

Nottingham

CityCare News

Quarterly Stakeholder Newsletter

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2024



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About Nottingham CityCare

Nottingham CityCare Partnership CIC is an award-winning community health services provider, rated 'excellent' by the Care Quality Commission Quality Commission (CQC).

We are the largest provider of NHS community health services in Nottingham, delivering care to support the long-term health and wellbeing of our local community.

We provide health services in the community, ranging from health visiting and education for young families to community nursing and home-based rehabilitation services for older people.

In addition, we operate the city's NHS Urgent Treatment Centre at Seaton House. Our services are delivered across the city in community settings, such as health centres, children's centres, GP practices, nursing homes, and primary care settings, as well as within people's homes.

Our services and staff come into face-to-face contact with more than 450,000 patients a year and our community nurses carry out more than 148,000 patient visits. Nottingham CityCare employs 1,200 clinical and non-clinical staff.

Annual Quality Account celebrates quality care



Nottingham CityCare's Annual Quality Account for 2023-24 has been published, demonstrating and celebrating the work of all our teams.

A Quality Account is a report about the quality of services offered by an NHS healthcare provider. It acknowledges how many of our services are delivered in partnership with other members of the Nottingham and Nottinghamshire Integrated Care System because, in local health and care, no single organisation works in isolation.

Our review covers the priorities for 2023-24 in relation to patient engagement; diversity and health inequalities; patient safety; a Just culture and learning; Stop the

Pressure – skin tone; as well as a new priority for 2024-25 related to falls.

Judith Douglas, Director of Nursing, Allied Health Professionals and Quality said: "Our vision is to deliver 'high quality, locally-led care' keeping our patients safe and continuously improving the services we offer while using resources effectively.

"I am extremely proud of the work that has been undertaken and the progress made on the previous year's quality priorities and look forward to seeing the impact on patients.

"I am also proud we are showcasing the work of the Small

Steps, Big Changes (SBBC) team who have provided invaluable services to parents and young children in Nottingham.

"The report also shares the experience of the Luther College students, from the USA, who shadowed our staff and learnt so much they are planning a return visit next July.

"It is timely that we have the focus on falls and falls prevention. Our aim is to keep patients safe and reduce the prevalence and impact of falls that cause distress and injuries that impact on the quality of life."

Read our Annual Quality Account 2023-24 here www.nottinghamcitycare.nhs.uk/application/files/5417/1957/8893/Nottingham_CityCare_Annual_Quality_Account_2023-24.pdf or scan the QR code.



So proud of our communities and workforce as we prepare for a new chapter for CityCare

We have much to celebrate as we prepare for a new chapter in Nottingham CityCare's story.

I (Lou Bainbridge) will soon be leaving Nottingham CityCare and we are preparing for a new Chief Executive to take the helm.

They will join us at exciting and challenging times.

Over the coming months we will set out our aims and priorities for Nottingham CityCare for 2025 and beyond.

Meanwhile demand for our services continues to grow in an ever-challenging financial environment.

We must continue to innovate to keep pace with demand, so it is good to take time to reflect on our recent achievements and how we continue to work with health and care partners to make a difference to the communities we serve.

It's really encouraging to see evidence of how the Nottingham CityCare-hosted Small Steps Big Changes programme is improving lives - having a real and positive impact in some of our most deprived communities.

Evaluation by Nottingham Trent University indicates statistically significant differences in vocabulary for children who were part of the programme and better performance at school, along with parents reporting improvements in confidence, better diet, sleep patterns and overall behaviour (see page 9).

This progress is reflected in our work with one Nottingham mum whose son has been supported by our Targeted Healthy Lifestyles team. Food-related games and discussions about nutrition and portion size have helped the family lose more than a stone (6.3kg) between them (see page 14).

As Nottingham's largest provider of NHS community health services, it is important we reflect and support everyone in our diverse and vibrant city, so it was great to see support from colleagues at this year's Notts Pride.

It is so important we demonstrate our commitment to our LGBTQ+ colleagues and patients as we work to eliminate health inequalities (see page 5).

Our annual Celebrating Excellence Staff Awards allowed us to recognise some of our outstanding colleagues – those who demonstrate our values and behaviours at all times to support their colleagues and ensure the best care for the people we serve (see page 10-12).

The wealth of talent and experience we have at CityCare was also reflected in our Long Service Awards celebrations; marking 20, 25, 30 and 40 years of continuous NHS service. The event was a fantastic opportunity to recognise the dedication and commitment of so many colleagues (see page 19).

We also shine the spotlight on our:

• **Front Door Integrated Discharge Team** - which plays a critically important role in reducing hospital admissions and enabling quicker

discharge from Nottingham's Queen's Medical Centre (see page 6)

• **Mosaic physiotherapy and occupational therapy team**, which has improved our patient self-referral process to ensure patients are directed towards the correct service, greatly reducing waiting time for assessments (see page 13)

• **Urgent Treatment Centre** - which has been treating up to 200 patients a day recently, many of whom might otherwise have ended up in hospital accident and emergency or seeking help from primary care (see page 4)

• **Educational and Professional Standards team** - which helps ensure we have a workforce with the right skills and knowledge to deliver the best care possible for the communities we serve (see page 18).

These are just a few examples of the innovation, skill, commitment, and compassion demonstrated by individuals and teams across Nottingham CityCare every day, giving us so much to celebrate and the confidence to meet the challenges ahead.



Sherry Malik
Sherry Malik
 Chair

Lou Bainbridge
Lou Bainbridge
 Chief Executive

Blog

Associate Director of Sustainability and Transformation
Simon Burrows, writes about his visit to Nottingham's Urgent Treatment Centre and finds out first-hand about staff and patient experiences.



Nottingham's Urgent Treatment Centre assesses and treats people who have urgent, but not life threatening, illnesses and injuries.

My visit began with introductions from Jim Quinn, Head of the Urgent Treatment Centre. I was taken through the whole patient journey, from initial booking in at reception, to triage, and on to consultation, and finally discharge.

The centre is open seven days a week, 365 days of the year from 7am to 7pm and staff do a fantastic job handling unpredictable demand and often high numbers of patients. At times they receive more than 200 visits in a day.

Once booked in, patients wait to be called for a triage assessment with a medical professional like Clinical Practitioner Stephen Ramsden, who I observed. The team do a fantastic job keeping waiting times for triage down.

During triage, patients are assessed to determine the urgency of their condition and the nature of the treatment required. Efficient triage ensures people are seen in a timely manner.

If a patient's condition is serious and they need to be seen more urgently, they will be prioritised to go to a hospital accident and emergency department or moved up the queue to have a quicker consultation. If they don't need

to be seen as urgently, they may be advised to go to their GP or a pharmacy.

Managing patient expectations is challenging but the team does a great job.

Once a patient has been triaged, they wait to be taken through to consultation, where they are examined in more depth, by Clinical Practitioners like John Carr, who asked questions and listened to the answers before providing an assessment.

Previously a paramedic, it was interesting to see his skillset in action and to get his reflections on how he works, how he has settled into his role, and is enjoying working as part of the Urgent Treatment Centre team.

The team is working hard to keep waiting times for treatment under four hours and for all patients to receive their initial triage within 15 minutes. It was good to see first-

hand how everyone is focussed on making the flow through the department as smooth as possible.

Looking at their work with my responsibilities for sustainability and transformation, I was keen to see how digital tools, including SystemOne templates and patient call screens are being used and hear from frontline colleagues about opportunities for further improvement.

I'd like to thank everyone for the insight into their daily lives and the chance to listen in to conversations staff and patients were having.

With quiet efficiency they do fantastic work with patients who are often in distress and needing immediate care.

It was great to see at first hand the difference they are making to the lives of people in our communities.



Celebrating with Pride

As part of our drive to tackle inequality and working in partnership with our LGBTQ+ Staff Network, Nottingham CityCare is proud to have attended this year's Notts Pride.



We believe in celebrating LGBTQ+ people and challenging discrimination.

We believe Nottinghamshire should be a place to be proud of – a city and county where everyone feels safe and is not afraid to be themselves.

We want our workforce to reflect the diversity of our local population. We used the event as a platform to promote the recruitment of new staff and volunteers. We also promoted the great services we have to offer, alongside our LGBTQ+ Staff Network group to demonstrate our support our commitment to inclusion for our LGBTQ+ colleagues and patients.

Nottingham CityCare colleagues joined the Notts Pride march through Nottingham and met the public to promote our services.

Chief Executive Lou Bainbridge said “I’m so pleased so many of our colleagues were able to attend Notts Pride this year to demonstrate our commitment

to tackling inequality and discrimination by standing in solidarity with our LGBTQ+ colleagues. We are working closely with Nottingham and Nottinghamshire Integrated Care System (ICS) colleagues to ensure there is a joint approach across our health and social care system”.



Nottingham CityCare celebrates Pride month

Nottingham CityCare celebrated Pride month in June by sharing the successes of our diverse workforce, and our LGBTQ+ Staff Network group and the incredible work they do for our colleagues.

Nottingham CityCare's LGBTQ+ staff network is a forum where colleagues from the LGBTQ+ community come together for

updates on CityCare's journey to become a more inclusive organisation.

The meetings offer staff the opportunity to get actively involved in this journey by offering their views/suggestions on proposed initiatives and raise

concerns about elements of non-inclusive practice.

The LGBTQ+ Staff Network meetings offer a closed section of the meeting which is a safe space for individuals to raise any personal concerns and access peer support.

Find out more about Nottingham CityCare's Staff Networks here: www.nottinghamcitycare.nhs.uk/work-for-us/staff-benefits or scan the QR code.



Blog

Chief Executive Lou Bainbridge sees first-hand how our Front Door Integrated Discharge Team is helping to get medically fit patients out of hospital safely and effectively.



When we think of the NHS we often think about busy hospitals and staff under pressure. Headlines are dominated by A&E stories and a system struggling to cope with pressure and demand.

Teams across Nottingham CityCare are working hard every day in the community as part of the wider health and social care system to ensure patients are staying safe in their own homes and preventing hospital admissions. We also play a key role in preventing re-admission to hospital. This is community health care – a growth area as outlined in the NHS Five-Year Plan.

As Nottingham's largest provider of NHS community health services, we deliver care for city patients in their homes, GP practices, health centres and schools. What some might not know is our community staff are also located at the "front door" of Nottingham University Hospitals' Queen's Medical Centre (QMC), which has one of the busiest A&E departments in the country.

Our 14-strong **Front Door Integrated Discharge Team** works with hospital and social care teams to safely discharge medically fit adult patients to the community.

It was great to meet the team and see their work at first-hand. Team Manager Ann James and Amy Morris talked me through



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the service, referrals process from the hospital front door (that is, the emergency department, fracture clinic and urgent treatment unit to name a few).

The service assesses patients referred to them by hospital staff, who may need additional support at home (Pathway 1) a period in a bed in the community (Pathway 2) or those who have enhanced needs and/or additional assessment with longer-term needs (Pathway 3).

The team undertakes comprehensive assessments of adult patients who require a supported discharge from the hospital, intending to prevent unnecessary admissions.

Patients are reviewed irrespective of where they live. Therefore, the team has a vast knowledge of pathway options and services that support

discharges for Nottingham, Nottinghamshire, and beyond.

Assessments are carried out in conjunction with individual patients (and their carers/relatives where appropriate) in line with their needs and wishes in the Emergency Department and Assessment Ward of the Queens Medical Centre hospital. Patients are assessed by the team's physiotherapists, occupational therapists or assistant practitioners providing equipment if needed such as walking frames to hospital beds.

The speed at which the team are able to discharge patients safely with either a social care package or equipment enabling the patient to remain independent and safe within the home is amazing.

Here are some impressive statistics that demonstrate their performance:

Emergency Department (ED) assessments:

- The team has consistently met, or exceeded, the threshold of 95% for completing initial assessments within 2 hours from referral.
- In February, March and May 2024 the team completed 100% of all initial assessments in the ED within 2 hours.
- April 2024 saw the highest number of initial assessments in the ED, with 56 assessments, 96% of which were completed within 2 hours.

Same-Day Emergency Care (SDEC) assessments:

The team maintained a 'perfect' record for initial assessments

in SDEC, with 100% of assessments completed within 2 hours from referral in December 2023, April 2024, and May 2024.

Assessment Ward assessments:

- December 2023: 95% of 83 assessments completed within 8 hours.
- January 2024: 97% of 78 assessments completed within 8 hours.
- April 2024: 99% of 75 assessments completed within 8 hours.

Seeing the difference the team is making for patients, the integrated way in which they work, and their passion was heartwarming and made me feel so proud!

The team is located in the heart of the QMC which enables them to build strong relationships with health and social care system partners to deliver a seamless service to our patients.

They play an integral role in taking the pressure off staff at

I'd like to thank the whole Front Door Integrated Discharge Team, and colleagues from NUH and social care who spent time talking me through their valuable roles and for the difference they are making every day.

Nottingham University Hospitals (NUH) by helping to avoid patient admission and allowing hospital beds to be used for those most in need of acute hospital care.

This is a fine example of how Nottingham CityCare is helping our local busy hospital work more effectively and efficiently, ensuring patients flow into the community in a co-ordinated and safe way.

I'd like to thank the whole Front Door Integrated Discharge Team, and colleagues from NUH and social care who spent time talking me through their valuable roles and for the difference they are making every day.



Learning at Work and Mental Health Awareness Week

To celebrate Learning at Work Week and Mental Health Awareness Week during May, the Unpaid Carers Network, mental health first aiders and trade unions arranged a drop-in session at Aspect House for all staff and volunteers to find out more about learning at work and our staff wellbeing offer.

The session incorporated the 2024 theme for learning at work week “Learning Power” and the theme for Mental Health Awareness Week

“Movement: moving for our mental health”.

Informative stalls, games, activities and learning sessions included hand massages, quizzes, knitting and crocheting, painting, free books, and a learning tree - where colleagues submitted a learning objective for the coming year. Submissions ranged from floristry and pottery to getting a degree.

Buttons, CityCare’s beautiful therapy dog, also made an appearance and was “the star as usual”, according to Tracy Litherland, one of the event organisers.



Chief Executive Lou Bainbridge said:

This is a fantastic event to showcase the opportunities we have to support staff wellbeing and opportunities for them to learn.

PODCAST: Small Step, Big Changes’ Family Mentor Service

Listen to this insightful podcast hosted by Dr Kathy McLean (Chair of Nottingham and Nottinghamshire Integrated Care Board) who talks to Donna Sherratt (Head of the Small Steps Big Changes Programme) and Rachel Mabbott (Family Mentor) about the Family Mentor Programme in Nottingham.

The Family Mentor service is a free service for families living in

Nottingham. It is run by Small Steps Big Changes, hosted by Nottingham CityCare. Family Mentors are a highly trained paid peer workforce that deliver the Small Steps at Home programme of child development and preventative health support to parents of 0–4-year-olds.

Family Mentors are parents or grandparents from the communities they support who can give advice and support on lots of different topics. They can support the whole family adapt to life with a new baby. Their advice is based on the latest evidence in child development.



Listen to the podcast here:
[Family Mentor Service podcast - NHS Nottingham and Nottinghamshire ICS](#)
[- NHS Nottingham and Nottinghamshire ICS \(healthandcarenotts.co.uk\)](#)

or scan the QR code



Small Steps Big Changes programme

Nottingham CityCare is proud to host Small Steps Big Changes (SSBC) over the past ten years; a service who has been making a difference to thousands of children and parents in some of Nottingham's most deprived areas including Aspley, Bulwell, Hyson Green & Arboretum and St Anns.

It is one of five National Lottery Community Fund (TNLCF) partnerships committed to improving child development. The programme received £45m over 10 years to test and learn, evaluate, and then embed new approaches.

Small Steps Big Changes has commissioned evidence-based, co-designed services, workforce training, public health campaigns, and developed resources in four parts of the city. Some of the programme activity has been delivered across the city and wider system.

Since the start of the programme in 2015, Small Steps Big Changes has commissioned 46 services and activities, designed, and delivered four public health campaigns, and funded the creation of more than 80 new living wage/apprentice levels roles, creating wider social value.

By March 2024, the portfolio of services and activities reached

over 82% of the eligible children, with 6,000 eligible children accessing the Family Mentor Service.

The programme currently commissions the 'Healthy Lifestyle Pathway Service' delivered by Nottingham CityCare's 0-19 Service and has funded additional 'Family Nurse Partnership' nurses. It has also piloted 'Stay One Step Ahead'; a home safety intervention to reduce avoidable and preventable injuries in 0 to 4s – delivered by Nottingham CityCare's 0-19 Service and other partners.

This is alongside commissioning an infant mental health service, an award-winning speech and language service, and buying 133 recliner chairs for maternity wards to support early attachment and father-inclusive practice.

Small Steps Big Changes is evaluating the impact of its services and approaches. The National Lottery Community Fund has also commissioned an evaluation and shared learning partner, who is supporting the fund to evidence the impact of early intervention, prevention, and influence policy nationally.

Nottingham Trent University (NTU) was commissioned to lead the local evaluation from 2018 to 2023 and the programme now has other evaluations in place.



Findings show a positive impact on children's outcomes, alongside rich qualitative evidence:

- There was a statistically significant difference in mean vocabulary scores between SSBC children and non-SSBC children. This finding suggests that overall engagement with the SSBC programme is linked to better vocabulary scores.
- Children from SSBC areas who participated in the programme for 18 months or more had the highest mean 24-Month Ages and Stages Questionnaire (ASQ) scores (excluding problem-solving domain) and overall scores.
- Parents reported improvements in wellbeing and confidence, children eating healthier food options, improvements in sleeping routines and behaviours.

With less than a year until the end of the funding, the programme is now focussed on legacy, sustainability and sharing the learning.

Read the reports on the Small Steps Big Changes website here: www.smallstepsbigchanges.org.uk/knowledge-hub/learning-hub/training-and-learning-documents or scan the QR code.





Celebrating Excellence in community healthcare and family support

Our annual Celebrating Success Staff Awards celebrate the outstanding achievements of our staff and volunteers, recognising the difference they make every day in their roles to deliver NHS health services to our communities.

We asked colleagues to send in their nominations for 11 different categories, two of these were open to the public for nominations. We also introduced a new special recognition award.

We received a total of 162 nominations from staff and

the public for the 11 award categories, demonstrating the level of enthusiasm amongst colleagues and the desire to ensure that staff were recognised for their efforts.

The winners were announced at a special awards ceremony at the East Midlands Conference

Centre, where the winners and the reasons for being recognised were revealed. The atmosphere was electric as staff were greeted by members of Nottingham CityCare's Board and host, local weatherman, Des Coleman.

Spotlighting our Winners...

Here are the winners of the 2024 Celebrating Success Staff Awards, along with a quote from the nominator's submission demonstrating why they won!



Making a Difference Award

Nina Yaseen, Assistant Practitioner

"Nina demonstrates all of CityCare's core values. In particular, with the care she provided for one patient, treating them with the dignity and respect they deserve, providing great rehabilitation and support."



Outstanding Contribution to Improving Patient Safety Award

Fiona Branton, Head of Infection Prevention & Control

“Described as a beautiful, caring professional demonstrating trust, honesty, kindness, and courage.”



Outstanding Contribution to Improving Patient Experience Award

Integrated Respiratory and Home Oxygen Service (IROS)

“The team have shown ongoing commitment to improving patient experience by adapting through COVID and learning from this experience to improve patient experience.”



Striving for Improvement Through Learning Award

Hannah Appleton, Children and Young People Practitioner

“Hannah has grown and developed so many new skills and understanding around supporting 0-19 families when they are experiencing difficult times.”



Valuing Equality, Diversity, and Inclusion Award

Shazia Fatima, Occupational Therapist

“Shazia demonstrates her commitment to promoting inclusion across CityCare by highlighting the needs of diverse staff within the organisation as well as by playing a pro-active role in staff education.”



Rising Star Award

Sarah Butters, Children and Young People Support Worker

“Sarah consistently shows respect towards families, colleagues, and herself”.



Leading and Inspiring Others Award

Nikki Curley, Senior Respiratory Nurse

“Nikki demonstrates passion and dedication not only to her own role but to the service development of the Integrated Respiratory and Home Oxygen Service, the wellbeing of her colleagues and the delivery of high standards of care the service provides.”



Spotlight Award

Sean O'Dowd, Transformation Delivery Officer

“Sean goes out of his way to learn new skills, develop new relationships, and offer a professional service that is second to none.”



Dorette Allen Working in Partnership Award

Family Nurse Partnership

“The team works tirelessly to ensure the best outcomes are achieved for the vulnerable young parents and their babies.”

This year the award is dedicated to Dorette Allen.

To read about Dorette Allen's story, visit: www.nottinghamcitycare.nhs.uk/about-us/our-news/nottingham-citycare-honours-family-nurse-and-health-visitors-legacy



Team of the Year Award

Transient Families Team

“The team's kindness is evident in the ways they work together to help vulnerable families in the community.”



Lifetime Achievement Award

Lissa Henderson, Head of Service

“Lissa praises when things are done well, gives them the spotlight and recognition when they achieve, and will always push her teams to develop.”



Special Recognition Award

Small Steps Big Changes

“Small Steps Big Changes (SSBC) are delighted to have won this year's Special Recognition Award at the 2024 Celebrating Success Annual Staff Awards. For the last nine years, with the support of our host organisation Nottingham CityCare, partners, parents and The National Lottery Community Fund, SSBC has been working to support families, babies and children in Aspley, Bulwell, Hyson Green, Arboretum and St Ann's and wider across Nottingham city to have a better start in life.”



Read the full story and watch the winners reactions here: www.nottinghamcitycare.nhs.uk/about-us/our-news/revealed-winners-our-celebrating-success-annual-staff-awards or scan the QR code.



New triage system cuts waiting times for physiotherapy and occupational therapy assessments



Clinical Services Manager Adam Scott (right) with Advanced Practice Physiotherapist Nathan Gunning, who developed the new triage process.

Nottingham CityCare, the city's largest provider of NHS community health services, is starting physiotherapy and occupational therapy treatment for patients sooner, thanks to a new triage system.

The median waiting time fell by 36 days from 51 working days in October 2023 to 15 by March 2024. Meanwhile, the proportion of patients being seen within 30 working days had increased from 33% to 80% in March.

In the past year, the service received more than 23,000 referrals.

Previously, all patient self-referrals into the service for community-based treatment for bone, muscle, and soft tissue conditions, were placed on a waiting list for assessments without clinician triage.

Updated self-referral processes and extra self-management resources, allow experienced clinicians to triage patients into the right pathway, with the right care at the right time.

Since its implementation, up to 30% of patients have been able to self-manage their conditions without having to come into clinic, resulting in more capacity to see patients with more urgent needs sooner.

Hard work from CityCare colleagues means waiting times for assessments have improved and we are now moving closer to locally set targets and national benchmarks after demand for care rose sharply during 2023.



Head of Clinical Services Annabel Taylor said: "Hard work from CityCare colleagues means waiting times for assessments have improved and we are now moving closer to locally set targets and national benchmarks after demand for care rose sharply during 2023.

"These referrals were often not right for CityCare's Musculoskeletal Physiotherapy and Occupational Therapy Service, and we had to refer them elsewhere. Now, however, our new, more detailed information gathering and discussions with patients mean we are better equipped to signpost them to the right level of care."

Adam Scott, Clinical Services manager said: "Spending more time with the patient in the early stages,

means we are able to invest more time in the patients' rehabilitation, providing them with the confidence to self-manage their condition."

"This means, for those patients where more urgent treatment is needed, it is now being delivered sooner."

Devoting extra time to patients' initial assessments also means the team has been able to introduce patient-initiated follow-ups by giving patients more information and guidance about what to expect during their care and recovery, and understanding if and when they need further appointments and treatment.

Targeted Healthy Lifestyle Team supports mum and child to improve their diet and lose weight loss



Nottingham CityCare's Targeted Healthy Lifestyle team has supported a mum and her children through offering nutrition and healthy eating sessions, which helped the family to lose more than a stone (6.3kg) in weight in the process.

Sessions offered nutritional information, food-related games for the children, and support for the whole family.

Charmaine, a permanent makeup artist based in Nottingham and her 18-month-old son were referred for sessions with the Targeted Healthy Lifestyle team after taking her son for growth measurement checkups. The results showed her 18-month-old had grown rapidly in a short amount of time.

The new scheme provided by the Targeted Healthy Lifestyle team was offered to the mum and child as an alternative method for the family to learn about healthy eating, food contents and portion sizes.

The team visited the family's home in Wilford, Nottingham, to host sessions on topics such as salt quantities in food, sugars, and helping them to differentiate between healthy and unhealthy foods.

The team also spent time playing food-related games, with both her eighteen-month-old and three-year-old joining in.

Not only did the children learn from the sessions, but mum Charmaine says it completely changed the way she thought about food, the contents of food she prepared, and the portion sizes of meals she cooks for her family.

"I thought I knew a lot about food, but the sessions completely changed my perception. It changed the way I shop for food, as well as the view I had on certain foods that I thought were good for us. While the sessions were for my 18-month-old, they impacted the whole family and all the foods we now eat. My three-year-old also joined in with the games, and now talks

about what is a healthy food"

Charmaine highlighted one member of the team, Public Health Practitioner Naomi Wright, thanking her for fantastic levels of support.

"Naomi was brilliant, so friendly with the children and answered all our questions."

Six months after the final sessions with the Targeted Healthy Lifestyle team, Charmaine has lost weight and her youngest child now has healthier growth patterns thanks to the advice, support and education provided by the team.

"I can't thank the team enough. My son is now growing as expected, and in the past six months I have lost a stone. I would recommend the sessions to others. The more we know about healthy eating the better." said Charmaine.

Nottingham CityCare Chief Executive Lou Bainbridge praised the team for their work and thanked Charmaine for her feedback. Lou's quote above.

The Targeted Healthy Lifestyle Service is a Nottingham CityCare Partnership team of staff working with children and families who live in Nottingham city.

The team works in the community in partnership with families, offering individualised programmes of care, support, advice, and education.

The service is available for children and families from birth up to the child's fourth birthday.

It's great to hear about the impact the Targeted Health Lifestyle team is having on the lives of families in Nottingham. Charmaine and her family are a great example of how we can make a real difference to people's lives. Eating well and exercising are so important, particularly in the early years, and can help people avoid serious and long-term illnesses and conditions in later life

For more information about the team and the services they offer, visit www.nottinghamcitycare.nhs.uk/our-services/targeted-healthy-lifestyle-pilot or scan the QR code.



Seven marathons in seven days!

Health Centre Manager Des Oldham runs for charity



A Nottingham CityCare health centre manager is training to run the equivalent of seven marathons in seven days.

Des Oldham plans to run almost 200 miles from coast-to-coast in October to raise money for the Footprints charity, which helps children living with mobility and communication difficulties across the East Midlands.

Des started running in 2015 and soon noticed both mental and physical health benefits. He lost more than seven stone (44kg) in his first eight months of running.

Injuries and illness forced him to put his running on hold and he didn't start running consistently again until 2023.

"It was a real struggle. My fitness levels had fallen, and I had put

back on the weight I originally lost.

"I wanted a new challenge. It frightens me, but I enjoy putting myself in uncomfortable situations."

Since the start of 2024 he has been running consistently, has joined a new gym to build his core strength, and has focused on his diet.

"I have run almost every day of 2024, so far. It is tough to fit it in sometimes with my routine and work schedule, but I always find a way. Sometimes I use my lunch breaks to run."

"It's a challenge to continue my intense training, but I know I'm

running for a fantastic charity. The money will help a lot of children, which is great motivation for me."

On top of his training and work, Des also runs weekly motivational running groups in Nottingham. He uses the group to share the importance of running and urged others to give it a go. "It will be hard, but you can build gradually enjoy how you feel afterwards, it's incredible. If you want something to happen, you'll make it happen."



To read more about Des' story, and to donate visit:
www.justgiving.com/page/desoldham-coast2coast
or scan the QR code.



Electric vehicles to reduce environmental impact

As part of our three-year strategy, we have committed to reducing our environmental impact by going 'going greener' as an organisation. While staff are all doing their bit to help the environment, corporately we have acquired a fully electric vehicle and launched a new car lease scheme for staff to purchase electric vehicles.

We have also set up a Climate Action Group, to look at ways we can reduce our impact on the environment.

So far, the group has discussed the following ways to help us with our aim to go green:

- Regular updates and suggestions for staff to reduce their environmental impact
- Auditing of existing recycling sites
- Packaging for food to be replaced with recyclable packaging
- Green notice boards at sites

Two new key performance indicators have also been agreed:

- To reduce printing by 25% - in 2023-24 we printed more than

1.5 million pages. We aim to reduce this to 1.1 million over the coming 12 months

- To introduce Building a net zero NHS training for all staff to complete.
- To introduce 'Building a net zero NHS' training for all staff to complete.



Team Spotlight:



Primary Care Cardiac Team



Nottingham CityCare's Primary Care Cardiac service supports patients who have had heart surgery or been diagnosed with left ventricular systolic dysfunction, ischemic heart disease (IHD), Acute Coronary Syndrome (ACS) Transient Ischaemic Attack (TIA), diagnosed stable angina or are at high risk of cardiovascular disease (CVD).

The team is made up of Specialist Nurses, Physiotherapists, and Assistant Practitioners who will offer advice and support to help improve heart health and reduce the risk of further heart problems or stroke.

At the first appointment, a Primary Care Cardiac Nurse will conduct a health assessment to identify ways to reduce the risk of further cardiac problems, Transient Ischaemic Attack, or stroke.

The team works with patients to identify personal health goals and provide tailored support to achieve this. This can include advice on healthy eating, structured exercise programmes, support to stop smoking and optimising medication.

The service links with partners in welfare rights, social services and housing and may also be able to provide access to weight management groups, cooking education, stop smoking advice, exercise groups, local support groups, and counselling services.

Exercise is a safe and important part of recovery post heart event; therefore a Primary Care Cardiac Nurse may suggest an eight-week Cardiac Rehabilitation Exercise Programme.

Weekly sessions are run by a Cardiac Physiotherapist at several venues including Nottingham City Hospital, local health centres and GP surgeries or a patients' home.

The team was nominated for the 'Team of the Year Award' in this year's Celebrating Excellence staff awards.

Teams nominated for this award have shown they work exceptionally well together, have great team spirit and a sense of collective purpose. They communicate and engage well with colleagues and other parts of the organisation, reflecting CityCare's values and behaviours.

Read more about the Primary Care Cardiac team here:

www.nottinghamcitycare.nhs.uk/our-services/primary-care-cardiac-service or scan the QR code.



Thanking our CityCare Volunteers

In June, we celebrated and thanked 11 Nottingham CityCare volunteers as part of National Volunteers Week 2024.

We held a celebration event during volunteers' week, to say a very personal thank you, and to recognise

the fantastic work each volunteer does for Nottingham CityCare.

Volunteers received certificates and badges at the event, to recognise the number of hours they'd volunteered at CityCare.

As part of National Volunteers Week we also shared Therese, Administration Support Volunteer's story.



Read Therese's story here:

www.nottinghamcitycare.nhs.uk/about-us/our-news/therese-administration-support-volunteer-nottingham-citycare-shares-her-story-national-volunteers-week or scan the QR code.



Pledge to our workforce on sexual safety in the workplace

As the largest provider of NHS community health services in Nottingham CityCare has signed up to the NHS Sexual Safety in Healthcare Charter.



The charter states CityCare's commitment to protecting staff from unwanted, inappropriate, or harmful sexual behaviour in the workplace. Organisations across the healthcare system are working to tackle unwanted, inappropriate and/or harmful sexual behaviour at work. The charter has been formally signed by Chief Executive Lou Bainbridge and Chair Sherry Malik.

Chief Executive Lou Bainbridge said:

Everyone who works, trains, volunteers and learns at CityCare has the right to be safe and feel supported at work. Today we are committing to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual conduct towards our workforce and must act if we witness these behaviours.



Chief Executive Lou Bainbridge, flanked by colleagues, signs the sexual safety in healthcare charter during Nottingham CityCare's Leadership Council meeting.



Chair Sherry Malik and Non-Executive Directors Dee Sissons, Anita Davies, and Helen Jones reaffirm Nottingham CityCare's commitment to protecting people in the workplace with the signing of the NHS sexual safety in healthcare charter.

Ten principles and actions in the charter state that CityCare will:

1. Actively work to eradicate sexual harassment and abuse in the workplace.
2. Promote a culture that fosters openness and transparency, and does not tolerate unwanted, harmful and/or inappropriate sexual behaviours.
3. Take an intersectional approach to the sexual safety of our workforce, recognising certain groups will experience sexual harassment and abuse at a disproportionate rate.
4. Provide appropriate support for those in our workforce who experience unwanted, inappropriate and/or harmful sexual behaviours.
5. Clearly communicate standards of behaviour. This includes expected action for those who witness inappropriate, unwanted and/or harmful sexual behaviour.
6. Ensure appropriate, specific, and clear policies are in place. These will include appropriate and timely action against alleged perpetrators.
7. Ensure appropriate, specific, and clear training is in place.
8. Ensure appropriate reporting mechanisms are in place for those experiencing these behaviours.
9. Take all reports seriously and appropriate and timely action will be taken in all cases.
10. Capture and share data on prevalence and staff experience transparently.

These commitments will apply equally to everyone at CityCare, and the workforce is being encouraged to demonstrate its support by also signing up to the charter.

Team Spotlight:

Professional Standards and Workforce Development Team



Helen Woodiwiss meets recently qualified Community Nurses Andy Rock and Paula Shaw and Apprentice Physiotherapist Kerri Jones to hear their experiences of learning and education within Nottingham CityCare.

Nottingham CityCare's Director of Operations Helen Woodiwiss visits our Professional Standards Team.

The Professional Standards Team is made up of Head of Education and Professional Standards Khonzie Ndlovu, Learning and Education Development Nurse Beckie McKenzie and Professional Lead for Allied Health Professionals Nancy Manners, together they support, advise and co-ordinate pre-registration students, working alongside service leads, team managers, practice learning links and educators to provide effective and rewarding placements.

The team runs the Preceptorship Programme, aimed at all newly qualified practitioners, return-to-practice staff, international colleagues, and staff joining from different health

and care sectors, and the CityCare Practice Learning Network.

It also collaborates with universities, higher education institutions and practice learning teams. The team is an enabling service, ensuring clinical services have the right staff and the right skills, knowledge, and training to deliver care. It also supports Advanced Clinical Practitioners, post-registration education and continuous professional development.

Helen said: "It was great to hear about the team, their achievements, and the challenges they face. They should be proud of what they do to support our

students. We have a growing number of student nurses and Allied Health Professionals in the organisation and it is important we make sure they have the best experience.

"Working across the organisation, with all our health and care partners and universities, the team plays a vital role in ensuring we create a workforce for the future with the right skills and knowledge to deliver the best care possible for the communities we serve."

More than 180 student placements were supported last year, and the team is expecting to support more than 200 this year.

Cystic Fibrosis Awareness Week

During Cystic Fibrosis Awareness Week, we shared Nottingham CityCare Health Visitor Bryony Fox's story, and encouraged CityCare staff to wear yellow on Friday 21 June as part of the Cystic Fibrosis Trust's 'Wear Yellow Day'.

Cystic Fibrosis (CF) is one of the UK's most common life-threatening inherited diseases, and causes the internal organs, especially the lungs

and digestive system, to become clogged with thick sticky mucus resulting in chronic infections and inflammation in the lungs and difficulty digesting food. The condition affects 11,000 people in the UK.

Nottingham CityCare Health Visitor Bryony Fox is an advocate for spreading awareness of CF, as her son Oliver was diagnosed at four weeks old. Bryony said:

"With June being Cystic Fibrosis awareness month, I thought I would share a little snippet of Cystic Fibrosis life to help raise awareness

for the condition and the brave souls around us who are managing it daily."

Bryony is completing the Mamas & Papas skipping challenge, skipping for 11 minutes every day for four weeks to represent the 11,000 people in the UK living with Cystic Fibrosis. All funds raised through the campaign will be donated to the Cystic Fibrosis Trust to fund further research into CF treatment.



Celebrating more than 500 years NHS service



More than 500 years of combined NHS service was celebrated by 42 colleagues at our Annual Long Service Awards.

The event recognised and celebrated the careers of colleagues who had reached milestones of 20, 30 and 40 years of continuous service for the NHS.

The event was hosted by Chief Executive Lou Bainbridge and Chair Sherry Malik at Nottingham City's prestigious Council House.

Sherry said, "It is a joy to recognise the dedication of our long-serving colleagues, and to thank and celebrate them at this special event."

During the ceremony, attendees were presented with certificates of recognition and a commemorative trophy.

Congratulations to all our colleagues who have reached such notable milestones of continuous NHS service.

Chair Sherry Malik said:
It is a joy to recognise the dedication of our long-serving colleagues, and to thank and celebrate them at this special event.

40 years' service ☆☆☆
 Betty Murray (pictured above)

30 years' service ☆☆☆
 Carole Clay, Carolin Tomlinson

20 years' service ☆☆☆
 Caroline Glover, Charlotte Careless, Christina Sharkey, Claire Strong, Darren Buckland, Ewurafua Pokua-Barwuah, Gayle Palmer, Georgina Dyson, Heidi Bingham, Helen Hunter, Helen Green, Hilary Feakes, Jennifer Roche, Jennifer Scott, Jennifer Pritchard, Jesy Yohannan, Joanna Massey, Joanna Williams, Julie Cameron, Karen Nubley, Kathleen Spencer, Kathryn Mellor, Lorraine Jennings, Louise Highton, Marina Otley, Marion O'Callaghan, Matthew Williams, Melanie Powell, Nicola Harper, Nicola Wallis, Paulette Wint, Ruth Feakes, Sharon Algar, Shirley White, Sonia Vaghela, Sophia Stocks, Sue Hollingsworth, Susan Johnson



Listen to what our staff have to say about working at Nottingham CityCare

Lou Bainbridge
Chief Executive



Eilidh MacDonald
Occupational Therapist



Kate Cooke
Nutrition Peer Support Worker



Val Westcarr
Assistant Practitioner



Yuqi Cong
Physiotherapist



Sophina Kahn
Community Staff Nurse



Billy Jones
Call Handler



Watch all the staff films here:

www.nottinghamcitycare.nhs.uk/about-us/our-values

or scan the QR code.



Work with us

Nottingham CityCare is looking for nurses and allied health professionals at all stages of their careers, from students to mature candidates thinking about a return to work. We are also looking for people to join us in vital support services including clerical and administration work, human resources, training, caretaking, domestic assistants, and supervisors.



We have part-time or full-time roles, flexible hours, and contract roles available, for those looking to start a career at Nottingham CityCare. We also have a quick, simple, and supported approach to recruitment.

View our current vacancies on our website here:
www.nottinghamcitycare.nhs.uk/work-for-us/our-current-vacancies or scan the QR code.



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