NCH&C’s REACH Awards 2014
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Sprowston Manor, Norwich

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More information and photographs:

- [www.norfolkcommunityhealthandcare.nhs.uk/Whats-happening/Media-centre/reach-awards-2014.htm](http://www.norfolkcommunityhealthandcare.nhs.uk/Whats-happening/Media-centre/reach-awards-2014.htm)

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Award winners – case study summaries

Clinical Excellence Award

Christine Harvey, Modern Matron (South)

‘Outstanding role model’ Christine Harvey is a shining example of clinical excellence who works hard to deliver consistently high standards to patients in south Norfolk.

A patient safety champion and talented leader, she played an important role in the development of NCH&C’s Pressure Ulcer Strategy, providing clinical input, piloting new initiatives on her wards and motivating others to embrace changes to practice. Chris also played a key role during a major refurbishment project at Dereham Hospital in 2012, acting as the liaison between departments to successfully coordinate the move back to the ward.

“I love my job and find it really rewarding,” said Chris, who is based at Wymondham Health Centre. “When I found out I was a finalist I thought it was great, and it was nice to know I’m appreciated by my colleagues.

“But although I’m the person standing up in front, it’s about my team, not me. I am so proud of them – I offer support to put systems in place to make sure we are providing excellent quality and safe care, but they do all the work.”

Emerging Talent Award

Nicola Smith, Community Physiotherapist, North Walsham Community Nursing and Therapy Integrated Team

Despite joining the South East Norfolk Community Nursing and Therapy Integrated Team at a difficult time, Nicola Smith rose to the challenge and worked seamlessly with colleagues so that patients could benefit from a prompt, high quality service. She immediately put her expertise to good use to triage and prioritise patients, successfully reducing waiting lists while helping colleagues work more effectively together.

Physiotherapy Clinical Lead, Jane Johnston, said: “Nicola is so committed and motivated, constantly questioning and learning, analysing and contributing to excellent two-way supervision and discussion of complex cases.

“She has taught us to embrace change and brings such energy to her role, outwardly enjoying her chosen career and impacting on the behaviour of all around her. She has personally helped us to achieve shared competencies and gain confidence.

“Nicola is so refreshing to work with, and her patients would be hard-pressed to find a better therapist. She is truly a rising star and a great ambassador for the Trust.”
Good Corporate Citizen Award

Sharon Duneclift, Health Visitor, North and Broadland Health Visiting Team

When Health Visitor Sharon Duneclift was tasked with designing a project to improve health outcomes within her community, she went the extra mile to ensure her initiative would make a real difference to the families in her care.

After pinpointing speech and language as an area where pre-school children could benefit from further development, Sharon put together a special play session called ‘Chatterboxes’ to teach parents the necessary skills to help their children and encourage interaction at home.

Maria Richardson, Healthy Child Programme Clinical Lead, said: “Sharon carried out an enormous breadth of work to develop ‘Chatterboxes’, and worked closely with a Hungarian family to ensure it was suitable for people whose first language was not English.

“Feedback has been really good, with the parents recognising the need for greater participation in their child’s reading. This has led to less time in front of the television, prompted more interest in books and should ensure they have better speech and language skills when they go to school.

“It has also helped build self-esteem and confidence among parents, which then has a positive knock-on effect on their children.”

Governors’ Recognition Award

Ann Yaxley, Registered Nurse, Pineheath Ward, Kelling Hospital

Compassionate, empathetic and supportive, Ann Yaxley works incredibly hard to provide exceptional care. She takes her responsibilities extremely seriously, doing everything she can to support patients, relatives and carers and make a difference to their lives.

Ann often goes above and beyond the call of duty to provide a first class service and make sure the needs of her patients and their families are met. She forges good relationships with everyone she meets so that she can provide ‘exemplary’ palliative care.

Caroline Leahy, Clinical Lead, Temporary Worker Service, said: “Undoubtedly, Ann’s advanced skills, compassion and natural empathy makes a difference to the patients and families she meets every day. She exemplifies the level of care, compassion, courage and commitment which our Trust advocates for its staff.

“Ann’s dedication and commitment goes far beyond the job in hand. She works incredibly hard to provide high quality palliative care. Recognising her responsibilities as a patient advocate, Ann ensures their wishes are carried out, including in the final moments of life.”
Innovation Award

Talk About Project, Children’s Speech and Language Therapy Service

The innovative ‘Talk About’ project has made a huge difference to thousands of families across Norfolk after giving nearly 7,500 children access to the best possible communication support.

Launched 18 months ago, the initiative saw NCH&C staff design a series of training courses, supporting literature and an online toolkit – complete with videos, links and downloadable resources – so that nurseries and schools could identify children with development problems more easily.

Since then, nearly 250 early years settings have signed up to the scheme, with almost 1,500 practitioners given essential training to help them effectively support children who have difficulties developing their speech, language and communication skills.

Alison Fuller, Professional Champion, Children’s Speech and Language Therapy, said: “Speaking, listening and interacting well with others are fundamental skills which are essential in all areas of life. The early years are a critical period for the development of these skills, and are also the best time for interventions to help children with any difficulties.

“Our team has worked really hard to share our knowledge and expertise, and we are delighted that so many early years’ staff have taken up the training and their feedback has been so positive.”

Inspirational Leader Award

Becky Cooper, Assistant Director (North)

Inspirational leader Becky Cooper has an obvious passion for patient care and a constant focus on maintaining quality and providing the best possible service.

Working openly and transparently, she has built strong relationships with colleagues at all levels and successfully devolved day-to-day decision making to her community matrons, ward managers and team leads, empowering them to find solutions to any issues they may be facing. In addition, she encourages all members of staff to take the initiative and make small changes to benefit patients.

“Becky leads by example, greeting every challenge with positivity and energy,” said Kate Pontin, North Walsham Community Nursing and Therapy Integrated Team Lead. “She has a very open and inclusive management style which encourages collaboration and team working, creating an environment in which everyone is valued and can actively participate.

“Well-respected across our organisation and with other partner agencies, Becky always displays a highly professional approach while still being friendly and open.”

Integration and Partnership Award – joint winners

Integrated Team, Children with Complex Health and Disability (Central)

The Integrated Team, Children with Complex Health and Disability, show fantastic dedication to provide effective care, closer to home, for children with disabilities and other complex health needs.
Based at the Sure Start Children’s Centre in Norwich’s Upton Road, the team is always looking for ways to further improve the care they provide, embracing best practice to ensure the young people they work with receive the highest quality service.

Integrated Team Lead Hannah Tall said: “I am very proud to be the team leader of this group of professionals, who always go the extra mile to ensure the child and family receive care that is integrated and coordinated around their particular needs.”

Always ready to embrace new initiatives, the team have extended the hours of their community nurses to allow them to administer intravenous antibiotics in the community and carry out blood tests after discharge from an acute hospital. As well as reducing length of stay and improving the patient experience, the project is making sure children and their families can access the right care in the right place at the right time.

**Integration and Partnership Award – joint winners**

**Starfish West, Children’s Learning Disabilities, Mental Health and Child and Adolescent Service**

The Starfish West team are a shining example of successful integration, working across organisational boundaries to provide a vital service which helps children with learning disabilities overcome mental health and behavioural problems.

The team has embraced close working to ensure the needs of children and families can be met so that they achieve the best possible outcomes.

Anne Goodrich, Team Lead, said: “We visit the child in their school and home environments so that we can identify what may be causing the issues they are facing. Often the children we work with can’t communicate very well, so we find other ways to communicate and spend lots of time with them so that we can get a better understanding of the problems they are experiencing.

“Our role isn’t just to help the child but also support their parents and siblings, showing them how to manage difficult behaviour and the things they could do to help. It is incredibly rewarding, and we get really good outcomes from our families, which makes our work even more satisfying.”

**Looking After You Locally Award**

**Starfish+, Children’s Learning Disabilities, Mental Health and Child and Adolescent Service**

Committed, dedicated and passionate, the Starfish+ team has helped scores of vulnerable children facing crisis to turn their lives around, lead a normal family life and look forward to a positive future.

The team works with children aged between four and 18 who have a learning disability and are at risk of having to leave their homes because of mental health problems. They carry out a series of intensive visits to support the child, their parents and siblings so they can overcome their difficulties and go on to lead a normal, happy life.

“Our team at Starfish+ is amazing and I couldn’t wish for better,” said team leader and Clinical Psychologist Melanie Bruce. “They are determined to make sure each individual receives the best possible care.”

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“Our work can be emotional as we meet families who are experiencing real difficulties, but we have had some amazing outcomes and really feel we are making a difference in turning their lives around.

“When we receive feedback from the families we help, and can see that they have a much better quality of life as a result of our input, it makes is so worthwhile.”

**Team of the Year Award**

**Caroline House: Specialist Neurological Rehabilitation Inpatients Service**

‘The pride of the NHS’ is how one colleague describes the Specialist Neurological Rehabilitation Inpatients Service at Caroline House. A strong and effective team, they work together well to provide the best possible care for patients with complex and sometimes challenging needs caused by brain injury or progressive neurological conditions.

Tanya Murphy, Assistant Practitioner, added: “The multidisciplinary team at Caroline House really are unique, supporting patients through their journey of often total dependency, to becoming as independent as possible, following a brain injury.

“Many of our patients require huge levels of practical intervention as well as physical, emotional and psychological support. The whole team are united in their approach, always considering patient preference, dignity, respect and safety.”

Special mention also goes to the Specialist Neurological Rehabilitation Outreach Team, who help discharged patients to overcome their disabilities and regain independence wherever possible so that they can continue to enjoy fulfilling lives.

**Unsung Hero Award**

**Carla Nobrega-Holloway, Community Assistant Practitioner, City 2 Community Nursing and Therapy Integrated Team**

High quality patient care is always at the forefront of Community Assistant Practitioner Carla Nobrega-Holloway’s mind. Committed and passionate, she not only excels in her frontline duties, but often completes additional tasks behind the scenes.

A pleasure to work with, who boasts fantastic relationships with patients, relatives, carers and colleagues, Carla always makes sure her patients receive the care they need and that any complications which may have arisen during the day have been resolved.

Lynne Fanning, Team Lead, City 2 Community Nursing and Therapy Integrated Team, said: “Carla is an outstanding all round assistant practitioner in the true mould of integrated working. She pioneers quality integrated working across the nursing and therapy team and with our partners in acute and social services.

“The quality of care she provides is continually being praised, and she is driven by a genuine interest in her patients and the quality of care she strives to provide to them.”

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Runners up

Clinical Excellence Award

Libby ffrench-Mullen, Principal Speech and Language Therapist, Children’s Speech and Language Therapy Services

During a career spanning nearly three decades, Libby ffrench-Mullen has developed a highly regarded specialism in child feeding and swallowing disorders after helping countless young people with complex neuro-developmental difficulties.

Over the years, she has fostered a wonderful empathy with the families she works with, offering support beyond her contracted hours to help them implement the care packages she expertly designs. She is described by colleagues as a ‘shining example of how clinical excellence can grow’.

Lucy Molineux, Community Link Nurse, Brundall and Acle Community Nursing and Therapy Integrated Team

Lucy Molineux always keeps patients at the heart of everything she does, acting as their advocate. She works hard to identify those who are vulnerable and puts measures in place to prevent unnecessary hospital admissions, while also showing great dedication to making sure the wishes of our palliative patients are followed as they near the end of their lives.

Supportive of colleagues and totally committed to her role, Lucy has fantastic communication skills, an infectious enthusiasm for her work and is an excellent ambassador for NCH&C.

Emerging Talent Award

Lucy Softley, Pre-Nursing Experience Healthcare Assistant, Caroline House

Despite being one of NCH&C’s newest recruits, Lucy Softley is already carving herself a promising healthcare career by making the most of every opportunity to learn and develop her skills.

An excellent communicator with a fantastic attitude towards education, Lucy soaks up new information ‘like a sponge’ and is keen to learn as much as she can from colleagues. A valued team member, she shows courage in asking questions in challenging situations, yet is gentle and understanding with the patients in her care.

Heidi Davidson, Learning Disabilities Nurse, Starfish West

‘Positive, committed and incredibly competent’, Heidi Davidson thrives on learning from others and is always looking for ways to further develop her own skills to benefit the children she works with.

She shows a genuine interest in everyone she meets and is highly motivated and hard-working, planning her interventions carefully to ensure each of the children in her care receive the best possible help to meet their individual needs.
Good Corporate Citizen Award

Thetford Community Nursing and Therapy Integrated Team

The Thetford Community Nursing and Therapy Integrated Team went above and beyond to spread a little Christmas cheer this year when they delivered special boxes to vulnerable patients who would be spending the festive period alone.

The team put together 12 boxes, which contained a card with a personal message and small gifts such as mince pies, chocolates and Christmas puddings, scarves, socks and gloves, and delivered them to housebound patients with no friends or family.

Michelle Hanke, Human Resources Assistant

Kind-hearted Michelle Hanke has shown tremendous drive and determination to help vulnerable people in our local community by establishing a foodbank within NCH&C’s HQ.

Since launching the initiative, she has collected more than 130kg of tinned fruit, pasta, UHT milk and toiletries, and delivered them to the Norwich Foodbank for distribution to people in crisis.

Governors’ Recognition Award

Dorothy Simpson, Specialist Palliative Care Nurse

Dorothy Simpson is committed to providing excellent care using her considerable skills to manage her patients’ complex symptoms.

Compassionate and dedicated, she has excellent communication skills and shows great courage and a gentle touch when helping patients to cope with difficult news and emotional stress as they adjust to their illness.

Care At Home Team (North)

The Care at Home Team (North) works hard to deliver a high quality service across north Norfolk 24 hours a day. They act as tremendous advocates on behalf of patients while also extending the best possible care to families and carers.

Innovation Award

Wanda Thompson, Team Lead, Virtual Ward and Coastal Community Nursing and Therapy Integrated Team

Wanda Thompson played an instrumental role in developing NCH&C’s new Virtual Ward, working tirelessly to recruit all of the necessary staff and make sure it was up and running in record time.

Wanda showed great enthusiasm for the project from the moment the idea was first mooted, dedicating herself to its success. The ward is now improving the experience which patients have of using health services by ensuring they can return home quickly, and with the appropriate support, following an admission to an acute hospital.
Mandatory Training Project Team

The Mandatory Training Project Team has changed the way education is delivered by introducing a new learning tool which is winning plaudits from colleagues from across NCH&C while also helping to save money.

The new innovation sees staff take part in two-days of training set around a patient known as 'Mandy Tori'. So far, more than 500 staff have taken part, with nearly 99% reporting the course would make a difference in their workplace and 97.5% agreeing their knowledge had improved.

Inspirational Leader Award

Jennifer Maddox, Clinical Link Nurse, Cromer Community Nursing and Therapy Integrated Team

Jennifer Maddox has a real passion for nursing and strives to deliver excellent care for all. An effective leader, she has earned huge respect from her colleagues and is compassionate and caring towards everyone she meets.

Always approachable and ready to listen, Jenny does her best to help with patient care issues or any personal problems her colleagues may be facing. She makes all of her staff feel valued, and has a natural ability to develop effective relationships with people at all levels.

Rebecca Buss and Darren Sayer, Learning and Development Team

Rebecca Buss and Darren Sayer are excellent role models who show great leadership skills, boundless energy and endless enthusiasm for everything they do.

As well as organising training programmes which have a positive impact on developing our staff and their relationships with others, they also help drive culture change within the Trust by influencing senior managers, who in turn filter leadership behaviours to their colleagues.

They act as shining examples of the leadership qualities which they encourage in others, and always strive to do their best, considering carefully how they can ultimately support our patients through the education they offer.

Integration and Partnership Award

Sure Start Children’s Centres

NCH&C’s Sure Start Children’s Centres are a shining example of truly integrated working which is making a real difference to the lives of hundreds of vulnerable families across Norfolk.

As well as significantly increasing the number of children using the centres, the staff who run the service have made a big difference with families who previously found accessing services difficult.
Looking After You Locally Award

Steve Judd, Communication Development Worker, Community Learning Disabilities Team (North)

The passion and energy which Steve Judd shows for his role has a huge impact on everyone he meets, by inspiring his colleagues while ensuring his patients and their carers receive the highest quality service.

Dedicated Steve always goes above and beyond to do his best for patients, ensuring they have a voice and choice in their care. His immense positivity and enthusiasm effortlessly motivates those around him, while colleagues credit him with changing the way they communicate.

Linda Hatton, Specialist Heart Failure Nurse (South)

Linda Hatton, is a great example of community healthcare at its best, and uses her outstanding interpersonal skills to put her patients at ease, helping to give those facing complex illnesses comfort and confidence in their own ability to manage.

She treats everyone she meets with the utmost professionalism, and uses her expertise wisely, taking the time to help her patients understand what is happening to them and using clear and appropriate language to explain their care.

Team of the Year Award

Care at Home Team (North)

The Care at Home Team (North) go above and beyond to provide high quality nursing care, and have had a positive impact on hundreds of patients since the service was launched a year ago.

The team help prevent unnecessary admissions and make sure the right support is in place to allow patients in north Norfolk to return home quickly following a spell in hospital. By placing the patient at the heart of everything they do, they make a real difference to the people using the service.

Mobile Working Project Team

NCH&C’s Mobile Working Project Team brought together a diverse cross section of professionals who joined forces to introduce the best possible technology for clinical teams to use on the road, in turn supporting the effective delivery of patient care.

Unsung Hero Award

Joanna White, Specialist COPD Nurse (West)

Empathetic, compassionate, caring, sensitive, honest and kind are just some of the words colleagues use to describe Joanna White.
Showing unrelenting passion and dedication to her patients and their families, Jo always strives to do what is best. She never gives up until any issues have been resolved, in turn giving the patient the best possible outcome.

**Adrian Willis, Physiotherapy Assistant, Musculoskeletal Physiotherapy Service (North)**

Adrian Willis has fast become the ‘go to’ member of the Kelling Hospital team after showing exceptional commitment to healthcare across north Norfolk.

He tackles every job with grace and good humour, and will always support colleagues who are facing pressure during busy clinics. Adrian handles distressed patients with kindness and compassion, and is personable and polite in his day-to-day work.

Colleagues say he makes a huge contribution to the smooth running of the department, which would be a poorer place without him.

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