedback questionnaire for people who have spoken up to explore how they felt the process went and how supported they felt - this will help with learning and improvement. Alison also attends the national guardian meetings and webinars so she can bring back learning and shared practice and make sure speaking up policies and processes are constantly improved - all of which helps our Trust be the best it can be.

I think Alison's leadership skills as FTSU Guardian have shone through and feel she fits the criteria for Excellence in Leadership perfectly as her work stretches across every service in our Trust and benefits so many people.

Nominated by Judy Fairbairn

Nomination 9

Urgent Care Senior Management Team

I would like to nominate the Urgent Care Senior Management Team.

Since I have been part of Urgent Care the senior management team have welcomed me and my ideas.

We have been through a period of significant change over the past 12 months and the leaders within the service have not only embraced the change but also lead the development of staff engagement opportunities to ensure that we really understand what matters to staff.

The team have taken feedback from staff, both positive and negative, and have committed to making measurable improvements and feedback to staff through a "you said... we did" approach.

This has not been an easy task and has required some leadership reflection and refocus of where we will achieve the greatest results.

Every member of the SMT have demonstrated their leadership and commitment to getting it right for our staff and people that use our services.

The team have worked flexibly both in and out of hours to ensure that we don't miss any groups of staff and the feedback from the staff who work predominantly at night have really valued their visible leadership.

Nominated by Toni Shepherd

Nomination 10

Joanne Welsh

I would like to nominate our Team Manager, Jo Welsh, Named Nurse for Safeguarding Adults, to be recognised by the Trust for the Excellence in Leadership Award.

Over the past two years Jo has (despite some underlying ill-health) consistently led our team (Safeguarding Adults Governance Team) in an enthusiastic manner, fostering a compassionate, trusting and open approach, always displaying our Trust values.

With over 34 years of nursing experience, in both children and adult fields, Jo brings a plethora of knowledge and skills to her authentic style of management and leadership, always encouraging the team to be the very best versions of ourselves.

The team values her approachable style and absolutely recognises the dedication and leadership skills that Jo utilises to inspire us to reach our goal and vision - embedding safeguarding best practice and principles to the very core of our high-quality care and services, within all areas of the organisation, through training, education, support and dissemination of safeguarding knowledge and skills.

Jo demonstrates strong leadership and motivates the team, always leading by example and displaying a positive focus. She consistently emphasises the importance of task and relationship excellence, inspiring us to look at innovative ways of working and spreading the safeguarding word.

Her compassion and empathy for others is always apparent, a vital element in effective leadership, but especially working within the safeguarding arena. She recognises our attributes, both as a team but also as individuals. Always valuing our opinions, she encourages new concepts and forward thinking, she fosters team creativity to empower us to achieve the delivery of the safeguarding message throughout the Trust.

Whilst Jo requires the highest of standards in open communication and transparency, she nurtures the team to grow by promoting our personal development through increased knowledge and training. She supports us to strengthen our abilities (and limitations) and encourages development of, and within, our roles.

Jo is always approachable, a true professional and accountable practitioner, who works tirelessly for our Trust to ensure safeguarding is truly embedded within all

high quality care delivered, and for this I feel she is the perfect candidate to receive the award for Excellence in Leadership.

Nominated by Helen Harris

Nomination 11

Wirral 0-19 Leadership Team

I would like to nominate the Wirral 0-19 Team Leaders as a leadership team for their continued work and exceptional dedication and commitment over the past 12 months and prior to this. The impact of the Covid pandemic has shifted the team leader roles and responsibilities and the team leaders have always looked to go above and beyond for the teams within the 0-19 service. They have worked collaboratively and creatively promoting a respectful, collegial and supportive work environment.

I have included all who have supported the leadership team across the service for the purposes of this award nomination, so this includes Nicky Birkby, Elly Wright, Sharen Harwood, Jen Owens and Deb Stevens, Lauren Wilkinson (who has now left) and Nicola Volan.

The leadership skills demonstrated within this period of time have been exceptional, with a caring approach to ensure staff are supported with empathy in any given experience. The compassion provided has developed resilience within teams that has been really needed in challenging times.

The delivery of the 12-15 vaccination programme required a leadership commitment that was embraced, to ensure all information was available to support staff/teams' questions and that our children and young people were well supported and able to access the vaccination safely. The whole team implemented several new models within the last couple of years and they have always put the needs of teams and service users first. Using their experience and understanding of individuals within teams has brought a real strength.

The introduction of debriefs to support staff returning from reassignments and other ways of working was an example of caring so much to hear and listen to others' experience and build strength and resilience. The development of staff wellbeing ideas has demonstrated creativity and support for all, use of garden spaces, wellbeing boards and access to impromptu and planned supervision are yet again evidence of a leadership team that really listen and want to support the staff to be the best that they can, and this has a direct impact on care delivery.

They have all communicated, coordinated and shared situation awareness to make the best decisions at the time. Together they have trusted, been compassionate and always open to new ideas. Often my request, 'shall we just trial it', is well received with an abundance of 'yes', not only will we try it but we will succeed with further ideas and developments taken from staff ideas.

A joint shared leadership approach is key and enables other to join and contribute. By gathering information and ideas, these are then assessed, considered for policies, procedures and governance, identifying options then taking action with consistent evaluation is the success model for some of the service's recent developments.

Covid has brought additional demand on the service and the leadership team have led this with common understanding and questioning of what do we need to understand and what do we need to do next?

I would love to celebrate the success of these individuals for what they have brought to the leadership team as individuals, and collectively how they have worked together to support the asks and needs. They have each gone above and beyond and supported each other and their teams exceptionally well. There have been times when there are not enough adjectives to describe how valued they have been. I know the teams have felt well supported and well informed. As we move back into more usual planning phases I look forward to our continued working together and taking a reflective moment to capture the successes and challenges of the journey.

Nominated by Lindsey Costello

Nomination 12

Toni Shepherd

I would like to nominate Toni Shepherd, Service Director – Wirral and Regional System, for the staff award category of Excellence in Leadership.

Toni is an authentic, transformational, visible leader who is compassionate and courageous in her approach, always bringing a sense of calm, whilst ensuring her services continuously evidence improvement, which is embedded and sustained.

This is achieved by engaging staff, inspiring a shared purpose and vision, ensuring teams remain connected and informed, underpinned by the Trust's values of compassion, open and trust.

The flexibility, responsiveness and leadership behaviours Toni exhibits is exemplary, and this can be evidenced via the vast portfolio that she has successfully led

throughout the Covid-19 pandemic.

This includes establishment of the Trust's Covid-19 swabbing service, working collaboratively with system partners to deliver an accessible service within Wirral. To ensure the correct service model and to optimise support to staff, Toni actively participated in provision of the service, leading by example so that systems and processes could be further improved and streamlined. The service was successfully delivered within required timeframes, providing access to valuable diagnostics, protecting local communities.

This approach to supporting staff and visible leadership is also evidenced in Toni's leadership of the Trust's Community Intermediate Care Centre. During Toni's leadership of the wards, she implemented systems and processes to improve clinical practice whilst again receiving training to update her own competencies to ensure clinical credibility to support the team. This detailed knowledge of team and service requirements enabled Toni to implement a bespoke rapid training programme to ensure staff had timely access to the required clinical training.

More recently, Toni has led implementation of new service areas including St Helens 0-19 and Knowsley 0-25. Within these areas, Toni has worked hard to connect the service and staff to the wider organisation. This has been supported by leadership walk arounds to ensure all staff feel recognised, valued and have a voice which can be heard, ensuring prompt identification of areas requiring quality improvement.

These transferrable principles in leadership are demonstrated throughout all of Toni's service areas, including the walk-in-centres and GP Out of Hours. Successful outcomes in service delivery are achieved by holding people to account, whilst always ensuring that staff have the correct support, supervision and training, to reach their full potential in delivering high quality safe care.

Toni is always supportive of others and is skilled and effective at collaborating with colleagues both internally and externally to the organisation, demonstrating excellence in leadership.

Nominated by Claire Wedge

Nomination 13

Jennifer De Ornellas

I'm nominating Jen De Ornellas for this award because, even amongst dozens of inspiring and committed colleagues, she has stood out over the past year, and for several reasons.

I have found Jen to be unfailingly and almost supernaturally positive and decisive when things are challenging. She has needed to work flexibly, right across operational, quality and strategic roles in our adult social care teams, reacting and responding to changes in our workforce as some people have left or been away from the organisation, and new people have joined. But you would probably not notice that from her demeanour. I believe that without Jen we would have felt some big gaps. With grace, she bridged them.

I've also been very impressed with her approach to delivering the 3 Conversations model in adult social care. Working with colleagues from within and beyond the Trust, she has played a key role in helping teams test out this approach - revolutionary in its simplicity - to better understand and support people to meet their needs, and to enable our adult social care staff to work in a way that brings them much greater job satisfaction.

It is much more focused on building relationships with people, their individual circumstances and what will make the biggest difference to them and much less on thresholds for support and hand-offs between teams. She talks and drives this person-focused model with passion, and this is because she embodies that approach herself. The 3 Conversations model will be hugely important across our organisation and health and care system and it will succeed significantly because of Jen.

As well as this she has driven the approach to better providing safe care and a culture of continuous learning and improvement in the Trust. I worked with her and the other quality leads in developing and delivering focus group sessions as we built the Trust strategy and those that underpin it, including the Quality Strategy. Through this, I saw her clear-eyed understanding of what we do well organisationally, and where we have room for improvement. That combination of positivity and drive to do better, alongside realism about some of the challenges, are excellent leadership attributes.

On a day to day basis, Jen is helpful, open and compassionate, modelling great leadership behaviours and valued by the teams in the Trust; she's someone I feel fortunate to work alongside.

Nominated by David Hammond

Nomination 14

Sarah Thompson

Sarah is an excellent community manager, she is always approachable, and shows genuine care and interest in the health and wellbeing of staff. She spends the time

to listen to staff concerns and acts on any issues or concerns they may have, in a professional manner. She has an open-door policy so that nurses feel comfortable approaching her whenever they need to discuss something, for whatever reason.

She promotes psychological safety, mutual trust and respect, and support teams to make decisions.

Sarah has created constructive working relationships that can sustain the workplace and make it feel that working within the Trust you're a valued member of the team.

Sarah is an inspirational leader by demonstrating the Trust values in her everyday practice. Always leading by example, in a trusted, compassionate, open manner.

Sarah has recently supported and helped manage the new community nursing single point of access service (CNSPA), as well as managing community nursing teams. She has been passionate and enthusiastic about developing the new service. Sarah is also passionate about patient safety and providing integrated care, putting the individual at the heart of healthcare, and developing the service around the patient's journey.

She has strived to develop a service that focuses on ensuring that everyone has access to high-quality health care. Promoting access to community nursing services. She has demonstrated true commitment, improving services within the Trust. She has been active in leading service design and change; and involving staff, in the development of the service.

Sarah has provided support and encouragement to staff, encouraging them to participate in the decision making and development of the service. She provides constructive criticism, offers information, makes suggestions, and asks questions. She encourages everyone to be a team player because when everyone is working together, there is a higher sense of job satisfaction within the team.

As a nurse manager, you educate, encourage and support staff through the changes to come within health care. It's the nurse manager role to ensure that all staff are maintaining the current acceptable level of care. Along with maintaining adequate staff for patient safety, while controlling the budget. Sarah manages all this with constant positive attitude, always striving to improve patient care.

As an individual Sarah is a truly lovely person, kind, generous, open, and honest. She has always been there with a bright smile and a kind word.

She has been such an inspiration to me, and the team.

Nominated by Gillian Cailceta

Nomination 15

Sarah Thompson

As a nurse manager, Sarah provides strong, clinical and professional leadership to nurses and HCAs; directly for two teams across a locality and influencing much wider than this across the whole community nursing service and beyond organisational boundaries.

Sarah regularly deputises for her aligned Service Director with the highest levels of professionalism, confidence and skill. She is trusted to deliver every time.

Sarah's role is to support teams to be able to provide the highest quality of patient centred care. She promotes excellence and has high expectations of the teams she supports, leading with compassion and authenticity so staff feel supported and empowered to follow her vision.

She communicates clearly to them what the expected standards are. When teams meet or exceed these standards, she celebrates and shares good news and best practice to inspire, congratulate and motivate them. Where standards are lower than expected, Sarah utilises the principles of quality improvement to help teams to reach and exceed standards.

She has a unique skill in relation to her analysis of data to drive forward improvements and looks at change over time to support the journey. She understands the limitations of looking at data at a point in time in the absence of past data and the wider context in which the data is being looked at. This is a skill that is vital in provision of the highest quality of care and not to be taken for granted. Examples of this are in Sarah's management of high priority clinical and professional areas such as pressure ulcer management and safe staffing in relation to training and supervision for staff. Her behaviour in the latter area demonstrates her commitment to the values of Queen's Nurses to maximise the health, wellbeing, and professional development of individual nurses. Again, aligned to the QNI (Queen's Nursing Institute) values, she recognises the critical importance of data and evidence to gain insights and make positive changes.

Sarah is an advocate for leadership at every level and this has been evidenced through her leadership of the HCAs across the Trust. Sarah has supported a programme to increase their skills and confidence in relation to clinical interventions. This work has been much greater than just the provision of training, involving clear and supportive communication to help them to see the benefits of the training for them and for the community. Sarah leads with authenticity, and this has led to the staff putting their trust in her and being on board with her vision. This has been

pivotal for the Trust as we face increases in demand and complexity. Skills mix has never been so important. Sarah has made huge in roads to achieving this whilst also instilling confidence amongst the work force.

Sarah consistently acts as a positive and inspiring role model to both peers and other professional colleagues. As an integrated organisation with both adult social care and AHP colleagues, Sarah's influence extends much more widely than just community nursing. Sarah's behaviour is aligned to the values of the Trust in everything that she does. Compassionate, Openness and Trust and doing this "together".

Feedback from Sarah's colleagues is testament to her inspirational role modelling. They say that she is very approachable as a manager, listening to concerns raised and offering support and advice. Those new to leadership roles have commented on how Sarah has helped them to think "outside the box" with new ways of working. They have commented on her dedication to the role, working "above and beyond" her hours to ensure the team are supported to provide the highest quality of care and support to patients.

Nominated by Emma Carvell

Unsung Hero Award

Nominations:

- 1 Janet Kane
- 2 Ben Bowsley
- 3 Louise Aspinall
- 4 Dorothy Lester
- 5 Tim Goodman
- 6 IT
- 7 Jeff Wilson
- 8 Damien Boden
- 9 Sarah Love
- 10 Shift Managers, Admin Team and Drivers

Nomination 1 Janet Kane

I am nominating Janet not only as a way of saying thank you to her for all she has done for the trust - our staff and our people but also to highlight the vital role that volunteers play in enhancing both staff and patient experience and also in enabling our staff to work more effectively and efficiently.

Janet has volunteered for the Trust now for almost three years and not a week goes by when I do not wonder what we would do without her. Her role was initially two sessions a week but since the start of the pandemic and even before that, Janet has far exceeded this and offers her support and guidance to all staff whenever they need it.

Her main roles are managing queries relating to the Trust SAFE system and, more latterly, supporting services to gain valuable patient feedback so they can continue to improve their services. Not only that, but to hear experiences of our patients and feedback to staff - Janet has heard so many positive things from our patients and service users. Being able to give this feedback to staff has been so uplifting and much needed over the pandemic.

Monitoring the SAFE inbox on a daily basis, Janet resets passwords responsively. This is pivotal to ensuring we maintain staff engagement with the system. If widgets are locked or home screens look strange, Janet is able to fix this. Her support extends to every staff member and service across the Trust and I hear on a regular basis how much our staff value her time and dedication to the Trust.

Janet's career background makes her very well suited to this role from a technical and organisational perspective but her skills and attributes are much more far reaching than this. It is very clear to anyone who meets her that her focus is very much on improving outcomes for the staff and people of Wirral.

She has been a great support to our new 0-19 colleagues, offering them support with navigating the SAFE system. She has been key to increasing hand hygiene completion across the Trust by offering targeted support to those who need it. SAFE was recently upgraded to the latest version and despite this seeming like a simple task, this was far from the case. Janet worked tirelessly with colleagues from IT to ensure that there would be minimal impact on staff when this change was implemented.

Please consider Janet as a strong contender for the "unsung hero" category. I know that she would never consider herself as this and would not expect this recognition. However, I do feel very passionately that she goes over and above every day and far

exceeds any expectations. I would love for the Trust to collectively say thank you to her and recognise more formally the contribution she is making to both staff and patients.

Thank you

Nominated by Emma Carvell

Nomination 2

Ben Bowsley

Ben is a real unsung hero! not only to the Quality and Governance Team but for the Trust as a whole.

Nothing is ever too much trouble for Ben, whether you are clinical, admin, a member of the executive team or one of our service users, Ben will help and go above and beyond to solve any queries or problems that you may have with Datix.

When Ben worked within the Your Experience Team, he worked tirelessly to ensure that service users understood what was happening with their health and social care needs and escalated to the right people when he was unable to answer the questions raised. He has an excellent knowledge of the system and was able to signpost our service users or suggest advocacy services, when service users were struggling to get their voice heard. Ben has empathy by the bucketful!

Ben has been a real rock too during the pandemic, working from home, taking very challenging and difficult telephone calls. Despite this, he remains calm and steady and tackles everything that is thrown at him head on with ultimate professionalism.

When it comes to Datix - Ben is a whizz! He loves a report and continuously offers support to staff when staff may ask for data at very short notice. When an email comes in requesting information, he rises to the challenge and says either 'I will do that' or 'I have done that and sent it on' before you can even blink or open the email!

Ben has recently taken on a secondment which he thoroughly deserves. I am sure that he will be taking his skills, enthusiasm for knowledge and helpful character to his Datix and Compliance Manager role. He is one of life's 'good guys' and it's inherent in his nature to be the best he can be and help anyone that needs him.

The last thing to say about Ben is that he is a quiet person and never shouts about his achievements to others. He is calm, intelligent and he can play guitar and sing!... as many of you will have heard in our Christmas window competition back in the good old days!

To sum up, 'not all heroes wear capes' is a saying that I would attribute to Ben!

Nominated by Donna Ditchfield

Nomination 3

Louise Aspinall

Louise has made such a massive difference to children, staff and the service provision since St Helens transferred to WCHC. Louise has always shown a special interest in data and recognises how important the accuracy of such is when delivering services.

Louise has made an exceptional contribution to the Trust and its services and demonstrated our values of compassion, open and trust. Louise always goes the extra mile and is a true exemplar of our trust values. She shows compassion to peers and this is sometimes why she becomes inundated with requests for help due to her friendly, approachable nature. She is also very modest and doesn't realise how much of an asset she is and always puts staff at ease when they are having difficulties with systems, never making them feel like a burden (I have experienced this regularly).

Louise's curious mindset regularly brings issues and always solutions to problems that the leadership team haven't considered. Louise's role reassures me that we are delivering safely. During the pandemic there were children that hadn't been seen face to face. This resulted in a large amount of work being generated as the commissioners and safeguarding nurses were concerned regarding this cohort of children. Louise's tenacity made her the perfect person to coordinate this piece of work. The result being that the children were identified from the electronic record and a plan to schedule appointments for all the unseen children was devised with a 3-month time scale. This is a typical example of the assurances that Louise provides us with as a leadership team on a regular basis.

Although Louise's role can be a busy one, she has made time to offer staff training on a 1-1 basis on SystemOne. She often attends meetings that fall outside of her direct role, but her presence proves essential to developing processes in all aspects of the service. She is methodical and provides an objective lens with her contributions.

Louise has also embarked on a new course of study, which has given her even more of a critical eye. She is innovative, remarkable, has a flexible approach and more importantly is a warm hearted, kind individual. I truly believe that Louise is a shining

star with leadership potential and deserves to win this award as recognition of her hard work and commitment.

Nominated by Sam Talbot

Nomination 4

Dorothy Lester

Dot joined Wirral Primary Care Trust in 2002 as a bank admin. She worked across a variety of services until she joined General Office in 2004/2005. She witnessed the old hospital site being demolished and watched the new buildings go up. In 2009 Victoria Central Health Centre (VCHC) opened and the General Office Team took their position in the main reception area.

I had the privilege of meeting Dot at the end of 2016 when I joined the Trust's Information Governance Team. I didn't have a background in Information Governance and soon realised that Dot knew everything there was to know about access to records. She became my go to! She is a specialist in her field with 18 years' worth of experience supporting patients to exercise their rights under various Data Protection legislation, protecting patient information by ensuring legitimate access to records, coordinating service responses, advising staff on how and what to redact, reviewing redactions and ensuring the organisation remains compliant with legislation. Dot is meticulous, organised, polite and a problem solver. No question or query is too much trouble, from patients to staff she will take the time to listen, explain, help or find out the answer. In my six years at the Trust not one access to requests request has breached time scale due to General Office nor has any patient complained about the process or their experience.

Access to records is only part of Dot's role, her other role involves her almost single-handedly running the VCHC building. She has taken on board the induction process for new services within the building, and she is seen by everyone as the 'go to' to resolve issues from a leaky tap to major drain failure. Dot is quite rightly proud of what she does, and she is so valued by the staff working from VCHC. Without her, service delivery would be affected for patients and staff. She always goes the extra mile or ten, evidenced by her willingness to be contacted and assist with building issues outside of hours.

She is the heart of VCHC and to me is the true definition on an unsung hero.

Nominated by Anna Simpson

Nomination 5

Tim Goodman

Unsung hero for me is "Tim Goodman – Senior ICT Service Desk Engineer demonstrating outstanding achievements in all categories of excellence".

Given the challenges of the past year, everyday Tim has continued to provide exceptional person centred support to his peers, to all our services users and wider partnerships. Nothing is ever too much trouble for Tim and following an IT restructure last year, Tim embraced the changes ahead with open arms, demonstrating effective skills and behaviours to improve our service support model going forward. Removing old ways of working to improve the services of our users was top of Tim's list.

What I know for sure is that a positive can-do attitude can take our department to new heights that we wouldn't be able to reach otherwise, and Tim's positive attitude shines through every day. Being a positive influence during the past year has been fully recognised.

Over the past year Tim has gone above and beyond to that of his daily role, some examples are making himself available at short notice to support the service moves at the Community Intermediate Care Centre (CICC), leading on support preparation works for users over at St Helens and Knowsley, covering on call sickness despite not being on the rota and the list goes on. Tim is so responsive to improving our support to end users and has been instrumental in adapting to the new ways of working within the department.

Nominated by Kate Cushion

Nomination 6

IT

Our IT Team at the Trust are absolutely incredible, in the last year they've...

- rolled out hundreds of new laptops and replaced the ageing stock across the organisation. This has ensured staff have the equipment to continue to provide quality care and support to the people in our communities
- launched the new Service Desk Portal which streamlines requests in one place and gives you notifications to let you know where it is up to.
- improved our telephony systems with the latest technology and infrastructure,

massive cost savings for the Trust, reduces outages and improved security.

- enhanced our VPN connectivity to support remote working for staff. This has been ever-important in the environment that we have been working.

- shared support on cyber security for staff and enhanced the Trust's cyber security, hosting a number of cyber security exercises to ensure the Trust knows what to do in the event of an incident.

- met the Data Security and Protection Toolkit (DSPT) a mandatory annual assessment that must be completed by all organisations that process health and care data. It measures our performance against the National Data Guardian's 10 data security standards and provides assurance to our compliance.

- rolled out the password policy enforcement which ensures that workstations are secure against cyber threats.

They truly are a fantastic and responsive team which is demonstrated in the shout outs they have received over the last 12 months highlighting their commitment and hard work. Here are just a few examples:

Martin Stanley and Katy Fisher would like to give a shout out to Lee Spotswood and our entire IT team. "They are instrumental in ensuring our students have a quality learning experience, setting up numerous NHS email addresses, and AD usernames and passwords for our learners each month, in addition to, in the last 12 months deploying 156 laptops for use by students in placement. We do not underestimate the volume of work that this creates in addition to the support they provide for substantive staff. They are always so helpful, motivated and happy to help. They are a great team. Thank you to all of you for the amazing support you provide."

Ann Shaw would like to give a shout out to the IT Team. "IT help me every shift to get on the laptops so I can access my list. They are all very patient with me when talking me through problems over the phone."

Kate Cushion would like an extra special shout out to the IT Team: "Thank you for your efforts responding to and continually monitoring the recent high severity cyber security threat. Going the extra mile to tackle the tricky cyber threats, collaborating with our wider NHS IT colleagues and for supporting each other in and out of hours has been amazing. Thank you IT Digital team!"

Michelle Drake would like to shout out to Dave Huntington from IT, "he was very supportive when my laptop and phone needed replacing urgently. He was able to quickly reassure me that all my work and files were safe, and I was back working within 30 minutes. The team in the IT room were really friendly and welcoming, Archie was also very kind in replacing and setting up my phone. Great teamwork and great comradery."

Fiona Fleming would like to give a shout out to the whole IT service: "When we actually look back to the start of the pandemic and where we are now, the huge advances that IT have implemented to enable us to work remotely and continue to deliver services are really fantastic. MS Teams alone has transformed how we communicate and engage and has become an everyday tool that benefits us all."

Nominated by Lauren Francom

Nomination 7

Jeff Wilson

Jeff is a true unsung hero showing great commitment and care.

He is a pharmacist employed by Wirral University Teaching Hospital (WUTH) but contracted to work for the Community Intermediate Care Centre (CICC). Since Jeff started in post, he has put all his energy into ensuring medicines are used appropriately on each of the three in-patient wards.

He has put new processes in place to improve the safety of medicines on the unit and he has been actively involved in the development of training material and the delivery of medicines management training for ward-based nurses.

He interacts with patients with gentleness and authority and seeks to improve their understanding of the medicines they are prescribed.

Jeff is an advocate for patient safety and regularly reports medication errors ensuring the organisation doesn't miss opportunities to learn.

Although Jeff is employed via WUTH, he has developed strong professional bonds with the Trust's directly employed medicines management team and the nursing teams on all three wards.

Jeff is approachable and is always willing to try to solve any problems the nursing staff identify.

Jeff helped with the transition of the medicines charts from paper to electronic, coming in to the ward on his days off.

Jeff is always willing to help.

Each time a patient is admitted on to the unit, Jeff checks that the patient's medicines are correct and ensures a further supply of medicines are ordered. During times when the unit is particularly busy, Jeff has stayed on the unit beyond his contracted hours. He is always willing to put the needs of the patients first.

Jeff is also an experienced prescriber, and he has used his prescribing for minor

ailments or to optimise the doses of medicines already prescribed for the patients on the wards avoiding the need for the patients to wait for a visit from one of the GPs.

It is more usual to notice the contribution of staff who deliver personal care to patients, but without the specific skills of dedicated pharmacists like Jeff, patients would not be able to receive the best care possible!

Nominated by Lisa Knight

Nomination 8 Damien Boden

I would like to nominate Damien Boden - Head of Information for the category of Unsung Hero.

Damien is integral to the Business Intelligence team and our Trust. Working day to day with colleagues at every level he has the ability to put them at ease if they are not used to dealing with data. He is always looking to improve ways of working, automating wherever possible and making reports accessible and user friendly.

He is super responsive to any requests, always dealing with them as quickly as possible. Ensuring when presented back it provides everything requested and if Damien thinks he has access to more information that the requestor may find of use, he will always add this in providing the narrative as to why they may wish to consider it.

Damien brought a wealth of Adult Social Care knowledge to our Trust when he joined and continues to be called on by colleagues within our trust but also the council for advice and assistance. He is always keen to be included in new projects, championing data whenever possible to provide a valuable perspective to drive innovation, improvement and tackle inequalities.

He has been key to the build of TIG and the numerous dashboards and reports. Nothing is too much trouble when the requests come in even when timeframes are short and the ask substantial. He has a 'can-do' attitude, always goes the extra mile helping to make the difficult things that little bit less difficult, working above and beyond the remit of his position.

He is always helping, training, and assisting staff within the Business Intelligence team and I know this has been appreciated by our staff who consider Damien a fabulous manager and friend. If Damien can help, he will!

Nominated by Carol Phillips

Nomination 9 Sarah Love

I am nominating Sarah Love because she is so busy doing her job, she would never ever think she was doing anything else other than 'her job'. What Sarah does is so much more than 'just a job.'

Sarah works in the communications team and while as a collective they do an amazing job this nomination is for Sarah.

Sarah lives and breathes the Trust values - compassion- Sarah cares and shows empathy in bucket loads, she builds confidence in others especially when others are asked to speak publicly and when there are scripts to read or videos to film. She sees a vulnerable side to us and supports us to deliver our best selves and present the services and the Trust in its best light.

She communicates openly and honestly and shares ideas and somehow makes you think you are the driver for changes when in reality, she is expertly orchestrating and directing everyone towards the end goal. She is courteous and subtly suggests tweaks to communication literature or service developments and branding to maintain the comms teams high standards and represents the services to be the best they can be.

Sarah doesn't realise what a huge support and impact she is, and has on others, Across the 0-19 services, Cheshire East, Knowsley, and St Helens Sarah tactfully and respectfully responds to service requests, however she comes into her own when working with commissioners and comms leads in other areas for example local authorities, stakeholders, and partners. She has a can-do approach 'how can we help you'.

Together we will support you and your community to live well - Sarah sells both the Trust and the 0-19+ regional services and brand, she instils confidence in what can be achieved locally and quickly attaches herself to the right people to make the services and the Trust feel local to the public. She is an advocate in utilising and promoting the website, the branding, and social media platforms. She instils a high level of confidence in the Trust to commissioners and partners and is highly respected and appreciated amongst colleagues.

A few key areas of where Sarah has quietly supported new services and built relationships are:

- Mobilisation of the St Helens 0-19+ team and Knowsley 0-25 team.
- Produced welcome guides, operational guides, and videos for all staff.

- Event management - facilitating successful virtual stakeholder and face to face events.
- Production of a quarterly newsletter for all stakeholders.
- Development of an on-line questionnaire for School Entry Assessments.
- Launched ChatHealth – A confidential text messaging service for young people.
- Launch of the Enhancing Families Team.
- Supported with communication plans as part of the TUPE with commissioner engagement.
- Supported the implementation of the Covid-19 vaccines to 12–15-year-olds in school.
- Developed and facilitated the use of QR codes and resource bases.

Trusted to deliver feeling valued and safe - Nothing is ever too much trouble and Sarah manages expectations. She works hard to portray to people what the staff, services and the Trust can bring to local communities.

Her personality shines through, and her intuition, professionalism expertise and knowledge base quietly define her. Good luck Sarah, she is what epitomises an unsung hero.

Nominated by Liz Jones

Nomination 10

Shift Managers, Admin Team and Drivers

I would like to nominate the shift managers, admin team and drivers as the unsung heroes of Urgent Care and the Trust. This often forgotten about team are the backbone of our service and we could not manage without them.

This team of staff work predominantly in the out of hours service and support our nurses and GPs to maintain a safe service.

The shift managers are an extremely experienced group of staff and help co-ordinate our clinicians as they have an overview of the entire service and are able to assist us to prioritise patient care; this can range from room allocation for our clinicians to arrange for a clinician to complete a home visit, (often in the middle of the night!) and often to our most vulnerable patients.

Our admin team are the first point of contact when our patients arrive at reception and always greet the public professionally with a smile on their face. Additionally, our call handlers are part of the admin team and are always on hand in the evenings, overnight and every weekend and they make regular contact with patients over the telephone to check up on them if we have long waits on our telephone advice queue.

Our drivers are also on duty on an out of hours basis and are always responsive to not only transporting our clinicians to patients' homes to complete a visit but will readily run errands for the service.

As the whole team work out of hours they can often be forgotten about, however the team deserve the recognition and appreciation for all the support they provide to help maintain the safe delivery of our service.

Nominated by Alison Hunt

System Partner Award

Nominations:

- 1 Besom Wirral
- 2 The Hive Youth Zone & NHS Cadets
- 3 Koala North West
- 4 Cheshire and Merseyside Social Work Teaching Partnership

Nomination 1 Besom Wirral

The Learning and Organisational Development Team would like to nominate a local charity for the 'System Partner Award' as this year's Wirral Community Health and Care Foundation Trust Awards.

Besom Wirral support hundreds of Wirral Families who are in need, every year, providing early help, in the form of time, skills, compassion and household items and in doing so prevent them from getting in to or supporting them out of crisis. They are a vital service that work with our Wirral 0-19, Care services, and other local statutory, faith and voluntary organisations, to achieve the best outcomes for the people and communities we serve.

Additionally, this year they embarked on a large project to support our international nurse recruits to furnish their first homes in Wirral. Besom had never done anything on this scale before but did not hesitate in rising to the challenge welcoming our recruits to the area and ensured they had the basics to start their new life in Wirral, in turn enabling them to support our NHS to care for our populations.

The volunteers or 'Time Givers' at Besom continued to reach out to our communities throughout the Pandemic in any way that they could, despite being in high-risk categories or unvaccinated themselves, to be a 'bridge' between those who want to give and those who need. they provide time, skills, household items, white goods and so on at very short notice and co-ordinate collection of donations direct from people's homes. The service is delivered with 'love' rather than a sense of duty.

As a health visitor I worked Together with Besom on many occasions over two decades, in meeting the health and care needs of many young families and, have found they deliver their service with a seriously high-level compassion and openness, and build Trusting relationships with professionals and clients alike...

Besom truly share our Trust purpose and Values in providing a service for our shared communities and I feel they are a deserving system partner to receive this award.

Nominated by Katy Fisher

Nomination 2

The Hive Youth Zone & NHS Cadets

In 2019 NHS England joined forces with St John's Ambulance (SJA) to develop a NHS Cadets Programme for young people (YP) aged between 14 and 18 year olds. Their mission statement was to 'attract, develop and prepare YP to enter and be able to sustain themselves in health volunteering opportunities. Specifically widening access to vulnerable groups.'

WCHC were the first community organisation to offer the programme. It was really important for us to identify the right partner organisation to work with us. We visited The Hive and were blown away with their offer, extensive knowledge, and experience of working with vulnerable communities. The Hive work inclusively with around 4,000 YP each year across Wirral. The building itself includes a gym, dance studio, climbing wall, music room, arts studio, football pitch, beauty salon, and more. It's a place where young people are supported to reach their full potential, grow their dreams, and achieve their goals.

It's a safe and supportive community for young people to belong and be themselves. At The Hive they believe that #everyyoungpersoncan. The team ensures that each and every YP who attends can get involved in the activities they want to, regardless of their abilities. The Hive were awarded the Navajo LGBT Chartermark, recognising good practice, commitment and knowledge of the specific needs, issues and barriers facing LGBT+ people in Merseyside. The Hive were also honoured with The Queen's Award for Voluntary Service, the highest award a voluntary group can receive in the UK.

The NHS Cadets programme launched at the start of the pandemic. Nationally pilot sites struggled with the ability to move forward with the energy needed to recruit to the programme, but alongside The Hive we not only managed to recruit but found ourselves oversubscribed. Following national restrictions, The Hive team delivered a virtual programme, ensuring sessions remained interactive, engaging and inspiring. We were recognised nationally as one of the very few areas who had managed to maintain high numbers of cadets throughout the programme, this was down to the session delivery and how each individual cadet felt valued and supported. The team have been instrumental in driving the programme at a national level and I have been extremely proud to sit alongside them during national learning events, where other NHS and youth organisations have looked to them for guidance and support.

Since the roll out of our first programme in 2020, we have supported over 200 young people on the programme. We are looking for volunteer opportunities

within WCHC and working with The University of Chester, exploring future career pathways. The Hive welcomed members of WCHC to tell their story, inspiring and promoting opportunities within the NHS. The Hive created a once in a lifetime opportunity for 9 of the cadets who were taken on a real adventure at sea aboard the Tall Ships. Rach and the team said.

"This hands-on experience taught our young people some of the most important skills in life; teamwork, communication, independence, and taking responsibility. They created incredible memories that will last a lifetime! We are so proud of every one of them and congratulate them for completing their incredible voyage."

During lockdown, cadets have received wellbeing packs. Delivering these much-needed resources has also been an opportunity for the team to check-in with the YP to get a sense of how they are coping. Together with the social media group, it has given them a sense of belonging and community in what could have been a lonely or isolating period. The programme has been a lifeline in recent times. Our partnership with The Hive continues to go from strength to strength and we continue to meet and discuss new opportunities to work together. I can't think of a partner more worthy of this award and would like to thank them for being such a great ambassador for WCHC, inspiring leaders for our communities, creating so many opportunities to support people to reach their full potential.

Nominated by Julia Bryant

Nomination 3

Koala North West

I would like to nominate Koala North West for the amazing support that they provide to families on Wirral. Koala North West are the commissioned partner for Wirral 0-19 Service delivering breastfeeding support. They have a team of volunteers who are recruited from the local population, trained, mentored and who deliver peer support to those with breastfeeding or personal support needs. Through Covid they have provided a real lifeline to families when other services were unable to visit. Koala reacted with speed and care and within a few weeks of Covid restrictions they were providing one to one and group support online to hundreds of breastfeeding families. Koala didn't stop there, they provided face to face visits as soon as they were able and have been running face to face groups with limited numbers for many months post relaxation of the Covid restrictions.

The staff and volunteers at Koala provide a seamless service to those who are referred to them. With the 1001 day programme they are now offering womb to

world antenatal sessions, a partners support group, mental health support and delivering books to families in the most deprived wards. Koala have worked tirelessly to ensure that Wirral based families were supported in feeding and parenting their babies 7 days a week and throughout holidays, like Christmas volunteers who supported those in crises. The work they do engages vulnerable families and develops effective relationships that allow those families to work in a positive way towards supportive parenting and positive parent child relationships.

Personally, they offer a follow up for the complex feeding difficulties that the families I see in Lactation clinic have and this enables me to feel that those families will be met with warmth and compassion and supported effectively to feed their babies. They offer a holistic approach and through the support they offer, often identify other areas of need within families and then work with other agencies to provide support and care. I am confident in the care that Koala offer and the relationship they have engendered with the 0-19 service has led to seamless care delivery and support.

All the staff and volunteers at Koala are approachable, kind, and enthusiastic, no request goes unanswered, and they often bridge the gap for the statutory services, visiting families in the evening and at weekends / holidays. They meet families with warmth and compassion and in turn the families engage and enthuse about the support they receive.

Feedback from a service user said: "Koala have been an amazing support to me and honestly, I think my breastfeeding journey would have ended a lot sooner without their support. I've felt supported throughout with home visits and even phone calls to check up on progress. All the staff and volunteers are so helpful, non-judgemental, and caring."

Through the last year of Covid Koala North West have supported 367 families with home visits, run 220 group support, and antenatal sessions and supported families remotely with 2,730 calls and texts. On top of this they support families with breastfeeding difficulties, run zoom groups and one to one sessions, drop off breast pumps on door steps, and the small army of volunteers have gone above and beyond to make sure no new parent felt alone and afraid. I am so proud of the work they do and truly it is a unique service run by a special team who genuinely always put the client at the heart of everything they do.

Nominated by Clare Whitehead

Nomination 4

Cheshire and Merseyside Social Work Teaching Partnership

I would like to nominate Cheshire and Merseyside Social Work Teaching Partnership (CMSWTP) for the System Partner Award. CMSWTP comprises of 15 primary partners; including 4 regional higher education institutions, 8 local authorities, 1 voluntary sector organisation and 2 NHS trusts (WCHC and Cheshire and Wirral Partnerships) and the vision of the CMSWTP is to improve the life chances of children, young people, adults, and their families by improving the recruitment, retention and the training and development of social workers and their practice.

As a member of the post-qualifying workstream and retention task and finish group, I have been supported by regional practitioners to contribute to an expanding CPD programme for current social work staff and introduce new frameworks of induction and progression to WCHC, which are aligned to regional best practice in adult social care. CMSWTP also co-ordinates social work student placements and practice educator professional standards training, as well as additional support and training for assessed and supported year in employment (ASYE) staff and their assessors / mentors.

Three innovative projects that CMSWTP have developed and championed over the last two-years include:

Early Career Manager Programme – This 8-day programme supports experienced social workers as they make the transition from social worker to manager (Advanced Practitioner and Professional Lead). As practitioners make the transition from social worker to manager, they are required to make positional shifts. The place they hold in the organisation is pivotal in developing and supporting excellent practice whilst contributing to and responding to the leadership vision. WCHC have successfully recruited 10 staff onto this programme and have been able to implement the learning into their practice. The programme has received positive feedback.

Each One, Teach One: Black Lives Matter – A forum was launched in July 2021 to promote individuals, groups and communities to educate self and others on what Black Lives Matter means (current and historical). An objective of the group is to develop a knowledge base of the needs of the black and minority ethnic communities (students, practice educators, ASYEs, social workers, manager, people

with lived experience and academics) and to commit to safe spaces that encourage dialogue, learning and sharing across CMSWTP.

ASYE Plus 1 – Recognising the impact that Covid-19 had on the learning experience of newly qualified social workers within their first year in practice, a series of workshops (facilitated by members of CMSWTP) were delivered between November 2021 – March 2022 aimed at providing additional practical advice and resources, reflective learning and networking opportunities for new staff. All of our newly qualified social workers have been encouraged to attend these sessions as protected CPD time.

Whilst this is a collaborative partnership, the Project Manager (Nicola Whiteside) is the heart and soul of the group. Nicola effectively and efficiently facilitates the various meetings and working groups; sources and commissions CPD opportunities and collates information and data required by funding partners (DfE, Social Work England). Nicola is instrumental in focusing the partnership to undertake its practical functions, but she also drives innovative and creative practice. CMSWTP and Nicola Whiteside would be worthy recipients of this award.

Nominated by Karen Brownhill

Our Common Purpose:

Together...

we will support you and your community to live well.

Our values:

Compassion

Supportive and caring, listening to others.

Open

Communicating openly, honestly and sharing ideas.

Trust

Trusted to deliver, feeling valued and safe.



“

“A buffet of inspiration. You will savour every nomination and story told in this book.”

“What a read! By the end of it you’ll feel well and truly part of Team WCHC.”

“Inspiring and uplifting, you’ll be reaching for the tissues.”

“Best book this year, I couldn’t put it down.”

“Superb. Heart-warming and highly inspirational.”

“A multitudinous mix of marvellous moments.”

“Fantastic, thought provoking, it will make your heart glow.”

“Team work at its best... utterly brilliant.”

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