

# Review of the Year 2023-2024





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# Who we care for and how we do it

We are the mental health and learning disability NHS Trust for County Durham and Darlington, Teesside, North Yorkshire, York and Selby.

At Tees, Esk and Wear Valleys NHS Foundation Trust (TEVV) we provide a range of inpatient and community mental health and learning disability services. We serve a population of two million people across County Durham, Darlington and North Yorkshire and are geographically one of the largest NHS Foundation Trusts in England.

We also provide mental health care in prisons located in the North East, Cumbria and parts of Lancashire. We are a catchment area for the largest concentration of armed forces personnel in the UK – Catterick Garrison – and our adult inpatient eating disorder services and adult secure (forensic) wards serve the whole of the North East and North Cumbria.

TEVV was created in April 2006, following the merger of County Durham and Darlington Priority Services NHS Trust and Tees and North East Yorkshire NHS Trust. In 2008 our Trust became the first mental health Foundation Trust in the North and, since then, it has expanded both geographically, and in the number and type of services provided. Our Trust now has around 8,100 staff, who work out of more than 90 sites, and an annual income of over £500 million.

From education and prevention to crisis and specialist care – our talented and compassionate teams work in partnership with patients, communities and partners to help the people of our region feel safe, understood, believed in and cared for. We nurture the recovery journey of people in our care.

Patients and carers have a say in how they are supported and treated, because we know how important it is to listen and treat people as individuals. Our patients, their families and carers work together with us towards better mental health. We operate across two care group boards – one covering Durham, Tees Valley and Forensic services and one for North Yorkshire and York.



Across our care group boards, we provide:

- Adult mental health services
- Mental health services for older people
- Children and young people mental health services
- Learning disability services
- Health and justice
- Secure inpatient services

As a Foundation Trust we are accountable to local people through our Council of Governors and are regulated by NHS England and the Care Quality Commission.

Most importantly, everything we do is guided by Our Journey to Change and our values. Our Journey to Change sets out where we want to be and how we'll get there. It includes our goals that we co-created with patients, carers, colleagues and partners. We will keep working hard to embed our values and make sure everyone, in every role across our trust, demonstrates respect and compassion and takes responsibility for the care we give.



-  County Durham and Tees Valley
-  North Yorkshire, York and Selby



# Highlights of the year 2023-24

## April 2023



Our Hotel Services Department achieved World Class status within the Hospitality Assured Business Excellence Accreditation – ranking us amongst the top 10% of the highest scoring organisations. Hospitality Assured is the leading business and service accreditation across hospitality-focused sectors operating in the UK. Our hotel services provide vital services including cleaning, catering, portering and reception management across our region.

## May 2023



We celebrated Maternal Mental Health Awareness Week by sharing the story of Steph, who works in our secure inpatient services, and struggled with her own mental health after giving birth. Steph is one of the founding members of the Perinatal Mental Health Partnership, a national partnership made up of individuals and charities campaigning for better mental health support in the perinatal period.

## June 2023



A new hub helping prison-leavers re-integrate into the community was launched in Durham. The RECONNECT Hub provides people with a safe place to get support with their health and wellbeing after release from prison. It was funded by NHS England and developed by the Reconnected to Health partnership – made up of our Trust, Humankind, Spectrum Community Health CIC and Rethink, who work together to improve long-term outcomes for offenders in seven prisons across the North East.

## July 2023



We celebrated 75 years of the NHS and said thank you to all our staff and volunteers, past and present, who have made the NHS – and our Trust – what it is today. We shared the experiences of some of our own colleagues, including Diane, who received a first class stamp of approval for a crocheted masterpiece celebrating the 75th birthday. The team secretary spent months crafting an intricate post box topper that was on display in Thirsk.

## Aug 2023



We received the NHS Pastoral Care Quality Award for giving great pastoral support to our internationally recruited nurses. The award recognises the effort put into welcoming international recruits into the country, helping our new colleagues settle into a new area and making sure their personal needs are met, including registering them with a bank and GP. In the last year, we recruited 15 registered nurses from African and Caribbean countries, with that number set to rise even further.

## Sept 2023



The findings of our research into food poverty and severe mental illness (SMI) were published, which revealed that over 50% of people with SMI in the north of England live with food insecurity. The research was hosted by our Trust in collaboration with Fuse, the Centre for Translational Research in Public Health (Teesside University & Newcastle University) and Equally Well UK (a collaborative hosted by the Centre for Mental Health).

# Highlights of the year 2023-24

## Oct 2023



After opening its doors in April 2020 at the height of the COVID-19 pandemic, Foss Park Hospital in York was officially opened by the hospital's reception team. The commemorative wall plaque was unveiled by the team, with a message expressing the warm welcome they give to people every day. Communitas, a community choir run as part of the Converge centre at York St John University, performed a host of songs and our volunteer therapy dogs were also in attendance.

## Nov 2023



After a record number of nominations, the Star Awards 2023 were held at York Racecourse. The ceremony highlighted the #TEWVstars who do amazing work across our trust, going the extra mile in everything they do. They included colleagues, volunteers, involvement members and partners who were nominated across nine categories. Guests heard about each nominee, the great work they do in our trust and what their colleagues had said about them. There were lots of laughs and some tears too.

## Dec 2023



Staff, volunteers and patients from Cross Lane Hospital in Scarborough wrote and recorded a song to raise money for Danby and Esk wards. Our Time is a ballad that tells the story of the effects of mental ill health that slowly brightens as you enter a new day. The song was written during an activity session with a local musician and volunteer, through listening to music and exploring lyrics and poetry. The group raised enough money to buy noise cancelling headphones and instruments for the wards.



## Jan 2024



NHS Durham and Darlington Talking Therapies launched their employment support service, bringing together therapists and employment advisors to help people to find, stay in or return to work. Anyone accessing the service is given the opportunity to work with an employment advisor. The team offers a range of support including interview practice, access to training, and help to speak to employers about mental health issues in the workplace.

## Feb 2024



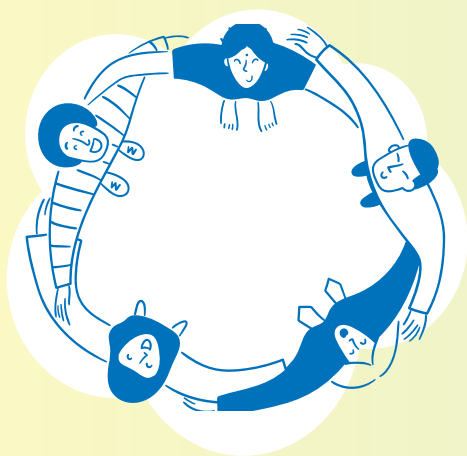
A pioneering team aiming to keep young people with eating disorders out of hospital and in the community celebrated its first anniversary. The Eating Disorder Home Treatment team, part of the North Yorkshire and York CAMHS service, has helped to "significantly" cut both admissions and re-admissions. They provide targeted support for families and carers of young people, including meal coaching and distress management skills, with regular home visits.

## March 2024



A photography exhibition focussing on mindfulness and mental wellbeing opened in Easingwold Library, North Yorkshire. The images were taken by members of Bright Sparks, a mindful photography group launched following a grant from the Community Mental Health Transformation programme. The grant was awarded to encourage and support local people with mental health challenges to live well and engage with their communities.

# The year in numbers



**323**

job outcomes achieved for people we care for through our Individual Placement and Support service



**237**

volunteers



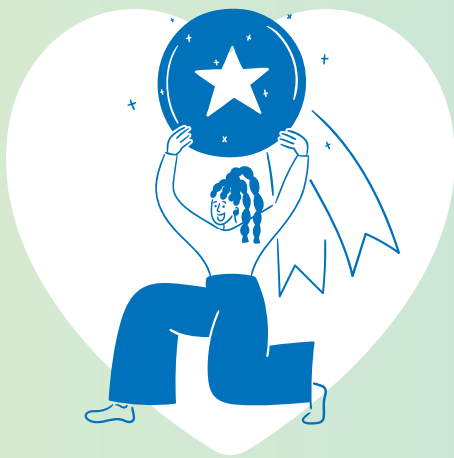
**8,100**

staff



**441**

patients and carers registered for involvement work with us



**500**

nominations for our Star Awards



**227,877**

calls to the crisis line



**92%**

of patients reported their recent experience as very good or good



**24**

therapy dogs

# Health inequalities

The communities we serve are diverse. As well as wonderful community assets and environments, the area covered by our Trust contains some of the most deprived neighbourhoods in England. This contributes to some of the country's poorest social, physical, and mental health outcomes. Deprivation creates additional stress and exacerbates any health condition, both mental and physical. Our services therefore need to meet increased and more complex demand.

The things that drive inequality and poor health outcomes in our patient population are complex and overlapping. People often face multiple challenges at one time across mental health, learning disability, neurodiversity, physical health, and social and economic circumstances.

## Three of the major drivers of inequality and health harms in our patient population include:

- Physical ill health
- Poverty and financial exclusion
- Drug and alcohol related harm

Rurality and isolation also contribute significantly for some of our communities. In 2023/24 we developed and adopted a co-created approach to tackling health inequalities within our Trust. Lived experience engagement was central to the development and initial implementation of this approach and will form a core part of ongoing delivery.



### **Achievements so far:**

- A co-created patient safety summit on inequalities.
- A participatory arts project to tell the story of inequality experienced by those who use our services in a creative way.
- Embedding inequalities considerations in our planning processes across our trust.
- Work to make our clinical environments more accessible to autistic people.
- Roll out of The Oliver McGowan Mandatory Training on Learning Disability and Autism.
- British Institute for Human Rights (BIHR) training provided to clinical leaders.
- A refresh of our trustwide governance arrangements for physical health.
- Recruitment of specialist diabetes nurse in partnership with an acute partner.
- The development of a partnership webinar series on mental health and diabetes.
- Development of pathways to improve screening uptake in inpatient settings.
- A programme of "Poverty Proofing" service pathways in partnership with Children North East.
- Partnering with local authorities and academic partners to participate in programme of National Institute for Health Research funded research on work and health led by the University of Teesside.
- Progression of action on drug and alcohol related harm including embedding of joint posts, virtual huddles, co-location of staff, crisis in reach, development of a drug and alcohol care team to provide support in our inpatient units in Durham and Darlington and a pilot of community teams carrying naloxone when visiting people at risk of opiate overdose. A thematic review process and learning from deaths where drug and alcohol harm was part of the individual's life has been established.
- The Reach team in Scarborough has been in place since 2021 taking a multi-agency approach to those with complex needs.
- Our current trustwide equality objective focusses on Gypsy Roma and Traveller community engagement.
- Learning from the Learning Disability and Autism Annual Report.

### **Priorities for 2024/25 include:**

- Building awareness and understanding of inequalities across staff groups.
- Improving access to and quality of our data on inequalities.
- Poverty Proofing our service pathways.
- Enhancing our Dual Diagnoses partnerships and approach.
- Gypsy Roma Travellers community engagement.
- Patient carer and race equity.
- Closing the gap in did not attend/was not brought.
- Expanding a community engagement approach to increase service accessibility and inclusive employment.
- Development of a trustwide physical health strategy.

# Looking forward

Patient experience is at the heart of everything we do.

This means listening to and learning from families and carers, so that we can keep improving the wellbeing of our region. We will also be continuing Our Journey to Change, which sets out our commitment to the communities we serve.

## We're looking forward to...



Rolling out Right Care Right Person across Cleveland and Durham force areas, making sure people get the most appropriate support from the right agency.



Addressing health inequalities by helping staff better understand how inequality impacts on a person's ability to access and benefit from our services.



Working with our partners to further transform mental health care in the community, as part of the community mental health transformation.



Staging our very first running event, the TEWV 10k, at York Racecourse in April 2024.

We're really proud of the progress we're making as a trust to deliver safe and kind care across all of our services. We won't rest until everyone in our region has the mental health care they need, to lead their best possible life.





# Tees, Esk and Wear Valleys

NHS Foundation Trust

Our chair, directors and governors can be contacted via the company secretary's office at:

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For more information about our trust and how you can get involved, visit our website:

**tewv.nhs.uk**

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To keep up-to-date with Trust news, follow us on social media:

