

| Marine Lake Health & Wellbeing Centre - programme update | | | |
|--|---|--|----|
| Meeting | Board of Directors | | |
| Date | 17/08/2022 | Agenda item | 12 |
| Lead Director | Mark Greatrex, Deputy Chief Executive & Chief Finance Officer | | |
| Author(s) | Dawn Williams, Head of Estates and Chris Tonge, Square Zero | | |
| Action required (please tick the appropriate box) | | | |
| To Approve <input type="checkbox"/> | To Discuss <input type="checkbox"/> | To Assure <input checked="" type="checkbox"/> | |
| Purpose | | | |
| The purpose of this paper is to provide assurance by way of an update to the Board of Directors regarding the project to deliver the Marine Lake Health & Wellbeing Centre. | | | |
| Executive Summary | | | |
| Construction of the Marine Lake Health & Wellbeing Centre is progressing well and in accordance with project timeframes. The steel structure is complete and the concrete floors have been poured and levelled. The roof is almost complete and window installation began this week. Approval of the S278 works (Toucan crossing) has now been received. Design works are progressing for the space to be occupied by Age UK Wirral and internal furnishings have been agreed with the GP Practice and our Nursing and Adult Social Care teams. Of the £500k contingency built in to plans, circa £150k has been spent to date having been approved by the Trust CFO. Project updates are received by Programme Management Group monthly for assurance and include the attached paper, which is prepared by Square Zero, the Trust's project management partner. | | | |
| Risks and opportunities: | | | |
| Until recently a key risk existed in relation to the S278 works and the impact the delay in sign-off could potentially have on the project completion date. This has now been resolved with planning approved by the Local Authority. There are currently no significant risks identified in relation to the project timeframe or budget. A monthly capital return is submitted to the ICB and capital expenditure for the scheme is also monitored and reported to Finance and Performance Committee on a bi-monthly basis and to Integrated Performance Board via the Programme Management Group monthly. Any emerging risks associated with the programme will be managed via the Trust risk register. | | | |
| Quality/inclusion considerations: | | | |
| Quality Impact Assessment completed and attached <input type="checkbox"/> No Equality Impact Assessment completed and attached <input type="checkbox"/> No Not applicable <input type="checkbox"/> | | | |
| Financial/resource implications: | | | |
| Capital expenditure is included within the Trust Capital Programme for 2022/23 including the contingency. | | | |
| Trust Strategic Objectives | | | |
| <i>Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.</i> | | | |
| Our Performance - delivering against contracts and financial requirements | Our People - advancing staff wellbeing | Our Populations - improving services through integration and better coordination | |

| | | |
|---|-------------|---------------------------------|
| Board of Directors is asked to consider the following action | | |
| The Board of Directors is asked to receive and be assured by the update provided. | | |
| Report history | | |
| Submitted to | Date | Brief summary of outcome |
| Board of Directors | 13/04/2022 | The Board was assured |

WCFT Marine Lake Health and Wellbeing Centre Project

Project Manager's Highlight Report – July 2022

Project Status Summary

| | |
|------------------------------|---------------------|
| Current Project Stage Status | Construction |
| Anticipated Development Cost | £10,130,214 |
| Current Cost Variation | £0 |
| Anticipated Completion Date | May 2023 |
| Current Programme variation | 0 Weeks |

Project Images



Current Status

- Works are progressing well on site, and in accordance with the current, agreed Construction Programme. The concrete pour for the ground floor slab did not take place as planned as the air temperatures were too high. This work has been rescheduled without having an impact to the overall programme dates
- There have been no substantial claims for variations this month, meaning the project budget position remains largely unchanged from the previous Report.
- Works to pour and power float the concrete to the two upper floors have been completed, including an element of noisy works throughout the night, without any complaints from local residents

-
- Details of all instructed Variations to date are provided in RLB Cost Report Section 6. Future / potential variations are detailed in Section 7. This does include possible provision of EV Charging points. The scope of this particular variation is currently being considered with the Trust. Approval of a variation to provide additional cooling in the Comms Room, as requested by the CSU, also needs to be provided.
 - The final package of information for the Section 278 works, relating to provision of street lighting, has now been submitted for review by Wirral Council. This should allow a formal Technical approval to be provided by the Council in the w/c 8th August. Costs associated with the works, and any impact on Programme, can then be confirmed by EWC. It is currently anticipated that the total cost of the 278 works will be contained within the specific risk allowance allocated in the Project Budget but this will need to be confirmed on receipt of the Technical approval.
 - The Local Planning Authority have exceeded their statutory timescales to provide approval of a number of submissions relating to external materials, car park surface treatment, and provision of external CCTV. This should mean that the Project Team could, technically, claim that the submissions are Deemed Discharge and apply for the Planning Fees to be re-imbursed. This approach could, however, have a negative impact on relationships with the Local Authority and the Team are attempting to make contact with the Planning Office to obtain a formal closure of the matter without any escalation.
 - New incoming supplies have now been confirmed with BT and the electrical supply provider. The Gas provider is due to confirm their unique reference number in the coming week to allow all meters to be ordered by the Trust. It will be important to have the new electrical supply meter in place by September to commissioning of building systems on site.
 - Design Workshops to review the design requirements for the Age UK space have now been completed. EWC are engaging with their supply chain to develop a final package of detailed proposals and costs for review. It is anticipated that there will need to be a process of challenge and review with Age UK to determine an order of priorities for design features to ensure that the works remain within the allocated budget for this specific area.

Key Risks

- Delay in agreement of Section 278 works and any associated legal agreements result in delay to Construction Programme. **Mitigation** – The proposed designs have now been agreed with Wirral Highways and the first cost elements have also been proposed and accepted. Square Zero are proactively requesting details of Legal Agreements between the Local Authority and the Trust to be issued, and the adoption of Magenta land to be completed, for agreement in advance of works commencing on site to avoid the potential of any further delay.
- Other factors may result in increased costs and have a negative impact on the revised Approved Budget. **Mitigation** – Variations will be resisted as far as possible, and the QS Cost Report will be shared with the Trust on a monthly

basis to inform the possible expenditure of the identified contingency. The extent of requirement for the Risk Items budget will be confirmed within 8 weeks.

- Local Community do not support the development and resist the wider benefits of the completed new facility . **Mitigation** – The Engagement Plan is now to be established and a number of key engagement work streams set in place to establish further positive, long term relationships with local community groups.

Next Project Milestones

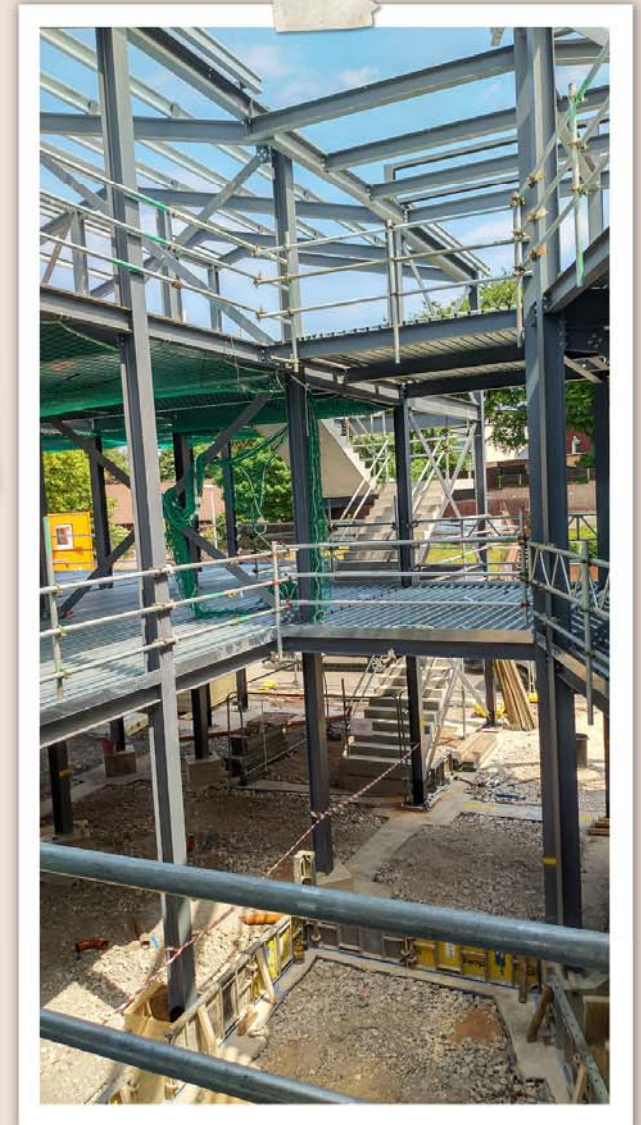
- Concrete to all floors complete: *28th July 2022*
 - Main pitched roof works complete: *31st August 2022*
 - Installation of windows and curtain walling: *4th October 2022*
 - Brickwork complete: *12th December 2022*
-

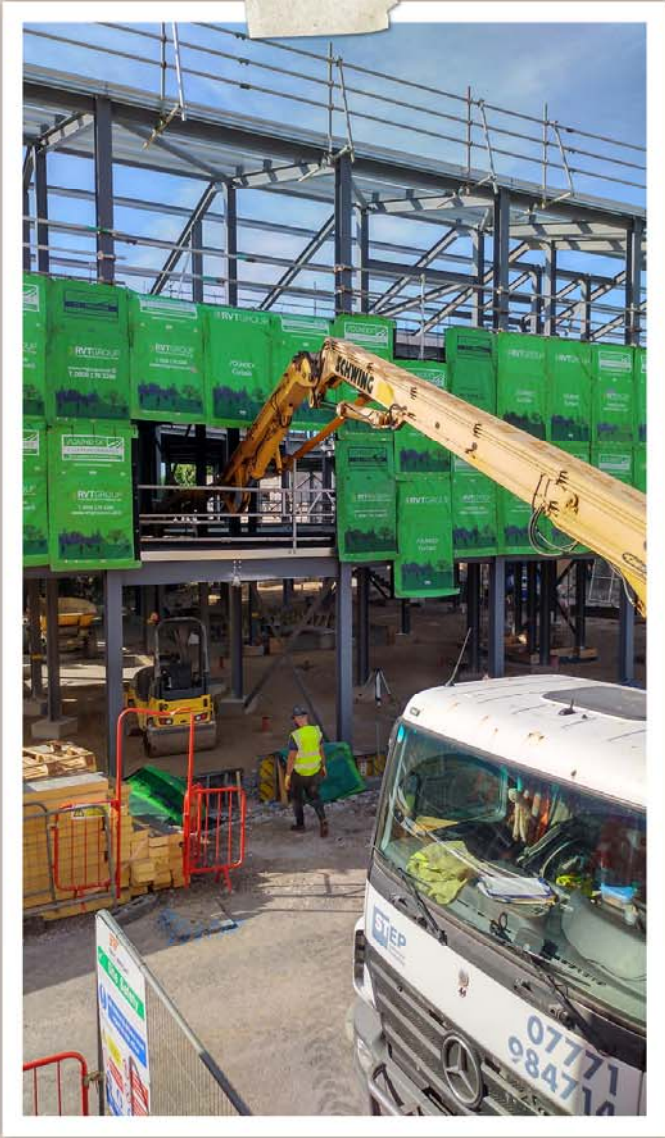


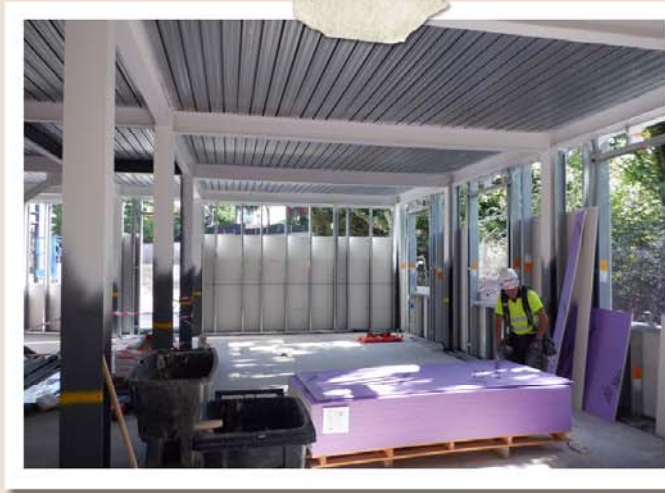
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Marine Lake Health and Wellbeing Centre... the **big** build.









| Communications & Marketing Report for Quarter 1 - 2022/23 | | | |
|--|---|--|---|
| Meeting | Board of Directors | | |
| Date | 17/08/2022 | Agenda item | 13 |
| Lead Director | Alison Hughes, Director of Corporate Affairs | | |
| Author(s) | Fiona Fleming, Head of Communications and Marketing | | |
| Action required (please tick the appropriate box) | | | |
| To Approve <input type="checkbox"/> | | To Discuss <input type="checkbox"/> | To Assure <input checked="" type="checkbox"/> |
| Purpose | | | |
| The purpose of this paper is to provide the Board of Directors with assurance on the implementation of communications, marketing and engagement priorities to support delivery of the Trust's Five-Year Strategy and key enabling strategies. | | | |
| Executive Summary | | | |
| <p>Q1 (April - June 2022) presented a diverse range of campaigns and a great opportunity for the team to support and respond to the changing needs of staff, patients and service users, explore new ways of engaging with the workforce, raise the profile of the Trust and maintain the necessary communications relating to Covid-19.</p> <p>The report details Q4 activity against the communications goals: Brand Management External Communications Internal Communications System Support Crisis Management and Sustainability</p> <p>These goals are aligned to the Trust's strategic themes.</p> | | | |
| Risks and opportunities: | | | |
| No risks identified in this report. | | | |
| The risk in failing to have effective communication and engagement across the workforce and with the local population is mitigated by the numerous campaigns and priorities delivered. | | | |
| New ways of engaging and communicating have been realised through Covid-19 and have provided learning for the future. | | | |
| Quality/inclusion considerations: | | | |
| Quality Impact Assessment completed and attached No | | | |
| Equality Impact Assessment completed and attached No | | | |
| All communications and engagement activity aims to positively impact on Trust staff and those who access our services. | | | |
| Financial/resource implications: | | | |
| There are no financial/resources implications for consideration within the report. | | | |
| Trust Strategic Objectives | | | |
| Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below. | | | |
| Our Populations - outstanding, safe care every time | Our People - improving staff engagement | Our People - advancing staff wellbeing | |

| | | |
|--|-------------|---------------------------------|
| Board of Directors is asked to consider the following action | | |
| To be assured that the communications, marketing and engagement activity evidenced in this report for Q1 meets the strategic intent and priorities of the Trust. | | |
| Report history | | |
| Submitted to | Date | Brief summary of outcome |
| Quarterly report to the Board of Directors. | N/A | N/A |

Compassion | **Open** | **Trust**



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Communications & Marketing Board Report Q1

Date: 17 August 2022

Name: Alison Hughes, Director of Corporate Affairs

Overview of Quarter 1 (April, May, June)

Business as usual

- 24 Editions of The Update
3 Special Editions: Cyber, International Nurses Week, Infection Prevention and Control
- 170 Shout Outs published
- 11 CEO blogs, 6 vlogs
- 55 screensavers
- 1705 emails received between April - June. Average of 28.4 requests per day through the communications mailbox

Digital Summary

Quarter 1

- StaffZone - Page views = 177,828
- Website - Page views = 146,834
- Twitter account @wirralct - Total followers = 3,630 (increase of 248 followers)
- Tweet impressions = 37.2k
 - 10.4k April
 - 11.5k May
 - 15.3k June

Wirral Globe Column - external PR

Advice on how to stay well in Wirral over Easter weekend



Advice on how to stay well in Wirral over Easter weekend



By Craig Manning
Chief Reporter
@craigmanning

Share 0 Comments

Wirral Community Health & Care NHS Foundation Trust
celebrate Men's Health Week

17th June



Wirral Community Health & Care NHS Foundation Trust celebrate Men's Health Week

By Rebecca McGrath
Reporter
@rebeccamjourn

Share 0 Comments

Wirral vulnerable urged to join Covid@Home Oximeter Service

27th April



Bridg Badger. Picture courtesy of NHS England



By Craig Manning
Chief Reporter
@craigmanning

Share 0 Comments

Connect (Cheshire and Mersey) - external PR

KEEPING YOU CONNECTED ACROSS CHESHIRE AND MERSEYSIDE

Connect



ISSUE 47 13 April 2022

Construction begins for new Marine Lake Health and Wellbeing Centre in West Kirby

Wirral Community Health and Care NHS Foundation Trust (WCHC) is thrilled to mark the start of the development of the Marine Lake Health and Wellbeing Centre in West Kirby - a partnership project with Marine Lake and Estuary Medical Practice and Age UK Wirral.

Key stakeholders came together to mark the official 'spades in the ground' and celebrate the start of this exciting project.



Participants in photograph. Left to right: Dr. Matteo, GP (Marine Lake and Estuary Medical Practice), Charlie Taylor-Jones, Practice Business Manager (Marine Lake and Estuary Medical Practice), Michael Brown, Chairman (WCHC), Karen Howell, Chief Executive (WCHC), Charlotte Jeff-Evans, Practice Nurse, Pharmacy Operations Manager (Marine Lake and Estuary Medical Practice), Barbara Cook, Senior Manager (Age UK Wirral), Dr Aldwinckle, GP (Marine Lake and Estuary Medical Practice)

The development is an important investment in local, community based healthcare and will bring many benefits for patients, residents and the wider community, including:

- the relocation of Marine Lake Medical Practice and Estuary Medical Practice
- extended hours and increased capacity
- access to specialist health and care services including Community Cardiology
- an expanded 0-19 Health and Wellbeing Service for local families
- the opening of a new community space led by Age UK Wirral

Due to open in the spring of 2023, the purpose built, state of the art health and wellbeing centre also boasts wellbeing gardens and a series of local art installations and exhibitions.

The project team has engaged with local residents and members of the community about the plans and are keen to continue working with residents and community groups to make sure they get it right for everyone.

Karen Howell, Chief Executive at WCHC, is clear that the project has people at its heart. "Bringing together primary and community care (including social care) in one place, as well as access to specialist health and care services, is invaluable for our local communities. We are delighted to soon be providing specialist community services including Community Cardiology in the heart of West Kirby, and extending our health and care offer across Wirral, ensuring people can receive care closer to home and avoid a visit to hospital."

Dr Henry Aldwinckle, GP at Marine Lake and Estuary Medical Practice, said: "We are thrilled for the move to the new Health and Wellbeing Centre as it brings positive opportunities for our patients, including additional consultation rooms, a new minor surgery unit and access to a range of specialist health and care services. The team and I are looking forward to the relocation and what it will bring to our patients."

Equally excited for the new centre is Jamie Anderson, Chief Executive Age UK Wirral. "The new community space will be a valuable asset for our local community. A social space to meet old and new friends alike in the cafe, to get involved in a programme of activities and access services from Age UK Wirral and partner organisations. The community space provides something for everyone."

To find out more about the project, visit the WCHC website: www.wchc.nhs.uk/marine where you can take a look at a 3D walk-through of the new development.



NHS Trust is the first in the UK to be recognised for making a difference in local communities

Wirral Community Health and Care NHS Foundation Trust (WCHC) is proud to be the first NHS organisation in the country to achieve the Social Value Quality Mark, level 1. The Quality Mark recognises values-led organisations which benefits people, communities and the planet. It is one of the most rigorously tested standards of its kind in the UK.

Social value is at the heart of all services provided by the Trust across Wirral, Cheshire East, St Helens and Knowsley. It is about the difference WCHC makes across its local communities, over and above the high quality health and care services it delivers every day.

To achieve the accreditation, the Trust developed a series of pledges to demonstrate its commitment to bringing about improvements from an economic, health and wellbeing, education and skills and employment and volunteering perspective.

Already the benefits are being felt, and social value is playing an important role in the everyday work of the Trust with clear evidence of how social value is making a tangible difference to local people.

WCHC is the first Community Trust in the country to deliver the NHS Cadets pilot programme in partnership with The Hive and St John Ambulance. The programme provides 14 to 16-year-olds with courses to develop their leadership skills, first aid training and volunteering opportunities in the NHS.

In addition, the creation of Staff Network Groups has brought employees with shared characteristics together in a safe protected space. They offer a place for staff to safely come together, share experiences and facilitate learning and developments.

The Trust employs over 2,000 health and care staff, has more than 100 committed volunteers and around 6,500 members represented by their elected public and staff Governors. It recently received an international accreditation for being

environmentally friendly by reducing its carbon footprint and energy consumption as well as its commitment to recycling.

Karen Howell, Chief Executive said; "We are very proud to have received the Social Value Quality Mark at Level 1 as it demonstrates the important role social value has in the Trust and its positive impact on our workforce, our patients, our service users and our communities.

We are committed to working with partners to reduce health inequalities and working with people in their communities to improve their health and wellbeing.

As part of our commitment to social value, we have pledged to build local, resilient communities. We will do this by supporting partnerships and promoting collaborative working. A great example of this is our new development in West Kirby where in partnership with Marine Lake and Estuary Medical Practice and Age UK we are transforming health and care services for local people by improving access to GP, community and specialist health and care services."

Wirral Community Health and Care NHS Foundation Trust



Karen Howell, Chief Executive, Wirral Community Health and Care NHS Foundation Trust

Project highlights – Quarter 1

| | | | |
|---|--|--|--|
| Contact Hub launch in Cheshire East 0-19+ | Launch of ChatHealth St Helens & Knowsley 0-19+ / 0-25 | Stakeholder Engagement Event - St Helens (0-19+) | 0-19 communication and stakeholder engagement |
| Two Hour Urgent Community Response (UCR) Service launch | Leading Self - online masterclasses | Supervision - recording on SAFE | Breastfeeding week 0-19 Service, Wirral |
| Update - Special editions Cyber, IPC, Int. Nurses Week | April People Pulse Survey | Dying Matters Awareness Week | World Hand Hygiene Day |
| Men's Health Week | Bee Well Campaign | Staff Awards promotion | Five Year Org Strategy & supporting strategies |
| International Nurses Week | Appraisals 2022 | FTSU Champions | Carer's Week |

Contact Hub launch - 0-19+ Service, Cheshire East

Centralised contact centre and digital one-stop shop for all things 0-19+

- Toolkit for staff to support the launch of the Contact Hub
- Coordination and facilitation of stakeholder event - delegates included Councillor Kathryn Flavell, Chair of Children and Families Committee, commissioners, third sector partners and families who access 0-19+ services
- Suite of promotional materials to raise awareness with families and health and care professionals
- Social media campaign



Tel: 0300 123 4058 Email: wchc.cehub@nhs.uk
www.wchc.nhs.uk/children Online Referral Form



Launch of ChatHealth - 0-19+ St Helens & 0-25 Knowsley

Confidential text messaging service for 11-19 year olds

- Development of toolkit for schools and partners, including downloadable materials and website content
- Social media campaign
- Engagement with partners to support promotion across networks
- Editorial for partner newsletters
- Design and print of posters, roller banners and contact cards to support engagement

wchc.nhs.uk/ChatHealth
0-25 Knowsley

ChatHealth
Aged 11-19?

Text your friendly School Nurse for confidential advice and support.

Chat about feelings and emotions, bullying, body image, relationships, healthy eating and much more.

Send a text Monday - Friday 9.00am - 5.00pm
07312 263254

Confidential, anonymous and non-judgemental.

Together...
we will support you and your community to live well.

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NHS Foundation Trust

Aged 11-14?

Chat about feelings and emotions, changes to your body, relationships, healthy eating and bullying - there are lots of things the team can help with.

Text our School Nurses on:
07312 263254

ChatHealthKnowsley

Visit: wchc.nhs.uk/ChatHealth

0-25 Knowsley

ChatHealth is...
confidential, anonymous and non-judgemental.

Aged 17-19?

Looking for advice on sexual health and contraception, relationships, alcohol or drugs?

Whatever your question, send a text to our team on:
07312 263254

ChatHealthKnowsley

Visit: wchc.nhs.uk/ChatHealth

0-25 Knowsley

ChatHealth is...
confidential, anonymous and non-judgemental.

Stakeholder Engagement Event - 0-19+ Service St Helens

Partnership working at its best - over 50 stakeholders attended

- Engaging with partners across the borough
- Promotion of the event
- Event management
- Market Place: partners showcasing their services - *Kooth, Incredible Years, St Helens Wellbeing Service, Children's Centres, Barnardo's, St Helens Libraries and Home-Start*
- Design and print of a series of roller banners
- Development of evaluation form and post event engagement



"It was great having the chance to see people face-to-face again and familiarise myself with service again."

"Having the opportunity to come together face-to-face was great."

0-19+ / 0-25 communication and engagement activity

Sub heading (if needed)

- Quarterly newsletters - St Helens and Knowsley. Distribution to over 500 stakeholders
- Development of recruitment video to support vacancies within the Knowsley team
- Weekly newsletter for WCHC colleagues in Knowsley
- Regular social media activity
- Localising online service pages:
 - More than 3,500 website hits - 0-19+ Service St Helens



0-19+ / 0-25 - stakeholder engagement

Quarterly newsletter and event invitation - 0-19+ St Helens



Save the date...
You are invited to the 0-19+ Service Stakeholder Event on Wednesday 29 June, 10.00am - 12noon.
A location in St Helens will be confirmed in the coming weeks.

The Healthy Child Programme in St Helens is now provided by [Wirral Community Health and Care NHS Foundation Trust \(WCHC\)](#).

Known locally as the 0-19+ Service, the team deliver:

- [Health Visiting](#)
- [School Nursing](#)
- [Enhanced Families Programme \(EFP\)](#)

Event overview:

- Refreshments and networking
- Welcome and introduction from key service leads
- Overview of the 0-19+ Health and Wellbeing Service in St Helens
- Routes in to the service
- Spotlight on feature - Enhancing Families Programme (EFP)
- Testimonials from service users
- Networking opportunities - 0-19+ Service and partner market stalls
- Q&A



A warm welcome to the second edition of the 0-19+ Service St Helens quarterly newsletter.

Each quarter we will be sharing key service updates and developments, local campaigns and initiatives, as well as 'Spotlight On' features of our outstanding children and young people's services.

In this edition you will find:

1. Spotlight On feature - Stakeholder Engagement Event
2. Recruitment update
3. Update on those children who have not received face-to-face appointments/interventions during March - June 2020
4. Foundation Stage 2 child health and development review (school entry health offer)
5. Year 6 pupil questionnaire
6. Celebrating PRIDE
7. ChatHealth - confidential text messaging service
8. Partnership Forum
9. Digital developments - website and Facebook pages
10. St Helens 0-19 Healthy Child Programme Lead Nurse for SEND
11. Contacting the 0-19+ Team



Contact Hub in Cheshire East - contacting the School Nursing Service just got easier (launching Monday 4 April)

The Contact Hub makes it easier for families and professionals to contact the School Nursing Service in Cheshire East.

Brought to you by the [0-19+ Service](#), it provides a single point of access for families and professionals across Cheshire East.

It is a centralised contact centre and digital one-stop shop for all things 0-19+ - [Infant Feeding \(Cherubs\)](#), [Health Visiting](#), [School Nursing](#), [Immunisations](#) and [Family Nurse Partnership \(FNP\)](#).

The single point of access hub enables families and professionals to be directed to the right service at the right time, with service users only telling their story once which reduces stress and anxiety for many people.

It offers a person-centred approach and is staffed by clinical and non-clinical staff who triage and respond to calls from parents, carers, young people and professionals across Cheshire East.

Staff provide a range of support, as well as signposting and following up families depending on their need.

It is structured around the following:

- Telephone advice line and signposting to local services
- Service support - [Infant Feeding \(Cherubs\)](#), [Health Visiting](#), [School Nursing](#), [Immunisations Administrative Team](#), and [Family Nurse Partnership \(FNP\)](#)

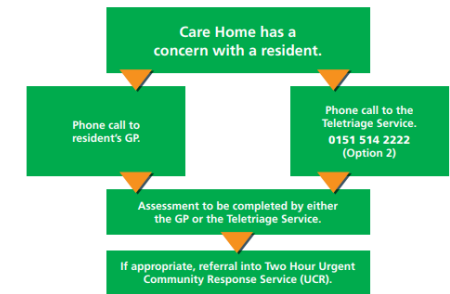
Two Hour Urgent Community Response (UCR) Service launch / stakeholder engagement

Health and care professional communications

- Toolkit to support staff to raise the profile of the service
- Internal communications
- Stakeholder engagement -
Primary Care focussed communications
 - Direct engagement with Wirral wide practices
 - Primary Care weekly bulletin
- Care Home focussed communications and development of pathway



Accessing the Two Hour Urgent Community Response (UCR) Service



Leading Self - online masterclasses

Internal communications

- Series of screensavers to encourage colleagues to attend
- Manager's Briefing articles - importance of staff protecting time to attend sessions
- Regular Whatsapp messages
- Staff Facebook group engagement
- CEO blog
- Dedicated section on StaffZone
- Post masterclass signposting to StaffZone



Hippo time is ok!
Online Masterclass
Part of the Leading series
Tuesday 6 July
10.00am - 11.00am
Book your place today via ESR -
search 844 Masterclass

The poster features a cartoon pink hippo with a green circular background behind its head, splashing in a brown mud puddle. The text is in yellow and white on a dark blue background.



**Mindsets matter
massively**
Online Masterclass
Wednesday 9 June
1.00pm - 2.00pm
Book your place today via ESR -
search 844 Masterclass

Part of the Leading series

The poster features two silhouettes of heads facing each other, with a red brain inside the left head and a red ball on top of the right head. A ladder is leaning against the right head. The text is in yellow and white on a dark blue background.

Supervision - recording on SAFE

Internal communications

- Suite of screensavers
- Manager's Briefing
- Regular articles in The Update
- Revisions to StaffZone content
- Whatsapp messages
- Staff Facebook group engagement

We've listened to
your feedback...

recording your supervision
is a lot simpler!

Clinical/professional
and management
supervision is now
recorded in **SAFE**.

For more information watch the
video or read the **how-to guide**
in the Supervision section on
StaffZone.

SAFE 
Standards Assurance Framework for Excellence

Spotlight on...

Supervision...

Breastfeeding week - 0-19 Service, Wirral

Internal communications

- Design of promotional materials to promote activities throughout breastfeeding week
- Social media campaign to raise awareness of activities and encourage involvement
- PR
- Signposting to localised breastfeeding support

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Breastfeeding: Changing Lives

Breastfeeding Roadshow

Supporting you around your baby's feeding journey and beyond.

Sunday 26 June, 10.00am to 3.00pm at the Koala Hub, Woodchurch Lane, Prenton CH42 9PH

10.30am Building connections in pregnancy
11.00am Baby resuscitation and managing choking
11.30am Introducing solids
12.00pm Amazing breastmilk through the lens with microbiologist Sally
12.30pm Relaxation and mindfulness, including a yoga taster session for your little ones
1.00pm Baby's incredible years

Freebies, snacks and much, much more!



0-19
With you all the way

[wchc.nhs.uk/wirral](#) | [@0219HCHub](#) | [@wchc_nhs](#)

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Breastfeeding: Changing Lives

Reflective activity on how breastfeeding can change your life.

Join us at one of our Breastfeeding Groups...

Monday 20 June - 10.00am
Seacombe Children's Centre CH44 7AN
Monday 20 June - 12.30pm
St James Centre, Birkenhead CH41 7AL
Monday 20 June - 1.30pm
Cub and Calf Parent Hub, West Kirby CH48 4HA
Tuesday 21 June - 10.00am
St Mary's Church, Upton CH49 6JZ
Wednesday 22 June - 10.00am
Rock Ferry Children's Centre CH42 2BL
Wednesday 22 June - 10.00am
Bromborough Children's Centre CH62 7BW
Wednesday 22 June - 12.30pm
Brassey Gardens Children's Centre, Birkenhead CH41 8DA
Thursday 23 June - 10.00am
Koala Hub, Birkenhead CH42 9PH
Friday 24 June - 10.00am
Highfield Centre, Victoria Central Health Centre, Wallasey CH44 5UF



0-19
With you all the way

[wchc.nhs.uk/wirral](#) | [@0219HCHub](#) | [@wchc_nhs](#)

International Nurses Week

- Montage of video clips from nursing professions across the Trust
- Student graduation event at CICC
- Social media activity
- Trust wide event with guest speakers - attended by over 100 colleagues
- Campaign screensavers
- Special Edition of The Update



We're celebrating and recognising each and every one of you for the care, support and treatment you provide to the people of Wirral, Cheshire East, St Helens and Knowsley!

Shout Outs!

1. Reflections from Professional Nurse Advocate (PNA) Graduation Event
2. Team WCHC online celebratory event: tomorrow, 4.00pm - 5.00pm
3. Video montage from nursing colleagues
4. Staff stories
5. Meet our International Nurses
6. Thank you to our amazing admin colleagues
7. Patient and service user feedback
8. Our fantastic Queens Nurse's
9. Enhancing Families Programme - St Helens and Knowsley
10. Facebook fun - You know you're a Nurse when...



Doreen Shaw has a shout out for the Field Road Community Nursing Team "who continue to provide high levels of skill and commitment for patients in their care. The team are always very supportive of each other through the many daily challenges they face."

Mamerta Thomas has a shout out to all the staff of the Urgent Treatment Centre, and

April People Pulse

- Quarterly Pulse Survey promoted
- Ensure People Pulse message is fully embedded throughout the organisation
- Key messages: *how quick and easy it is to complete / an opportunity to check in and share anonymously how you are feeling*
- Channels to promote the survey: screensavers, The Update, the staff Facebook group and Whatsapp broadcasts



Dying Matters Awareness Week

Localising the national campaign

- Sharing of key pieces of advice from WCHC experts
- CEO health column in Wirral Globe
- Feature piece in The Update
- Signposting to service information on StaffZone



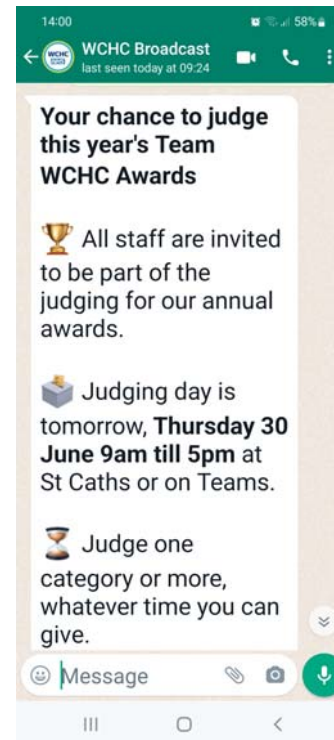
World Hand Hygiene Day

- Promotion of the '5 moments of hand hygiene'
- Promotion of IPC Team internal event
- Design of poster for display in staff areas
- StaffZone news item
- Reminder messages to complete hand hygiene audit on SAFE



Team WCHC Awards promotion

- Ongoing promotion of the awards to encourage increase in nominations
- Integrated mix of internal channels to raise awareness including targeted communications to Managers
- Over 100 nominations received overall
- Planning for and delivery of Judging Day involving over 30 Trust staff and Governors
- Development of book of nominations to be published in July



Who will you nominate?

Visit **StaffZone** and nominate online!



TeamWCHC
Awards

Closing date Friday 22 April

Coming together to celebrate our achievements.

It's the final countdown!

Get your nominations in before the deadline... **Friday 17 June.**

Full details on **StaffZone**.



TeamWCHC
Awards

Coming together to celebrate our achievements.

TeamWCHC
Awards

Five Year Org Strategy and supporting strategies

- Completion of the design of all the strategies
- Trust wide promotion of the full suite of strategies including:
 - CEO Blog
 - Screensavers
 - The Update
 - Facebook
 - Presentations



Carers Week

Theme: 'Visible, Valued and Supported'

- Article in The Updates
- Promotion of Staff Network Group
- Promotion of drop-in session via MS Teams
- Signposting to local support across Wirral, Cheshire East, St Helens and Knowsley



Make caring
Visible, Valued
and **Supported**

Do you have caring responsibilities?

Come along to our Carers Staff Network

- Chat in a relaxed environment
- Share support and experiences
- Meet colleagues who understand

Speak to your Line Manager about joining the Carers Staff Network, full details on StaffZone.

Make caring
Visible, Valued
and **Supported**



6-12 June 2022

Freedom to Speak Up Champions

Raising the profile of the FTSU Champions and familiarising teams with faces and contacts across the Trust

- Engaged all staff via screensavers, articles in The Update, staff Facebook group and a range of promotional tools
- Showcasing FTSU Champions across all 4 localities and promoting their united approach to making a difference.



Freedom to Speak Up Champions are here for you.

They promote, encourage and support you to **Speak Up** if you have a concern.



We have 50+ FTSU champions across the Trust, see the full list and contact details on staffzone.



#TeamWCHC... Freedom to Speak Up Champions



See the full list of FTSU Champions and contact details on Staffzone.

Bee Well - Garden and Blooms

- Support for the development and promotion of the Wellbeing Garden at St Catherine's Health Centre
- Distribution of bench seats at selected sites
- Distribution of 'Let Kindness Grow' seeds, including Jubilee wild flower mix and sunflowers to help teams celebrate the Platinum Jubilee and mark the occasion at individual sites
- Promotional channels: screensavers, Update articles and the staff Facebook group kept teams connected. The group encouraged the posting of photographs to promote staff wellbeing across sites



Bee Well - Outdoor Challenge (staff)

- The Bee Well Outdoor Challenge launched to coincide with the garden opening, encouraging staff to spend time outdoors
- A challenge calendar was created to prompt ideas for all abilities to head outdoors to 'Bee Well'
- Staff Facebook group was a central platform for staff to share their Outdoor Challenge ideas and activities to encourage and motivate others
- Staff joined in and shared photographs of gardens, wildlife, picnics, walks, activities, sunsets and other wellbeing messages



Wirral Community Health and Care NHS Foundation Trust
Posted by Judy Fairbairn
Admin · 24 Jun · 🌐

🌟 A Friday feel-good story 🌟
A huge thankyou to Vicky Crosby , one of our fantastic Safeguarding Health Visitor's in... See more



Judy Fairbairn
Admin · 24 Jun · 🌐

Thursday eve Bee Well outdoor challenge ✓
Just me and the 🐝. So tranquil and calm.
Definitely the cheapest way to travel 😊



Men's Health Week

Focused on Team WCHC male staff wellbeing

- Aligning to the national campaign - *Be Active, Connect and Take Notice* - raising awareness of male cancers, weight, alcohol, lifestyle and mental health
- Activities: series of planned lunchtime 'walk and talk' sessions - really well attended and received very positive feedback
- Joined by local charitable organisation JourneyMEN Wirral who supported the walks and shared how their services can help local men
- Powerful staff story was shared in The Update that in turn saw male colleagues talk about symptoms and promoted health check ups



Team WCHC Staff Facebook Group

- The Team WCHC Facebook has continued to grow with further promotion
- More than 320 staff members across all 4 localities connecting and interacting staff in multiple roles
- 15% increase in members this quarter
- Flyers are now given out to all new starters when ID badges are collected to help introduce new staff to the group
- The page has been very active and helped promote a range of messages and awareness events over that last quarter



#TeamWCHC supporting...



Make caring
Visible, Valued
and Supported



The Update - Special Editions

- During quarter 1, the team developed a number of Special Editions of The Update to focus on priority areas such as:
 - Infection Prevention and Control
 - International Nurses Day
 - IT / Cyber
- Each Special Edition is researched and developed in partnership with the relevant services
- They provide staff with a key resource to support them and raise awareness of relevant issues and services

Celebrating... INTERNATIONAL NURSES WEEK 2022
The Update Special Edition

We're celebrating and recognising each and every one of you for the care, support and treatment you provide to the people of Wirral, Cheshire East, St Helens and Knowsley!

Shout Out!

1. Reflections from Professional Nurse Advocate (PNA) Graduation Event
2. Team WCHC online celebratory event tomorrow, 4.00pm - 5.00pm
3. Sleep mortgage from nursing colleagues
4. Staff stories
5. Thank you to International Nurses
6. Thank you to our amazing senior colleagues
7. Patient and service user feedback
8. Our fantastic Queen Nurses
9. Empowering Families Programme - St Helens and Knowsley
10. Facebook fun - You know you're a Nurse when...

Your Shout Outs!
TeamWCHC

Doreen Shaw has a shout out for the Field Road Community Nursing Team "who continue to provide high levels of skill and commitment for patients in their care. The team are always very supportive of each other through the many daily challenges they face."

Mameta Thomas has a shout out to all the staff of the Urgent Treatment Centre, and

VCH and Eastern Walk in Centres, "to the admin team, clinical staff and most especially the nursing staff who have all relentlessly worked so hard during the pandemic and more so now that our doors are open once again, despite the great challenges of staffing levels and increased workload. Well done everyone and thank you very much for all your hard work and dedication."

Ely Wright has a shout out to the Special School Nurses. "I'd like to give a shout out to the Special School Nurses. You are all completely amazing, thank you for doing such a great job. I'd also like to thank the Eisenhower family for their support. Thank you for your support and I would love to come back to the Haydock team once I have finished."

Student Nurse, Emma Oates would like to give a shout out to the Haydock 6-19+ Team. "Thank you so much it has been a pleasure working with you all, you do a fantastic job and work so hard. The role of the school nurse will be something I will never forget. Thank you for your support and I would love to come back to the Haydock team once I have finished."

A care home manager has a shout out to the IPC Team. "We know we can always pick up the phone, not only to report concerns but to seek advice which is always provided with the utmost support. I could not do it without the support of the IPC team and I would like to thank you for the support you provide to the people of Wirral safe."

Emma James has a shout out to the CICC MDT Team. "We got together to discuss the needs of a patient with their family at short notice, everyone provided me with support and the facilitated a discussion that empowered the patient and family to share what was important to them. It gave the team a huge boost in our step to see the positive effect this had on both the patient and family. Thank you to Karen, Les, Rebecca, and Suzanne especially."

A student would like to give a shout out to Naga Pope following her placement with Sexual Health. "Naga is an incredible mentor who has been very supportive throughout my placement. She encourages me to take advantage of all opportunities and often seeks new learning opportunities for me."

1. Reflections from Professional Nurse Advocate (PNA) Graduation Event

On Monday, we launched International Nurses Week 2022 with the Professional Nurse Advocate (PNA) Graduation Event at the Community Intermediate Care Centre (CICC).

The PNA programme launched in March last year, towards the end of the third wave of Covid-19 and was the start of a critical point of recovery, for patients, for services and for our workforce.

Our graduates were presented with certificates and badges by Paula Simpson, Chief Nurse and Claire Wedge, Deputy Chief Nurse.

Congratulations to our graduates - we are incredibly proud of you all!

- Laura Cooper
- Linda Taylor
- Kathryn McGibbon
- Annelise Jones



2. Team WCHC online celebratory event tomorrow, 4.00pm - 5.00pm



Tomorrow, Thursday 12 May, the official International Nurses Day, we will be holding an online celebratory event where we will be joined by Sam Stratton, NHS England head of Community Nursing and Sophie Gibbs and Loretta Mills, Community Nurse Fellow, from NHS England and NHS Improvement.

Our guests will be sharing their nursing journeys and we will also be showcasing our fantastic video featuring some of our wonderful Team WCHC Nurses.

The event is on MD Teams 4.00pm - 5.00pm. Please check your inbox for your invitation.

THE UPDATE
IT SPECIAL EDITION

Wirral Community Health and Care NHS Foundation Trust

Cyber Special Edition
Stay vigilant when online at home and at work

- Shout Out!**
1. Meet Phil Lang, Cyber Security Assurance Officer
 2. Cyber incidents
 3. Preparing Trust response to a cyber incident
 4. Fishing emails / texts
 5. Our password policy
 6. The importance of returning equipment for staff leaving the Trust
 7. Return any unused IT equipment
 8. Replacing unsupported laptops
 9. Do not use non-approved devices
 10. Keep your devices updated
 11. Save your data on documents on the network drives
 12. Tailgating into restricted areas
 13. IT terms of use agreement



Read some of the shout outs our IT Team has received over the last 12 months...

THE UPDATE
IPC SPECIAL EDITION

Wirral Community Health and Care NHS Foundation Trust

Infection Prevention & Control Special Edition
Living with Covid-19 - keeping safe in the workplace

1. Covid-19 Risk Assessment guidance - exemption from household/overnight contact isolation
2. Covid-19 Risk Assessment guidance - positive case
3. Caring for Covid-19 positive service users
4. Encourage service users to wear face masks / coverings
5. How to access Lateral Flow Testing Kits
6. Follow the Lateral Flow list instructions carefully
7. Reporting Lateral Flow Test results
8. Lateral Flow Testing in Care Homes
9. Lateral Flow Testing for non-patient facing staff
10. Guidance for pregnant staff

Message from Chief Nurse, Paula Simpson

We are now living with Covid-19 and following the recent changes to IPC guidance from HSE nationally, this Special Edition of The Update has been produced to support all staff and managers with the latest information relating to Covid-19, testing, isolation and PPE.

It is important that whilst restrictions are lifted in the general population, we continue to follow the guidance in NHS settings that keeps us safe and protects our staff and those we care for.

Promotion of Awareness Days / Weeks

| | |
|---|--|
| Thank You Day 4 July | Dietitians Week 20-24 June |
| Cervical Screening Week 20-26 June | Men's Health Week 13-19 June |
| Pride Month June 2022 | Infant Mental Health Awareness Week 13-19 June |
| What Matters to You Day 9 June | Carer's Week 6-12 June |
| Gypsy, Roma and Traveller History Month | International Nurses Week |
| Dying Matters Awareness Week | Deaf Awareness Week |
| Glove Awareness Week | World Immunisation Week |

Priorities for Quarter 2 (July, August, September)

| | | | |
|----------------------------|---|--|--|
| Team WCHC Awards | Recruitment Photoshoot | Together we make a great team | Agile Working |
| Electronic Health Record | QI Celebration Event | July Pulse Survey | Armed Forces Covenant |
| Reciprocal Mentoring | 0-25 Knowsley stakeholder event | Marine Lake stakeholder event | Your Voice Group promotion |
| Palliative Care booklet | Virtual antenatal pack - Knowsley / St Helens | HomeFirst Service | Airmid app launch (children's services) |
| Appraisals and Supervision | Safe Staffing | Two Hour Urgent Community Response Service | Immunisations campaign (children's services) |