

2018 / 19



**Humber Teaching**  
NHS Foundation Trust

# Social Values Annual Report



**CARING**

**LEARNING**

**GROWING**



# Welcome

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# 01 Introduction

**We at Humber Teaching NHS Foundation Trust are delighted to produce our first Social Values report. As multi-speciality community provider we have been successfully delivering core NHS services across not just a wide geography but to patients with diverse health challenges.**

The NHS has faced significant challenges as it adjusts to increasing complexity in delivering high quality health care to a population that is not only ageing, but also living with more complex health issues.

Our social values report highlights how our teams and patients have embraced these complexities. We have worked collaboratively to think and act differently and as a result, we are developing our capacity to support people to 'live well' in a community setting.

We now offer a range of innovative services which are brought to life in this report through the words and actions of the participants.

This report is part of a suite of reports which we produce as a Trust including our Annual Report and Quality Accounts. The services showcased within this report offer great value for money from a financial perspective.

We have been cautious with our economic analysis and have worked on principles developed by the Personal Social Services Research Unit based at the University of Kent. The most important point for us, our staff and our patients is that we understand that these services have an intrinsic worth which goes beyond the world of pure finance.

We are incredibly proud of the services and we are grateful to our patients and staff who have made them a success. In addition we want to acknowledge the support of our commissioners in both Health and Social Care who have worked with us and supported our ambition to bring these services to life.



**Michele Moran, Chief Executive**

**Sharon Mays, Chairman**

# 02 Our Trust at a glance

**Trust Mission:** Humber Teaching NHS Foundation Trust - a *multi-specialty health and social care teaching provider* committed to Caring, Learning, Growing.

**Trust Vision:** We aim to be a leading provider of integrated health services, recognised for the care, compassion and commitment of our staff and know as a great employer and a valued partner.

Trust Values:

<b>CARING</b>	Caring for People while ensuring they are always at the heart of everything we do
<b>LEARNING</b>	Learning and using proven research as a basis for delivering safe, effective, integrated care
<b>GROWING</b>	Growing our reputation for being a provider of high quality services and a great place to work



Rated **Good** by the Care Quality Commission

We employ approximately 2,500 substantive staff

We are investing in our staff through our Proud Programme

We provide a broad range of community and inpatient mental health services, community services, children's services, learning disability services, primary care services, healthy lifestyle support and addictions services.

We serve a local population of approximately 700,000 people.

What our patients and carers say...

"Listened to all of us, gave my child time, excellent."

"The staff are very professional and offered support to our daughter and to us the parents."

We are Caring, Learning and Growing

What our staff say...

I am encouraged by the shift in emphasis away from a target driven approach to a focus on quality and clinical leadership.

Good training opportunities and investment in staff. In my team I feel very valued.

### Our region:



# 03 Voluntary Services

## Community Groups & Transport



£1 = £6

Every £1 spent  
is the equivalent of  
£6 in value

The Trust has around 120 volunteers who collectively dedicate over 15,000 hours of their time to help our services and patients every year. Our youngest volunteers are 18 and our oldest is 92!

Volunteers support many areas across the organisation enhancing services for the patients and carers, whilst also supporting staff. Volunteers can have a relaxed conversation with a patient or carer, without the time pressures which a staff member might experience.

They can also offer a different perspective and a range of valuable life skills and knowledge.

Due to the volunteer contributions staff have also been able to provide additional support groups and activities, whilst the volunteer driver service has ensured that people can arrive safely.



Many volunteers have experience as a patient within our services and would like to give something back to the NHS and their local community.

Social relationships are very important to overall health and wellbeing, particularly in older people who face an increased risk of poor mental and physical health combined with poor mobility.

The Voluntary Service runs five community groups for older people who are at increased risk of loneliness and social isolation.

Over 80 people regularly attend the groups which all have a different theme.

We receive support from community organisations who provide us with food and refreshments for the groups.

We are also very fortunate to receive charitable fund and grants which help us to provide at least one day out each year per group.

Groups have visited local attractions, enjoyed afternoon tea in the countryside and fish and chips by the seaside - activities which many of our members may not have been able to do otherwise.

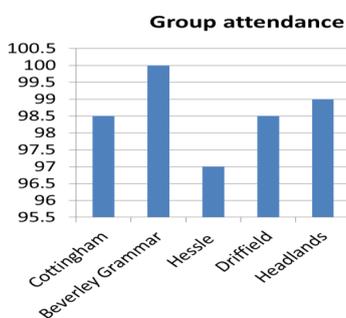
# 04 SMASH

## Social Mediation and Self Help



SMASH is our Targeted early intervention school and community based emotional resilience and mental health programme. SMASH (Social Mediation and Self Help) is an innovative, person centred group work programme that works by boosting young people's self-esteem, confidence, communication and social, emotional and behavioural self-management skills to promote positive mental health and wellbeing for now and into adulthood. As part of the programme, family outreach and 1:1 intensive talking sessions are embedded into the delivery and are bespoke to the needs of the individual young person and their family. As part of this work, families are supported to develop their own knowledge and skills around overall family wellbeing and resilience to support sustainable change.

£1 = £3  
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 is the equivalent of  
£3 in value



We are currently working in 3 secondary schools in Hull, 9 secondary schools and 1 primary school in the East Riding, and we are planning to expand the provision further across the East Riding in the near future.

We deliver therapeutic group sessions from community based venues to ensure we are investing in local community provisions and encouraging our young people and their families to actively utilise the universal support in their local communities. We welcome volunteers and university students on placements and we empower our young people to become SMASH Graduates and support us with programme design and lead on our recruitment process.

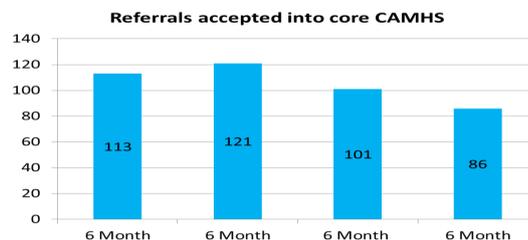
<b>£352 SMASH</b>	<b>£2,338 CORE CAMHS</b>	<b>£60,000 In-Patient Stay</b>
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We take pride in working as an embedded part of the school community to promote collaboration between everyone involved.

The programme in 2018-2019 across Hull and East Riding has seen over 653 Young people and has seen some outstanding outcomes for those young people.

On average attendance in the group is 98%.

The programme cost per young person is £352 and they receive a minimum of 75 hours of support and intervention. Early intervention cost is significantly less compared to specialist clinical interventions. The programme is designed to



“Not everyone gets the opportunity to do SMASH, but if you do take it as it will change your life”  
 (Young Person)

ensure young people are seen at the earliest opportunity - at a time and place - that is suitable for them and prevent needs escalating into mental health problems. Since the programme commenced delivery in the East Riding in 2015 we have seen referrals into core CAMHS reduce.

# 05 Patient & Carer Experience and Engagement

Our patients, service users, carers and communities are at the centre of everything we do. There is no better and more important way of improving services than by listening to what individuals think, feel and experience throughout their care journey and beyond. Our Trust is proactive in involving patients, service users their carers and our partners in all that we do and we continue to demonstrate how co-production is becoming an integral part of our culture and everyday thinking.

In order to embrace a broad perspective, we continue to actively listen to people from all parts of the community and equality and diversity is the golden thread which we have woven throughout our Patient and Carer strategy (2018 to 2023). For example; the Trust is a proud supporter of the Lesbian, Gay, Bisexual, Transgender/Transsexual plus (LGBT+) community and has active membership on the Hull and East Riding LGBT forum. Our staff, patients, service users and their families support Hull Pride and have an annual stand at the event and also join in the march at Hull Pride's annual rainbow parade.



We see patient and carer involvement as central to service planning and provision, and a major catalyst for quality improvement. The Trust is participating in the QSIR College (Quality, Service Improvement and Redesign Programme) which is designed to skill individuals to undertake quality and service improvements. Our team comprises of four members of staff and 2 patients who will all be a major asset to support delivery of our Quality Improvement approach.

As a Trust we are committed to learning from patient and carer experiences. We have created experience and engagement forums as follows:

- Patient and Carer Experience and Engagement forum to provide a public voice by bringing lived experiences and individual perspectives. (Hull and East Riding services).
- Staff Champions of Patient Experience forum to share best practice and provide a voice of experience on behalf of their clinical networks (Hull and East Riding services).
- Whitby and District Patient and Carer Experience forum to raise awareness of patient and carer experience through patient, carer, staff, statutory and voluntary organisation participation by ensuring all have a voice.
- Scarborough and Ryedale Patient and Carer Experience forum to raise awareness of patient and carer experience through patient, carer, staff, statutory and voluntary organisation participation by ensuring all have a voice.

The patient, service user and carer voice are making a real difference to the Trust. We are now starting to realise a cultural change in the organisation where coproduction is at the heart of service delivery. We will continue to build on our existing relationships to share learning and best practice and will continue to raise the profile of patient, service user and carer experience at every given opportunity.

# 06 Recovery College

Humber Recovery &

Wellbeing College



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The Humber Recovery and Wellbeing College uses an educational model, and a focus on lived experience and personal strengths to promote positive mental wellbeing.

It seeks also to challenge the stigmas associated with mental health. In regularly published prospectuses, the Recovery College offers courses, across Hull and East Yorkshire, on a range of subject

areas, which incorporate 'Recovery' principles and encourage enrolment and participation from users of mental health services, staff and members of the public.

There is a strong emphasis on co-production, design and the facilitation of workshops and courses, with the aim of providing hope, promoting empowerment and creating opportunities.

We subscribe to the ethos that with the right knowledge and guidance, students with expert knowledge of services and their own health and wellbeing needs, can positively contribute to others in their recovery journey, and peer-led tutoring, support and development are fundamental in this process.

## Student Stories

Tanya is a student of the Humber Recovery College who regularly attends the 'Boxing For Health' course. Tanya believes she has benefited from the course, noting the 'friendly, empathetic and informal' environment provided is conducive to feeling 'comfortable and more confident'. The course is run in partnership with the Vulcan ABC Learning Centre, and has been a source of 'structure and escapism' for Tanya, enabling her to meet others with lived experience of mental health and form a social network that reduces her isolation.



Fellow attendee, Scotty, has also found the College to have been a fundamental part of his personal journey of recovery. Scotty has contended with long term low mood and depression, and following a particular difficult period he attended the Boxing For Health course. He has gone from strength to strength in his recovery, and has now taken up boxing training independently. His own lived experience has inspired Scotty to begin a new career supporting others with mental health issues, and he believes the Humber Recovery College has been influential in him finding a renewed sense of optimism and hope.

# 07 Positive Assets

## Employment Service



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Positive Assets is an employment service for working age adults who have accessed local secondary mental health services in Hull.

It provides person centred, tailored support for individuals who seek paid work, and recognise that financial independence and the improved quality of life that brings, are key in their recovery journey.

Studies show that 90% of people with mental health issues want to work, yet just 8% of people with severe mental health issues are in paid employment. With the right support, they can.

A desire to work is the most important factor in anyone getting paid employment, so the service is a voluntary option for people working within community and in-patient mental health teams. Positive Assets staff nurture that desire, assisting people to establish realistic job goals, identify strengths and skills, and understand the importance of determining the right work environment for them.



## Matthew's Story

Matthew contended with severe depression and anxiety, and had made attempts at taking his own life before receiving help from a community mental health team. When he felt ready to contemplate paid work, he was referred to 'Positive Assets'.

Despite feeling negative about his job prospects, Matthew agreed to work with 'Positive Assets' as he felt "at ease and not judged" when he was first introduced, and he was helped to realise that he had the power to effect positive change in his life.

The service helped Matthew to recognise and articulate his own skills and experience, to identify suitable job goals and meaningful opportunities, and build job seeking skills, such as updating and refining his CV.

After building confidence and gaining experience from some voluntary work, Matthew secured paid employment as a porter, noting the sense of purpose and belonging this work gave him.

Working with 'Positive Assets' helped Matthew understand the benefits of proactive disclosure, explaining his health condition to his employer so that reasonable adjustments could be made to ensure the environment was right for him. He no longer feels that he has to hide his health issues as he did in previous employment.

Matthew has also taken advantage of Positive Asset's 'In Work Support', such as welfare benefits guidance, and so understands in-work entitlements that make paid employment truly pay.

# 08 Health Stars



Health Stars is one of over 250 NHS charities across England which collectively contribute £1million per day into the NHS. Health Stars have invested thousands of pounds into Humber Teaching NHS Foundation Trust over the past 3 years and have granted over 400 wishes to date to help improve Trust services.

The Trust's Charity 'Health Stars' has a dedicated Staff Engagement Fund to support staff, boost morale and to help to create a feel-good environment across the Trust.

Applications to access the funds are made through the charity's 'Circle of Wishes' scheme with requests welcome for a variety of activities including enhancing workspaces, encouraging team bonding or rewarding a special team for a great job.



The fund, set up in 2017, was created to encourage team building and increase staff motivation.

The Staff Engagement Fund is a charitable fund run by the charity. It has been credited with funds raised following several fundraising events by key members of the Trust Management team.

Having listened to staff feedback, we hear that during the working week there is little time for any social interaction at work and even sitting together to have lunch can be a challenge.

Getting to know colleagues better, improving their staff areas and celebrating team successes are all things Trust staff would love to be able to do more of but don't always have the time or the budget for. Since its launch, the Staff Engagement Fund has been used for yoga sessions, spa treatments, staff rewards, prizes and meals out.

Staff have been encouraged to take 'time out' with more flexible working and cover being arranged where possible so that everyone can take part.

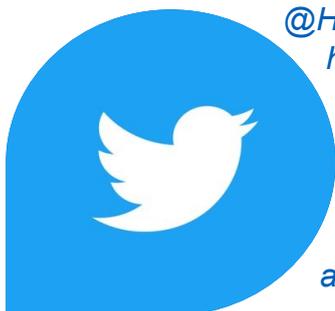
It has demonstrated that taking time away from the work place as a group allows for better communication and builds positive team relationships in a more relaxed environment.

The feedback we've had has been incredibly positive and staff have returned to the workplace refreshed and rejuvenated and with an upbeat outlook.



## Some recent comments from staff via Twitter:

*"Absolutely fantastic Miranda PICU Team Day yesterday. Time out for restoration, reflection, planning. Thank you to the most committed team and thank you to @HumberNHSFT & @Health\_Stars. The Team were so appreciative! Honestly, it could not have happened at a better time. Our fund raising activities were discussed to increase Health Stars and Staff Engagement funds."*



*"The team asked for some time away from the office to get to know new colleagues who had recently joined a very changing team. The Staff Engagement Fund allowed us to take time out as well as treating us all to a lovely meal."*

# 09 Health Trainers

## Social Prescribing



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Having successfully being awarded the contract to deliver Social Prescribing across East Riding in May 2018, following a number of highly successful pilot projects that saw social value bursting at the seams, we have evidentially proved that investment into the offer of a social prescription creates and build on community cohesion and prevention against ill health and reducing overall health inequalities.

The social prescribing work is made up of four key areas that fundamentally create a whole systems model that has a positive impact on not only people but communities. The Trust lead the work across East Riding and have partners in Smile Foundation, Hull and East Yorkshire Mind and East Riding of Yorkshire Council.

All have a fundamental part to play in this asset based model that evidences change for all.

Our Community Link workers, based in every GP practice across East Riding, offering personalised 1:1 face to face support to identify and direct a journey of non-medical interventions that will support someone's ability to be healthier and happier, this could be linked to their needs for improved housing, access to welfare and debt support, carers, support with relationships, loneliness and isolation or education. All key indicators that effect someone's overall health and impact on future diagnosis.

HEY Mind Community Connectors with take those that have been assessed by the link worker and make the connections happen within their community, support people to appointments, act as a support mechanism and ensure the plan they have created is fulfilled with a healthier output for the person access the service. They are the connection between health and voluntary services. ERYC Community Builders, work with the communities to build on assets already in place and assets that require additional support or grow, usually delivered by our colleagues in the voluntary and community sector we work to enhance the offer that the VCSE play in the six locality areas across East Riding and funding is available to enhance the offers as required. Fundamentally, growing the VCSE sector and provision across East Riding.

Smile Community Hive, this is led by smile foundation and is the pivotal support mechanism that is available to all VCSE groups across East Riding, offering guidance, advise, support and a trusted partner relationships that seeks to ensure the voluntary and community sector in East Riding is well governed and highly respected by partners but above all provides a voice and a platform for the sector to grow and flourish.

We estimate that for every £1.00 that is spent on Social Prescribing the social return is £3.00.

Having seen over 3000 residents since May 2018 and having held over 10,000 face to face contacts we know this demand may have been evident in general practice, which we hope will provide a positive cost saving in reducing time and pressure and the trust cost of a social prescription is being achieved.

## Social Prescribing Testimonials:

Dr Loch at Manor House Surgery:

Extremely helpful to be able to refer to you as we see a lot of patients with medical-social overlap and we have neither the time nor the expertise to incorporate social signposting and guidance into the already pressured clinical work we do, so thank you very much! I have very good feedback from patients about your help!

Haltemprice Clinical Pharmacist – It's the missing link between health & social services for people who need 'support and help' rather than 'treatment'.

Caroline Bremer:- Park surgery GP, 'I think this is a really valuable asset to the surgery. Fifa has always been very quick to respond to patients and got in touch with them quickly to arrange her input. Having being in primary care now for only 18 months it is really apparent to me that many people do need support with living their lives to promote health. It can be really challenging and sometimes this can make a really huge difference to how they feel generally supported but also impacts on their health and I'm sure reduces appointments. I'm certain patients will feel their holistic needs are being increasingly met through Fifa's input.

Cottingham Admin Coordinator- I think the role you and the link workers do within the surgery is brilliant. I think it is a very much needed part of caring for our patients. As we all know some people only visit the GP because they are lonely have no family and or friends, and I think that supporting patients to help themselves is important. I do feel that working with yourselves is helping to reduce some patients visits to the GP. It fills you with great satisfaction when you think you may have helped someone albeit in some small way to maybe having a fuller happier life. I think the fact that you have more time to spend with patients and talk to them and advise them is one of the biggest parts of the role as I see it.



# 10 Research & Development

## Public Involvement

The Trust is proud to be very research-active and host an annual research conference which is free and open to anyone to attend. We are committed to working with research experts, especially people who access our services as they are our local experts by experience. Based on the size of the population our Trust covers, we recruit a significantly larger proportion of people into research studies than many similar trusts across the country.

In 2018-19, over 1500 people participated in 60 research studies in the Trust. Our community helps the team evaluate healthcare interventions that contribute to local, national and international evidence for future healthcare development, and so we are incredibly proud of our research activity and public involvement.

Public involvement is central to everything we do. Our research community is made up of potential patients, carers and people from organisations that represent those who use our services. We know from participant feedback that being involved gives people hope, makes them feel valued and empowered with a sense of purpose offering something in the absence of alternatives.

Participant Feedback...

*"Research gave me the hope I so desperately needed. The wonderfully smiley team at Humber know how to make people feel valued, to make people feel special, often at a time of turmoil as they try and make sense of the new world that has appeared."*

*"It's one of the best things we ever did. All positive for me and really boosted my confidence."*

*"I get a real kick out of it. Good that I can help others in the future...I always feel better about things after your visits."*

With the help of people accessing our services, there are many examples of innovative interventions evaluated in our Trust. For example, memory aids for people with dementia, new ways to improve adherence with relapse prevention medication in alcohol dependence, individual cognitive stimulation therapy for people with learning disabilities and interventions to increase uptake of bowel screening for detecting cancer. A quality of life tool, ReQoL ([www.reqol.org.uk](http://www.reqol.org.uk)), which places those accessing mental health services at the heart of their recovery, is now being used in the Trust and a prime example of research that directly involved service users in its design.

### Recent research projects and their impact:

Recovery College workshops on 'Living with dementia and things you can do to help (through research)' - included Times bestselling author Wendy Mitchell talking about the importance of research to her with attendees saying the workshop was *"very positive and inspiring"* and it offered *"great tips, contacts and general more understanding."*

Volunteers, some known as Patient Research Ambassadors, have worked with the research team to help engage our community, shape research strategy and educate our staff, even receiving awards for this work. Patients and carers have co-produced research and are members of steering groups.

Through involvement in research people have learnt new skills, e.g. social media.  
*"...with the project bringing new friendships, in helping to live instead of dreading the future. We are now making new memories and enjoying life...With friends at the touch of a button and help of all kinds, life is worth living after all."*

# 11 Health Trainers

## Stop Smoking Service

The East Riding Stop Smoking Service has seen an overwhelming reduction in smoking quit rates since 2015. The prevalence of adult smokers across East Riding has reduced from 15.8% to 10.2%, with East Riding sitting as the lowest smoking prevalence rates across Yorkshire and Humber. **Taking into account its rurality and areas of deprivation, this has all been done in four years and we have a target of achieving a smoke free generation by 2021, of 6%.**

Recently having also seen a dramatic reduction in our smoking in pregnancy rates, national figures released in March 2019 evidenced that East Riding has seen a 3% reduction, with a starting prevalence of 15.9% in 2018 compared with 2019 at 12.9%.

The reduction in pregnancy smoking rates over the last 12 months is impacting on costs associated with smoking in pregnancy and the risks smoking plays on the baby and mother including long term health benefits for the mother and baby's health and wellbeing and setting the child up for a smoke free future.

The local service aims to offer a personalised, patient centred approach to quitting smoking that takes into account a smokers previous quit attempts, historical relapses, reasons for relapse and above all, motivation from the smoking practitioners.

Central to the service is the belief that the person can quit smoking and that it will be successful.

With an approach of providing personalised support, motivation and hand holding we create successful quits, along with an accessible service available 7 days a week across over 30 geographical locations in East Riding.

The total residents accessing the service in 17/18 was over 2000 and in 18/19 over 2500, evidencing the impact in the services being accessed and utilised across the East Riding but fundamentally those accessing achieving a successful quit.

The East Riding smoking service continues to build on approach to tackling hard to reach, areas of deprivation in encouraging a smoke free future.

£

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### Client testimonials and quotes

*"The Stopping Smoking Clinic helped me a lot, good support and advice. Maxine helped me and gave me good advice, a lot of support with stopping smoking and gave support with my bereavement of losing my mum to lung cancer, thank you Maxine for everything."*

.....

*"I'd be extremely likely to recommend this service because I feel in better health and was given good support in helping me stop smoking."*

.....



**NHS**  
Humber Teaching  
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**CARING**

**LEARNING**

**GROWING**