



# TALKING POINT

April 2020

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Year of the Nurse and Midwife

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**FLU  
FLYERS**

## Flying high!

OUR flu crew are flying high again this year after vaccinating a record number of staff for the second year running.

The team checked in 82.5% of frontline healthcare workers – smashing last year's record of 80.4%.

Thanks to staff getting on board, funding for 7,429 measles vaccines will be donated to UNICEF to help immunise children in developing countries.

This year's top inflight prizes for those vaccinated early in November went to Rachel Spayne who won an iPad, Jennifer Carter who won a year's free trust parking and Patricia Peacock who won a Fitbit.

Flu campaign coordinator Lynn Kell said: "Staff really were flu high flyers with 90% doctor uptake, our highest ever qualified nurse/midwife/health visitor uptake at 84.7% and 80.3% of support staff vaccinated."

Rachel Spayne collects her iPad from flu campaign coordinator Lynn Kell



# Thank you for your continued hard work

**STAFF** across the trust have been thanked for their ongoing hard work and dedication in preparing for the coronavirus (COVID-19) outbreak.

The NHS in The north east and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to protect patients, our community and NHS staff.

Daily meetings have been taking place at the trust to ensure plans are in place in line with our escalation plans.

Staff at the trust are working very hard to keep our patients safe and play their part in preventing the spread of all infections, not just coronavirus.

Hospital visiting across trust sites has been reduced to essential visits only. The latest information on visiting rules can be found at [southtees.nhs.uk](https://southtees.nhs.uk)

We are also asking people visiting our hospitals and community sites to think about hand hygiene before they enter and when they leave our sites.

Interim chief executive Sue Page said: "I want to say an enormous thank you to our doctors, nurses, allied health professionals, administrative, support staff and volunteers for the huge amount of hard work that everyone is

involved in to help keep our patients and one another safe."

The latest advice on symptoms can be found at [nhs.uk/conditions/coronavirus-covid-19](https://nhs.uk/conditions/coronavirus-covid-19)

The latest coronavirus figures and guidance can be found at [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

### Remember

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.



**CORONAVIRUS**

**PROTECT  
YOURSELF  
& OTHERS**



# Green whistle enables patients to control own pain relief

**PATIENTS** undergoing short medical procedures can now administer their own pain relief thanks to a small handheld inhaler.

The novel pain control method has been introduced at the Friarage and has completely eliminated the need for anaesthetic or intravenous drugs.

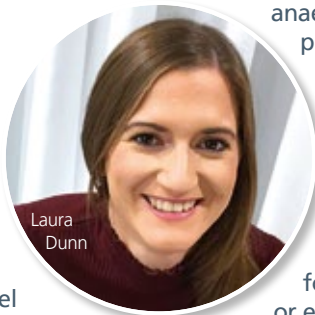
Commonly known as a green whistle, the Pentrox inhaler contains a small amount of Methoxyflurane gas which patients self-administer by breathing through the device.

The green whistle, which has also been introduced at James Cook, has a number of benefits as it:

- Enables patients to instantly control the level of pain relief they receive
- Causes no after side effects and therefore speeds up recovery
- Means patients are not exposed to dangerous drugs and do not need a cannula
- Reduces cost by freeing up an anaesthetist to work on another theatre list and reducing the amount

of time patients need to spend in a hospital bed

The device, which has been used extensively in Australia and New Zealand in pre-hospital emergencies as a very effective painkiller, has been introduced at the trust by anaesthetist Gareth Kessell and plastic surgeon Tobian Muir.



Laura Dunn

It is mainly used for painful procedures that can be carried out in under an hour and has already benefited more than 170 patients undergoing either Bleomycin treatment for vascular birthmarks or electro-chemotherapy treatment for cancer.

Laura Dunn is currently receiving Bleomycin treatment at the Friarage for a venous malformation in her leg. The 31-year-old from Darlington said it's much easier than having an anaesthetic.

"I have had both local and general anaesthetic before in the past, so you are not only getting over the procedure

but also the side effects of the anaesthetic. With the whistle you don't get any of that at all.

"Once you have finished you just take a couple of deep breaths without the whistle and you are back to normal – there's no grogginess and no headaches. Plus you are in control completely as to how much you need."

Patients are supported to use the inhaler by anaesthetic nurse practitioners who have undergone specialist training to enable them to take on this enhanced role.

Mr Muir said: "The success rate is phenomenal at 98% and the feedback from patients has been really positive.

"It's brilliant for patients because it offers quicker pain relief and they can increase or decrease it instantly – they are in power!

"It is fantastic that the Friarage has become one of the first hospitals in the country to use this for procedures on such a big scale.

"And this is a global first – never before has a Pentrox inhaler been used as an alternative to sedation or a general anaesthetic in patients with birthmarks.

"I think a lot of other surgeons, departments and hospitals could potentially benefit from this."



Tobian Muir (sixth from the right) and the team at the Friarage

# A new solution for patients with chronic pain

A PAIN specialist at James Cook has become the first in the UK to implant a new spinal cord stimulation system which could transform the lives of patients with chronic neuropathic pain.

Dr Ashish Gulve, consultant in pain management, is using an innovative closed-loop pain neuromodulation device called Evoke® which is the first of its kind as it uses the body's response to stimulus to personalise each patient's therapy.

Spinal cord stimulation (SCS) has been an established treatment to relieve chronic neuropathic pain for more than 50 years. However, until now, it has been a one-way communication with the spinal cord.

Evoke® enables a two-way conversation so physicians know how the patient is responding to stimulation in real time. The device can adjust over five million times per

day to suit to the patient's needs.

This new closed-loop technology is good news for more than 28 million people who suffer from chronic pain in the UK as it could offer a new alternative to pain medications and surgery.

Evoke®, developed by Saluda Medical (Australia), is the first SCS device to measure the spinal cord's response to stimulation. The level of stimulation is adjusted on every pulse to provide the optimal therapeutic response for each individual patient.

The goal is to prevent over-stimulating patients, which could make people feel shocked, or under-stimulating them, which would deliver an

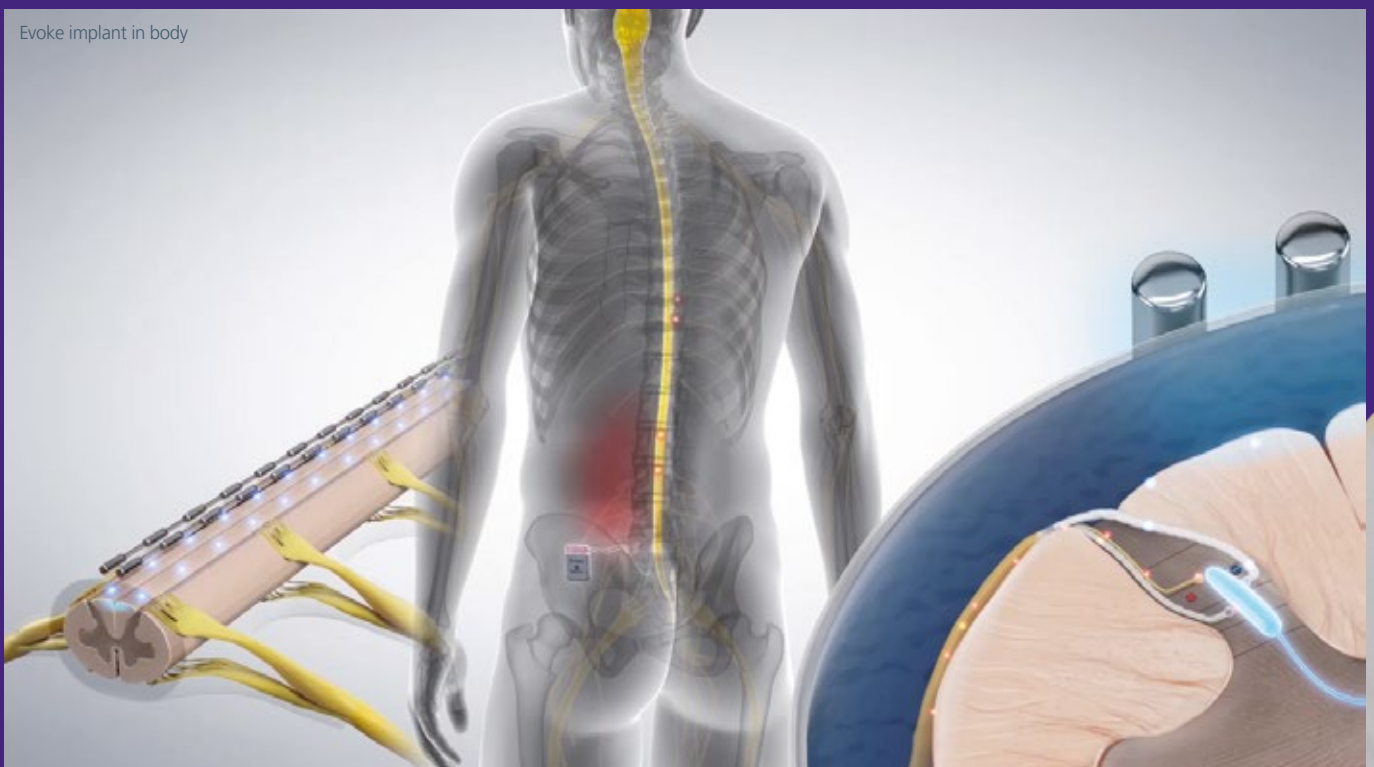
inadequate amount of pain relief.

Dr Gulve said: "Imagine a cardiac pacemaker that did not rely on the beat of the heart or the ECG to control output. We have been working with technologies for 50 years that work without sensing. Although they work well, this is a leap forward in the evolution of the treatment of pain that will be fundamental to devices in the future."

The Lancet Neurology recently published long-term results showing Evoke provided statistically superior and clinically meaningful pain relief out to a year.

This new closed-loop technology is good news for more than 28 million people who suffer from chronic pain in the UK.

Evoke implant in body





# Healthcare apprenticeship pays off for Sara

**AN INSPIRATIONAL** deaf woman has bagged her first job after a successful apprenticeship with the trust.

Sara Khan, 21, from Middlesbrough, completed her Level 2 healthcare support services apprenticeship and is now working at James Cook full time as a ward clerk.

"As a ward clerk I book in patients, discharge them, take phone calls and sort hospital records," she said.

Sara, who is profoundly deaf, is supported by a communication support worker.

Sara lived in Pakistan until she was 14 years old before moving to England with her family seven years ago.

Sara said: "When I first came to England I could only speak Pakistan Sign Language so it was hard for me to communicate. Through a local college I learnt British Sign Language."

After leaving college, Sara took part in an initiative at the hospital where she could experience what it is like to work across different departments in a healthcare role. From this, she enrolled on an apprenticeship at the trust.

Sara was assigned a dedicated training advisor who conducted regular reviews to check her progress and help her keep on track. And she had study days once a fortnight.

The apprenticeship has taught Sara a lot and she has turned teacher too, helping her colleagues on the ward and her assessor to learn basic sign language so that they can communicate with her directly.

Sara wants to use her experience to help others. She said: "I would like to help people coming from Pakistan for the first time who are deaf and need someone to translate for them."

Last year, Sara was named Apprentice of the Year at Middlesbrough Council's Young Persons Celebration Awards. The awards recognise young people from across the borough who have overcome difficulties to achieve success in the work place.

And Sara has advice for anyone who may be thinking about doing an apprenticeship: "I can't believe I am deaf and I am working in a hospital.

Don't let things that have stopped you in the past put you off moving forward."

Julia Frost, training advisor, said: "I am extremely proud of what Sara has accomplished. An apprenticeship is a great way to earn as you learn with nationally recognised qualifications. And as Sara has shown, it can be a springboard to employment."

"When I first came to England I could only speak Pakistan Sign Language so it was hard for me to communicate."

# Joint-replacement service reduces waiting times

A DEDICATED joint-replacement service at the Friarage is getting patients home faster and reducing waiting times.

In the past patients receiving hip and knee replacements often spent up to five days in a hospital bed after their procedure.

But now patients are encouraged to get up and about as soon as possible and most find themselves back home in as little as two to three days.

Less time in a hospital bed means reduced risk of infections and a faster return to independence and their own homes. This also allows more patients to be treated each week, helping to ease pressures on waiting lists.

Thanks to 12 dedicated beds on Gara elective orthopaedic ward, some innovative advanced planning and support from specialist nurses and physiotherapists, the arthroplasty service at the Friarage is now carrying out up to 20 planned procedures a week with plans to do more.

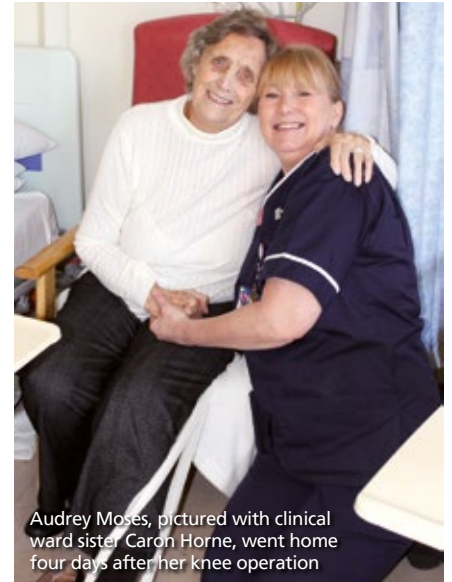
This improved way of working has been inspired by Getting It Right First Time, a national NHS improvement programme delivered in partnership

with the Royal National Orthopaedic Hospital NHS Trust. The programme is designed to improve the quality of care within the NHS by tackling variations in the way services are delivered across the NHS, and by sharing best practice between trusts.

Gara acting ward manager Kathryn Young said the initiative had been welcomed by ward staff as a chance to make a really positive difference to patients. She has been impressed by the team's enthusiasm and commitment to develop the service. She said their ultimate aim was to have most patients home within two days:

"It's giving patients better outcomes and reducing the amount of time they have to spend in hospital. If we get them back home quickly they will do more for themselves and recover better and are less likely to be readmitted to hospital. It's win win for everybody!"

Robert Gordon, 68, of Marton had his hip replacement and was allowed



Audrey Moses, pictured with clinical ward sister Caron Horne, went home four days after her knee operation

home the next day. He said it was much quicker than he had expected:

"I went in on the Wednesday morning, had my operation and was home the next day. It was great."

Nicola Bell, 45, of Masham underwent a hip replacement operation in January and was home four days later.

She said: "It's an excellent ward. I could not fault any aspect of the care provided by the ward staff."

Gara elective orthopaedic ward staff at the Friarage





# Specialist nursery rated 'outstanding' for the fifth time

A **SPECIALIST** nursery based at James Cook has become one of just 22 early years providers in England to achieve Ofsted's highest rating five times.

The Cleveland Unit Child Development Centre is an assessment, therapy and teaching centre for children aged between two and four with complex special educational needs.

Since its first inspection in 2005 it has consistently been rated 'outstanding'.

During the educational watchdog's latest visit it found the quality of education, children's behaviour and personal development, and the management of the unit all to be outstanding.

Ofsted inspector Michelle Lorains highlighted staff's 'extensive knowledge' of children's stages of development, describing them as 'nurturing, caring and passionate about their work'.

She also found they were inspired by a manager with 'exceptional levels of experience and understanding of how to meet children's complex medical needs'.

Jennie Kitchen, Cleveland Unit manager, said she was extremely

lucky and proud to work with such a dedicated, passionate and skilled team:

"I'm delighted that Ofsted have again recognised the amazing work that the whole team does to help every child in our care reach their full potential," she said.

"I'm enormously grateful to the Cleveland Unit team, parents and carers and all the other professionals we work with across education, health and care for giving the children at the Cleveland Unit such a fantastic experience that sows the seeds for a happy and successful life.

"To be judged as 'outstanding' once is a great achievement but to consistently receive this accolade, now for the fifth time in succession, is really something to be celebrated."

Councillor Barrie Cooper, Middlesbrough Council's executive member for education and skills, said: "Outstanding barely does justice to the achievements of the Cleveland Unit.



Ruby-Leigh making cakes in the home corner

"To be rated outstanding once is quite something - to do that five times in succession is really very special indeed."

Feedback from parents is described as 'highly complementary', with one stating that 'teachers go above and beyond for my child and never let us down'.



Hallie and Joshua playing with the slime together



Rayyan certainly enjoyed making hand prints



## Pet shed gets the thumbs up from TV's Yorkshire Vet

TELEVISION'S Yorkshire Vet Julian Norton was quick to give the pet shed at James Cook the thumbs up when he visited the Trinity Holistic Centre with his dog Emmy.

The pet shed provides an opportunity for families to bring in small animals so that patients can be reunited with their own pets for an hour of extra special therapy away from the hospital ward.

Julian said: "The pet shed is such a good idea. I was delighted to have had the chance to visit and support this project.

"Pets can offer a huge amount of emotional support - they are literally part of the family - and this is particularly important in times of illness.

"The pet shed allows patients to spend time with their beloved dogs, cats or rabbits in an environment outside of the hospital facilities.

"It's such a simple idea but one with enormous and very tangible benefits."

You can find out more about the pet shed at [southtees.nhs.uk/news/fundraising/pet-therapy-launches-at-trinity-holistic-centre](https://southtees.nhs.uk/news/fundraising/pet-therapy-launches-at-trinity-holistic-centre)

# Self-administrating injection **for** asthma patients

**PATIENTS** have been self-administrating an asthma injection that they would previously have to come into hospital for every two weeks.

In the past respiratory patients at James Cook have had to travel to the outpatients department to receive their Omalizumab injection, which for some has been an inconvenience on their family and working life for years.

Since December, 11 patients have been self-administering from the comfort of their own home.

Respiratory consultant and clinical director, Ramamurthy Sathyamurthy, said patients self-administering the injection remain closely monitored by specialist nurses.

"It is much more convenient for the patient to administer their drug at home rather than travel to the hospital and then wait an hour or so," he said.

"It improves their quality of life and increases good control of their asthma as well."

Janet Leight, respiratory team and Marton Day Unit outpatients' manager is hopeful that in the future all patients requiring this treatment will self-administer at home.

She said: "Home treatment of Omalizumab is a safe and cost effective service that is much preferred by the patients.

"It has enabled appointments to be available for other patients as well as increasing the capacity to provide this treatment for a growing number of patients."

Cheryl Willshaw, Marton Day Unit staff nurse, said: "It's a great idea because it benefits both the patients and the hospital."

"Home treatment of Omalizumab is a safe and cost effective service that is much preferred by the patients."

Janet Leight, Ramamurthy Sathyamurthy and Cheryl Willshaw (left to right)





# Family and fundraisers open room in Billy's memory



**MORE** than £55,000 has been raised to help open a special room at James Cook in memory of baby Billy Daniel Jones.

Billy's Room Infinity Suite gives bereaved parents a calm and comfy place to stay while they spend precious time with their child.

When Billy was born in January 2017 he was unable to breathe on his own and had to be placed onto a ventilator in the neonatal unit at James Cook.

Parents Rachel and Daniel Jones were told that Billy was extremely poorly and that the neonatal team were doing everything possible to help him.

Sadly, his condition continued to deteriorate and they received the devastating news that there was nothing more that doctors could do. Rachel, Dan and Billy were taken to a bereavement room so that they could be together as a family. The room enabled them to stay overnight and

spend precious time with their son. Looking back they recalled that the room was very basic and clinical and could have been better located.

Determined to make a difference to other families, and to do something special in Billy's memory, Rachel and Dan launched a fundraising drive supported by Thornton Academy of Performing Arts where Rachel works as a teacher and Billy's nana, Sue Tyler, is the principal.

Together with support from the Teesside community they have already raised an amazing £55,830 of which £29,600 has been used to create a new purpose built room.

Billy's Room Infinity Suite officially opened its doors in December 2019. Located away from the central delivery

suite, the private room features a comfy bed, ensuite bathroom and kitchen area in a homely environment and is already benefitting other families.

Rachel said: "It's amazing to see Billy's Room finally open and to know that in Billy's name we will be helping so many families in the future during their most difficult time."

Nurse consultant Lynne Paterson said that the development is a vital addition to both maternity and neonatal services.

"Whilst we would not wish the room to be used at all, sadly some parents will experience the loss of a child and this will provide a quiet and beautiful space for them to spend some quality time together in order to say their goodbyes," she said.

Billy's family would like to thank all of the parents and students of Thornton Academy, and the wider community, who have been so generous. To make a donation visit [www.justgiving/billysroom](http://www.justgiving/billysroom).



Family, fundraisers and staff celebrate the opening of Billy's Room at James Cook

# Sue visits **sterile services**

**THE** trust's sterile services department makes sure surgical instruments are sanitised in line with regulatory requirements and made available to surgeons in theatre when they need them.

The trust's interim chief executive, Sue Page, spent time with the team at James Cook recently.

Sue said: "It was a great way to end the week and I was so grateful to the team for allowing me to interrupt their busy day."



Sue Page (second right) and the sterile services team

# Voluntary services **invest in recovery chair**



**JAMES** Cook University Hospital voluntary services have donated more than £2,600 to buy a recovery chair.

The Raizer lifting chair helps to electronically recover patients from the floor with dignity in the event of a fall.

Occupational health physiotherapist, David Makepeace, said one of the chair's benefits is that it will help protect staff and patients from injuries that could result from falls recovery.

"The chair gives the patient control over the recovery from the fall and it allows us to lift the patient from the floor in a controlled and dignified manner," he said.

"I would like to say thank you to all of the volunteers. This piece of equipment is hugely appreciated and hopefully the staff and patients will see benefits from what you have funded."

Georgina Oakley, services manager for James Cook voluntary services, said: "We would like to thank all of the staff and visitors that use the Volunteers Coffee Lounge because that enables us to raise the money to be able to provide pieces of equipment and services for the hospital."

David Makepeace, Georgina Oakley and Carol-Anne Robson (left to right)



# Baby Evelyn leaves a lasting legacy

SHE may only have been in the world for 22 hours, but Evelyn Olivia Elliott has left a lasting legacy to help other very poorly babies on the neonatal unit at James Cook.

Inspired to raise funds in her memory, parents Rebekah Taylor and Michael Elliott have collected more than £10,000 to buy a new state-of-the-art

"Our friends and family have just been incredible every step of the way."

incubator for the hospital.

What started as a small barbecue and raffle for family and friends quickly spiralled into a huge garden fete fundraiser thanks to everyone's amazing generosity and the fantastic support of the Hipswell community.

"Our friends and family have just been incredible every step of the way," said Michael.

Neonatal consultant Vrinda Nair said: "What a fantastic amount to raise in Evelyn's memory. This machine will help babies who come to the unit to maintain their temperature until they are ready to maintain it on their own."

Rebekah said it was very emotional seeing the incubator arrive on the unit.

"It's very overwhelming just knowing that it's going to save babies' lives and parents are going to be able to take their children home," she said.

"That's what Evelyn was here for - other babies will survive because of her."



Rebekah Taylor and Michael Elliott with the incubator and Vicky Ford (left) and Vrinda Nair (right) from the James Cook neonatal unit

## More for less

A GROUP set up to review the products and consumables which are used across the trust has made over £90,000 worth of savings in its first year.

The Clinical Procurement Evaluation Group (CPEG) was re-launched at the end of 2018 and has three main aims: to ensure the products we use are appropriate for the patients in our care; to reduce variation across the clinical areas; and to investigate savings opportunities.

And in the past 12 months, the CPEG has overseen more than £90,000 of savings made. This included a £57,000 saving on thumb loop gowns; a £17,000 saving on patient dry wipes; and a £12,000 saving on barrier cream.

Marc Saaiman, deputy head of procurement, said: "We've had some great successes since we relaunched the CPEG – which we hope to continue in the future. It is really important that staff know that through CPEG there is a forum for them to raise concerns and opportunities about the products that we use and that any decisions about their use are being made by clinical colleagues."

The CPEG meets quarterly and is made up of clinicians from across the trust – including specialist nurses, matrons, healthcare assistants and ward clerks – and the procurement team. To submit a product for review, contact Judith Howe on 53804 or [judith.howe1@nhs.net](mailto:judith.howe1@nhs.net).



Marc Saaiman (second left) and the procurement team

# Karen hits 40 year milestone...

IT'S the International Year of the Nurse and Midwife, so to celebrate Talking Point caught up with one South Tees nurse who has proudly served 40 years in the NHS...

IT was 40 years ago when Karen Banham first proudly donned her nursing hat.

Her father was not keen to let her join the police force and her teacher said she would make a good nurse, and so it was decided that she would apply to attend the Queen Elizabeth School of Nursing.

"I loved it from day one," said Karen, who now works as a sister in the Leyburn district nursing team.

"I remember getting on the train. You had to have a certain type of suitcase and the shoes you had to wear were very particular. I remember walking into the nurses' home and meeting the matron and tentatively looking down the corridor to see if anyone else was there.

"The next morning we all had breakfast together and then we were walked to the school of nursing. Our nails and hair were inspected and they handed out our hats telling us we were privileged young ladies to wear them.

"We all walked back wearing our new hats, we thought we were the bees knees!"

When asked to describe the nurses' home she fondly compares it to something from *Call the Midwife*:

"In those days you had to starch your uniform and your hats and we all helped each other out. The camaraderie was great."

Karen, 59, started her career among the hustle and bustle of city life in Birmingham. She worked in cardiothoracic services and intensive care, witnessing the excitement of the hospital's first heart transplant.

She moved to community services in 1986 undertaking many roles within community. She became continence

service manager and later took on the role of community matron for long-term conditions.

She relocated to North Yorkshire in 2012 with a plan to reduce her hours, but eight years later she is still full time and showing no signs of slowing down.

Karen worked shifts on Romanby, Allerton and Ainderby wards and the clinical decisions unit at the Friarage before returning to community services in 2013, first at Richmond and then to her current GP surgery base at Leyburn.

Community nursing in a rural area brought with it its own challenges from getting to patients' homes through adverse weather conditions to tackling traffic jams caused by flocks of sheep.

Karen is certainly no stranger to walking three miles or hitching a lift on a farmer's quad bike to reach a patient's home.

Only a few weeks ago she had to tackle flooded roads and fields to reach those in the most remote locations when storm Dennis hit the region.

Karen loves community nursing as it tests all the skills she has acquired over the years. One minute she can be treating a surgical wound, the next she is attending to a long term patient with a chronic condition.

"You are on your own a lot so you have to be organised and be able to think on your feet. But you can make such a difference to people's lives."

She says a lot has changed over 40 years: "When we did ward rounds back then we did not speak to the consultants, we followed with a tray of tea. It was all very strict.

"When I was first district nursing it

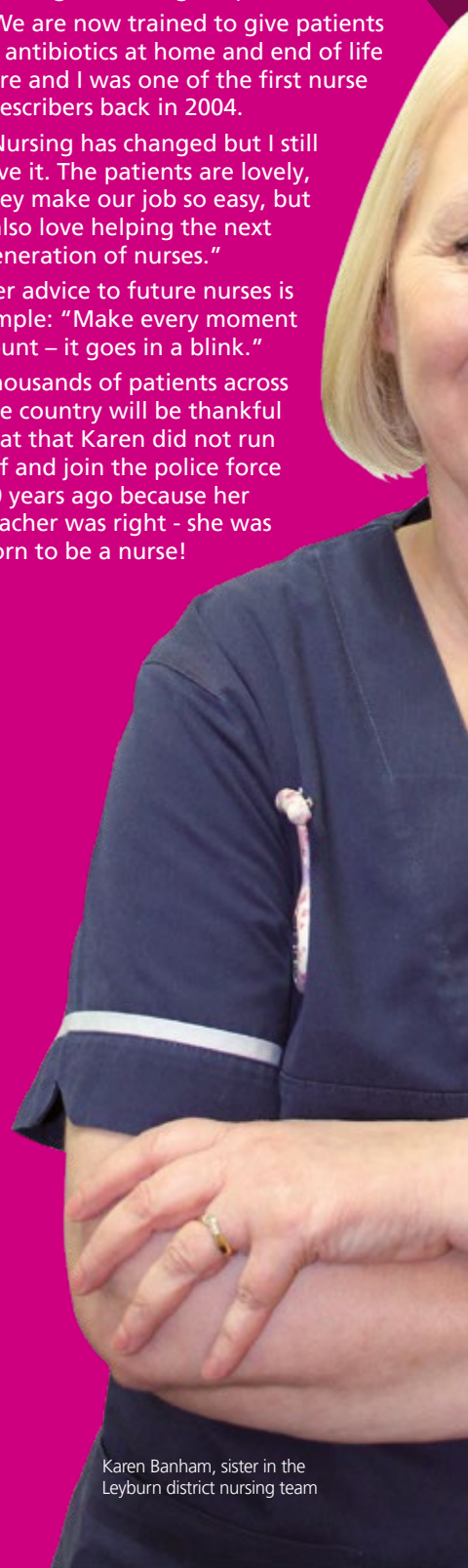
was a lot more hands on with the social care side of things such as washing and caring for patients.

"We are now trained to give patients IV antibiotics at home and end of life care and I was one of the first nurse prescribers back in 2004.

"Nursing has changed but I still love it. The patients are lovely, they make our job so easy, but I also love helping the next generation of nurses."

Her advice to future nurses is simple: "Make every moment count – it goes in a blink."

Thousands of patients across the country will be thankful that that Karen did not run off and join the police force 40 years ago because her teacher was right - she was born to be a nurse!



Karen Banham, sister in the Leyburn district nursing team





Karen in her early nursing days



**NHS**

# This is OUR Time 2020

**#YearOfTheNurseAndMidwife**

THE World Health Organisation has designated 2020 as the Year of the Nurse and Midwife to celebrate Florence Nightingale's 200 year legacy.

## Year of the Nurse and Midwife

As the biggest hospital trust - and one of the biggest employers - in the Tees Valley, we have more than 3,500 nurses and midwives working across our hospitals and community health services.

We will be joining in the international celebrations to say a special thank you to our amazing staff.

### Get involved:

- As part of the Nightingale Challenge we are offering 20 of our young leaders the opportunity to sign up to a bespoke distance learning programme to attain a master's in management practice from Manchester Business School
- Feeling crafty? Be part of something special by creating a square for our South Tees quilt! Squares can depict anything related to nursing and midwifery and should be 15cm x 15cm in size

- BBC Radio Tees will be following the work of some of our nurses throughout the year to mark Florence Nightingale's birthday
- We are looking for nursing and midwives to represent us in a number of running events
- NHS England and NHS Improvement are gathering people stories to show a wide cross section of the country's nurses and midwives
- We also want your ideas and help to plan exciting events to mark this special year.

Email  
[eileen.aylott@nhs.net](mailto:eileen.aylott@nhs.net)  
to get involved in any  
of the above or search  
**#YearoftheNurseandMidwife**  
to find out more.

# Hearing dog helps hospital staff

**IF YOU** are walking around James Cook you might spot an adorable cockapoo, called Jenson.

That is because he is a hearing dog for Sarah Urwin, assistant service manager for admin and clerical.

Hearing dogs alert their owners with hearing loss to certain sounds that they may have otherwise missed.

Sarah, who has suffered with hearing loss since being a child, wears bone-anchored hearing aids but decided to sign up for a hearing dog when she realised she needed some extra support in certain situations.

"I moved into a three floor house on my own and on the first night there I thought if something happens, I wouldn't know about it

because I wouldn't hear.

"So I looked it up online for ways of supporting people with hearing loss and found there is a charity that provides dogs to support people with hearing loss similar as the guide dogs for the blind," she said.

Two and a half years later she was paired with Jenson in November 2019.

"Jenson is trained to do sound work

**"There is a charity that provides dogs to support people with hearing loss similar as the guide dogs for the blind."**

for me, so basically he can let me know when the phone rings, the door alarm, any timers or smoke alarms that may go off.

"When he hears something he will nudge and then if I ask him what it is he will take me to where the sound is coming from, or if it is a fire alarm he will lie down.

"I can also train him myself, using a squeaker, to alert me to any other sounds I want him to alert me to, for example my phone alarm."

Sarah says Jenson made a big difference to her confidence and work life.

"Having Jenson has been huge in terms of people realising that I am profoundly deaf and that I do struggle in certain environments at work.

"When I was younger I used to hide away from the fact I was deaf because I was a bit embarrassed.

"I'm embracing it much more now."

Sarah's advice to anyone who see Jenson or a working dog is that although they love being made a fuss of, whilst working they are focused and distractions may cause them to become playful and create bad habits. Therefore if Jenson is in working mode it is best to not approach him to avoid distracting him from his work routine. However, if they are in a casual setting like a café, Jenson more than welcomes a fuss.



Sarah Urwin and hearing dog Jenson



# Children's critical care unit is one of the first of its kind

**THE** children's critical care unit at James Cook has become one of the first units of its kind in the country to be independently commissioned to provide high dependency care.

Working in partnership with other hospitals in the wider paediatric critical care network, the service helps ensure patients receive the right care as soon as possible and as close to home as possible.

Around 350 children and young people each year receive high dependency or critical care at James Cook's paediatric critical care unit (PCCU).

The stand-alone unit is equipped to care for very sick children and young people requiring the latest high dependency support including non-invasive ventilation.

Its highly trained staff can support patients undergoing a wide range

of specialised children's surgery including tracheostomies, scoliosis and orthopaedics. The unit also offers holistic care to patients and their families.

Children and young people requiring anything other than short term ventilation are stabilised at James Cook before being transferred to Newcastle - the designated regional centre for these more complex patients.

This has always been standard practice, but with a renewed focus on high dependency care as part of the region's network of specialist services, the trust is strengthening the care it provides for a very small number of its sickest children which means an

additional 12 patients a year (3%) will now be transferred to Newcastle.

Staff have daily contact with colleagues in Newcastle to ensure patients are transferred back to James Cook as soon as they are well enough.

Paediatric consultant Jonathan Grimbley said: "We are delighted to launch this dedicated children's critical care unit.

"The unit meets all the latest national standards for the best possible high dependency care for very sick children and will become a model for other regions to follow.

"Our highly experienced medical, nursing and allied staff will help ensure patients receive the right care, as close to home as possible."

Medical director Sath Nag, said: "This is a real feather in the cap for James Cook and our brilliant paediatric staff."



Paediatric critical care unit staff at James Cook



## Double honours for Jo

SOUTH Tees consultant Jo Cresswell is celebrating a double first after being named as the next vice president of the British Association of Urological Surgeons.

The trust's clinical director of urology will be the first woman to take on the prestigious role as well as the first north east consultant.

It's an honour that will see her promoted to president of the association in 2022, representing the views of 1,200 UK urologists while ensuring the highest standards of urological practice.

"I'm absolutely thrilled," said Jo, who has worked for the association for 10 years. "It's a huge honour and it's very exciting to be the first woman and the first Teessider!"

# New books boost for children's ward

**THOUSANDS** of pounds worth of new books has been donated to the children's ward at James Cook thanks to the hard work of an independent book seller and the generosity of local businesses.

Sarah Gatenby, an independent Usborne Books at Home organiser who runs Wise Owl Reading Tree, collected donations from businesses and housing companies to create a new reading library in the children's ward.

Following a discussion with Nicola Howe, the children's ward manager, Sarah invited local businesses to donate funds to purchase new Usborne Books for the ward.

In total, £1,050 was raised and Usborne Books added additional funds to provide the ward with £1,600 of new books.

Sarah said: "One of the best things about the work that I do is getting as many books as possible into the hands of children and young people.

Provision of a new children's reading library at the hospital was a great opportunity to do that.

"I spoke with the staff on the ward about which Usborne titles would best serve the children and young people admitted to the ward. Together we identified books that would meet infection control criteria, such as activity books to entertain and distract, sticker books to reward, and educational books for continuity of study."

Donations were made by housing development companies Story Homes, Avant Homes and Bellway Homes Limited, and local businesses Green Sky Fitness and children's party company, Never Ending Story.



Sarah Gatenby (left) hands the books over to the children's ward



# Creating a comfortable place for making memories

A FAMILY bereavement room has been given a much needed makeover thanks to patients and support groups who teamed up to turn a vision into reality.

Former patient Kelly Silk joined forces with Victoria Usher from the 4Louis charity and Lauren Wearmouth, Helen Largan and Nicole Kirby from Still Parents Teesside to improve the Roseberry Suite which is situated near the neonatal unit at James Cook.

Kelly said: "I suffered the heartbreak of losing my little boy at 33 weeks pregnant. I spent a few days in the Roseberry Suite spending precious time with my little boy.

"After doing a fundraising night in memory of Freddie we donated £2,200 to 4Louis but I asked them if this money could go back into the hospital. I felt that it was important the room felt more comfortable and homely."

Victoria said: "We had already been discussing how we could help renovate the Roseberry Suite when Kelly started

fundraising. She raised an amazing amount and was able to fund a large proportion of the work and furnishings herself thanks to her family and friends' support.

"The Roseberry Suite's refurbishment will allow families to spend private time with their little one in a comfortable, homely environment, helping them creating special memories in a non-clinical environment."

Lauren said: "I was 23 when my son Noah was stillborn. Although the room is close to my heart as it was where I spent time with my son, it was dated and seemed more clinical than homely.

"Members from Still Parents Teesside agreed to fund a few items which would make the room more homely such as decor touches, a radio, a TV,

a microwave and fridge - all with the aim of making people's stay in that room as comfortable as possible and to prolong the time they got to spend in there as a family.

"It is like a different room now - the effort that has gone into it will enable future bereaved families to be comfortable at one of the hardest times in their lives."

Helen added: "I lost Jacob in November 2011. The memories we have of time spent with Jacob are so very precious and I believe it is so important for this time to be spent in as comfortable a setting as possible.

"The room now has a much more homely feel and will be priceless to future bereaved families while they are making memories with their babies."

Still Parents Teesside holds a monthly support group meeting every second Tuesday of the month from 7pm to 9pm at Acklam Green Centre in Middlesbrough.



The Roseberry Suite is like a different room thanks to generous donations

# Improving the environment for patients

**"As patients recover, we want them to be able to relax in a nice environment."**

A MURAL has been installed at James Cook to improve the environment for patients who are recovering from treatment thanks to a national charity dedicated to the support of people with thyroid cancer.

Butterfly Thyroid Cancer Trust kindly donated the mural, which has been installed on ward 14 at James Cook where patients recover after receiving radioiodine treatment for thyroid cancer.

Becky Haynes, business manager radiotherapy and oncology, said: "Due to the nature of the treatment, most patients have to remain on the ward for a little while to prevent exposing other people to radiation.

"This is primarily family and friends who would otherwise be in close contact with the patient if they went home straight after treatment when they are at their most radioactive.

"During this time, as patients recover, we want them to be able to relax in a nice environment, one that is a little less clinical – and thanks to the generosity of Butterfly Thyroid Cancer Trust, we have been able to do that."

The mural was installed by Grosvenor Interiors and shows a peaceful wooded forest with lavender plants in the foreground.

Becky Haynes, business manager, radiotherapy and oncology department; Mark Richardson, head of nuclear medicine; Kate Farnell, chief executive and founder of Butterfly Thyroid Cancer Trust; Lisa Trimble, assistant service manager radiotherapy and oncology department (left to right)



# Audit heroes

IT'S official – the clinical pharmacy team at James Cook and the Friarage are audit heroes.

The team won the Audit Heroes Award for demonstrating how a whole team can participate in multiple clinical audits.

**"I'm really proud of this team. Well done to everyone."**

They were praised in particular for sharing results widely across the trust in order to maintain patient safety and quality.

The Audit Heroes Awards are the highlight of Clinical Audit Awareness Week which takes place yearly in November. It is an opportunity to highlight the wonderful work taking place in our trust to improve health care for patients and users of services.

The clinical pharmacy team is led by Neil Oxley, clinical pharmacy manager, and Laura Tweddle, lead pharmacist for education, training and patient safety. They were nominated for the award by Helen Jones, acting chief pharmacist.

Neil said: "I'm speechless. I'm really proud of this team. We collect an awful lot of audit data for various reasons, and it all helps to build a picture of patient safety in relation to medication and drive forward future developments. We don't want to rest on our laurels and I think we're blessed with the clinical pharmacy team who all passionately fly the flag of medication safety. Well done to everyone."

Thank you to everyone who nominated an audit hero.



Neil Oxley, clinical pharmacy manager, holding the certificate, with the clinical pharmacy team.



# Golden Giveaway success

**TEESSIDE** Cystic Fibrosis Service has scooped £5,000 from Middlesbrough and Teesside Philanthropic Foundation's Golden Giveaway.

The cystic fibrosis service cares for children in the Teesside area with this debilitating genetic disorder which affects the lungs and often the pancreas, liver, kidneys and intestine.

"Winning this money is absolute amazing and it really will make an incredible difference," said Pauline Singleton, specialist nurse for cystic fibrosis.

"We will be able to buy a physio assist device to help young people with cystic fibrosis to keep their chests clear of phlegm.

"Most importantly, the device cannot only be used in hospital but in a child's home too, so that those children who are not very well and need extra support will be able to have it as we will be able to take the device out into the community."

In an afternoon which saw a total of £25,000 presented to local worthy charities, groups, clubs and organisations, the Teesside Cystic Fibrosis Service won the biggest £5,000 payout - thanks to topping a social media poll and gathering almost 50% of the total votes.

In a twist of fate, when asked about the cost of each device, Pauline exclaimed - "Exactly £5,000!"

Pauline was full of praise and thanks for all those who had voted for the service.

"It's parent power that got us this amazing donation today," she said.

Anthony Suddes presents a cheque to Claire Lord, Fiona Lindsay, Pauline Singleton and Allison Lynch from Teesside Cystic Fibrosis Service. Photo taken by Doug Moody



# Friends of the Friarage launch new website



Welcome to Friends of the Friarage



**FRIENDS** of the Friarage have launched their new website.

The group, originally the League of Friends, was first established in 1975 to support the hospital, and its patients, staff and visitors, by volunteering and raising funds.

The aim of the Friends of the Friarage is to support the work of the Friarage and the health centres of Hambleton and Richmondshire in providing the best possible healthcare to every patient, above the standards that NHS funding alone allows.

Thanks to the team more than £5million has been raised and spent on a range of projects for the hospital.

People using the new website will be able to find out about how donations are spent and how they can sign up to volunteer for the hospital shop, trolley service and outpatients escort service.

For more information go to [friendsofthefriarage.org.uk](http://friendsofthefriarage.org.uk)

Adrian Davies and Amy Oxley on the heart unit (left to right)



# South Cleveland Heart Fund celebrates 25 years

**TWENTY-FIVE** years ago, South Cleveland Heart Fund was set up to help raise money to purchase vital equipment and provide essential support to the heart unit at James Cook.

A quarter of a century later, the charity's volunteers have raised more than £3million through donations and legacies from grateful patients and families.

One of its biggest achievements was in 2017 when the trust raised £1million for the upgrade of a MRI scanner – in just 18 months – thanks to generosity of the local population.

The upgrade enabled cardiac consultants to carry out state of the art scanning and a full Cardiac Magnetic Resonance (CMR) Imaging

service which supported the hospital's existing status as a regional cardiothoracic centre at the leading edge of heart care advances.

Dr Adrian Davies, chairman of South Cleveland Heart Fund, said the last 25 years had been "very, very rapid" and a lot of hard work.

## Labour of love

"It has been a labour of love; it's been something I wanted to do and raising that amount of money I sit back

and think wow how did we manage that?" he added.

Amy Oxley, associate director of nursing specialist and planned care, said the charity is really important for the cardiology and cardiothoracic services because it delivers and provides enhanced facilities and equipment for their patients.

"Adrian has been a huge ambassador for the charity and obviously a big part of the team for many years, setting up the unit in the first place and then very quickly after setting up the charity that compliments the services.

"On retirement Adrian has continued with leading the campaign of the charity which takes a lot effort and is really welcomed and appreciated."



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