

Community Engagement Newsletter

April 2024

Edition 7



What's in this issue?

CEET Projects and Events

Project Fusion News

Revised timeline and Executive Board appointments

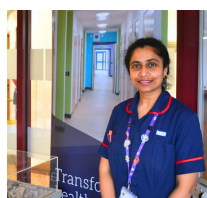
Community Partner Spotlights

Connors Toy Library and Our Version Media



Solent NHS Spotlights

The Homeless Healthcare Team and Inpatient Rehabilitation Services at Western Community Hospital



A few words from our Director...



On Thursday 7 March we welcomed about 50 community partners to our annual event. We spent time together sharing and celebrating what we have achieved over the last three years since we published *Alongside Communities* – the Solent approach to working with people and communities, and identifying what our communities' priorities are for the coming year. Our principle of "start with what's strong – not what's wrong" has helped us tap into the vast range of knowledge, skills and expertise in our community. Every day I discover more people that are willing to offer the gift of their knowledge and constructively challenge us to better improve health, reduce health inequalities and improve the experience of care.

Our annual event fills me with joy, gratitude for the support of local people, and a sense of humbleness as we celebrate together.

Cormac Russell, from Nurture Development said: 'Congratulations on your commitment towards aligning the resources of Solent NHS Trust with the desires and health creating abilities of the communities it serves. It was an honour to walk alongside you for the first couple of years. Onwards!'

And Annie Clelow, from Communicare Southampton said 'Solent is an organisation which steps out courageously!'

Sarah Balchin - Director of Community Engagement and Experience

What have we been up to?



Co-produced toolkit for African parents/carers

We held our first focus group for the parents and carers from Black African backgrounds who have children with special needs. The focus group included NHS and social workers as well as attendees from voluntary sectors. We collectively agreed on the model for the culturally sensitive toolkit via use of Community Participatory Action Research. The group agreed that the toolkit should be delivered in the form of an animated film. The hope is that this cultural toolkit will benefit staff and allies working with families from marginalised backgrounds.



More inclusive communication

Thirty community members were part of the review process when developing a new leaflet for Fanshawe and Lower Brambles wards. They provided in-depth suggestions and recommendations on how we could make the leaflet more accessible to all members of our community.

Young Carers event

As part of the work we do in supporting carers, we recognise the need to increase awareness of young carers and their particular needs, experiences, and challenges. As a result, we are working in partnership with Southern Health and various trusts and organisations across Hampshire and the Isle of Wight to deliver a young carers event for health and social care professionals to continue to raise awareness on the need to identify and support young carers.

YOUNG CARERS

Information sessions for Health and Social Care Professionals



Trusts and organisations across Hampshire are coming together to deliver information sessions about Young Carers for health and social care professionals.

Sessions will focus on the impact of being a young carer and ways health and social care professionals can support young carers within their roles. Please join us for the session most convenient to you.

Tuesday, 19th March
1-2pm

[Click here to join the meeting](#)
Meeting ID: 369 871 218 854
Passcode: 32wHe5

Tuesday, 19th March
3-4pm

[Click here to join the meeting](#)
Meeting ID: 312 512 201 16
Passcode: Dc7KvP

Tuesday, 26th March
3-4pm

[Click here to join the meeting](#)
Meeting ID: 317 645 081 154
Passcode: RQdb5L



100 men reached with participatory arts

We are so grateful for the NIHR funding we received which enabled us to reach over 100 men using participatory arts. The impact of this study has meant that 3 of the young men who were involved in the study now want to go on to do further research with us. Of the 5 participants who helped with the research as community researchers 5/5 of them wish to go on to do further research and one of them has already completed some training.

• Feedback from some of the participants involved in the research included:

“Good thing about taking part in the research with Solent was being able to share my experiences and my opinions on services and it did not take a long time to complete. It was good and I felt that my opinions and experiences were listened too.”


“I have really enjoyed doing this and would be happy to help if any more opportunities come up.”

Top 10 tips for digital inclusion

From all the insightful and rich conversations our Community Champions have had with communities, digital exclusion has been identified as a key health inequality.

Together with the Community Champions we have co-produced a Top 10 tips for digital inclusion poster to be shared widely across the trust and into the new organisation.

This provides helpful tips on how our services can ensure digital inclusion is at forefront of patient care.



The poster features the NHS Solent NHS Trust logo in the top right corner. It includes a circular image of two men looking at a tablet. The main title is '10 TIPS FOR DIGITAL INCLUSION'. Below the title, there is a pink box with text: 'Many of the individuals accessing services, their carers and families experience barriers to digital inclusion such as lacking digital skills, access, and/or confidence. This can lead to people experiencing health inequalities which negatively impact their access and experiences with health services.' Another pink box states: 'The following tips for more digitally inclusive health care services were co-produced with Solent's Community Champions who gather feedback from communities on key barriers and challenges they experience when accessing health services.' A central vertical list of three numbered tips is shown: 1. IDENTIFY: Be aware of the digital literacy, confidence and access your service users and their carers may have and provide support accordingly. This might include supporting them in completing an online form for your service in-person. 2. NO ASSUMPTIONS: Do not assume everyone has a smart phone, computer, or internet access. Ensure to ask regularly, as a service user's situation may change quickly. 3. PAPER HANDOUTS: Services should always have physical handouts and leaflets available. Resources that would normally be shared via internet links should be printed for those who are not able to access this online.

Teaching colleagues how to use slam poetry to gather feedback



We held some workshops in December to teach colleagues how to use using slam poetry as a creative method to gather feedback. Colleagues from Child & Family, Dental and Learning Disability services joined in this collaborative workshop where we co-produced poems from the feedback gifted to us from our colleagues at Creative Advances. Creative Advances are a day

service in Portsmouth who support people with learning disabilities to take part in some amazingly creative activities. A colleague from our Dental service said, "We have learnt so much today from people that use our services. We never would have been able to gather this kind of feedback using traditional methods."

Fusion news

Revised timeline

Many of you will have seen the letter from Ron Shields, the Chief Executive (Designate) for the new organisation, Hampshire and Isle of Wight Healthcare NHS Foundation Trust, detailing the plan for the revised timeline of Project Fusion. For those that have not read this letter, we have summarised this for you below.

We have been working towards the creation of a new Trust for mental health, community and learning disability services for Hampshire and the Isle of Wight, the target date for this to go live has been 1 April 2023. The new Trust will provide a stronger, more joined-up platform from which to continue improving access and outcomes for patients and communities, and opportunities for our people.

After discussions with NHS England colleagues, it was agreed that a little more time is needed to finalise preparations and ensure as smooth a transition as possible.

The following phases have been outlined:

- *Hampshire Child and Adolescent Mental Health Services successfully transferred from Sussex Partnership on 1 February 2024.*
- *We are now aiming for the Isle of Wight community, mental health and learning disability services to transfer to Southern Health on 1 May 2024.*
- *We are aiming for the transfer of Solent NHS Trust services, and the creation of the new Trust, Hampshire and Isle of Wight Healthcare NHS Foundation Trust, to take place on 1 July. This new Trust will encompass all services from Southern Health NHS Foundation Trust and Solent NHS Trust, and the community, mental health and learning disabilities services from Isle of Wight NHS Trust.*

We expect that we will be working in close alignment between boards and executive structures from April 2024, so we can begin delivering the benefits of Fusion as soon as possible.

There is, inevitably, additional work that needs to be done in the lead up to 1 July 2024, but progressing in phases will ensure the best possible transition for the benefit of our patients, as well as giving greater assurance to NHS England colleagues.

If you have any questions about this revised timeline, or would like to arrange a meeting, please do not hesitate to get in touch by email: project@fusion.hiow.nhs.uk

Meet the Executive team for the new Trust

We are pleased to announce that the Designate Executive team for Hampshire and Isle of Wight Healthcare NHS Foundation have all been appointed. This team has been appointed in Designate form, which means they are ready to take up their roles when the new organisation is formed. The Designate Executives are appointed from across Solent NHS Trust, Isle of Wight NHS Trust and Southern Health NHS Foundation Trust, as well as from other organisations.



Chief Executive - Ron Shields, Chief Integration Officer - Andrew Strevens, Chief Finance Officer and Deputy Chief Executive - Paula Anderson, Chief Operating Officer and Deputy Chief Executive - Eugene Jones, Chief Nursing Officer and Director of Allied Health Professionals - Stephanie Bridger, Chief Medical Officer - Dr Dan Baylis, Chief People Officer - Dr Satnam Sagoo, Director of Quality Improvement and Engagement - Dr Lesley Stevens, Director for Strategic Development and Innovation - Alex Heritage.

New Trust values!

After many weeks of testing and development, involving hundreds of staff across our Trusts, we can now reveal our new values for Hampshire and Isle of Wight Healthcare. Thanks to everyone who has helped shape these! We have been amending the value words based on feedback received throughout the design process. Our values for the new Trust are:

- *Compassion: We listen, we are kind, and put the needs of people first*
- *Accountability: We work together openly and responsibly*
- *Respect: We treat each person fairly, as an individual*
- *Excellence: We empower people to continuously improve care.*

We CARE through:



Compassion



Accountability



Respect



Excellence

Our values create the foundation for everything we do – for our employees and people in our communities. Our shared values support the development of a strong working culture. They breathe life into our organisation – guiding and inspiring all of our actions and decisions. They enable us to be better at what we do and create a great place for our staff to work, whilst ensuring we provide the highest quality of care to our patients.

Our Version Media (OVM) is a community media enterprise dedicated to increasing positive visibility of black and other communities who are underrepresented or misrepresented by the press and media. It was founded by former TV news journalist, Veronica Gordon, and is committed to empowering and upskilling people through digital media, and amplifying their voices. OVM teaches individuals and community groups digital media skills to tell and share their own, authentic stories. From teenagers to over 60s, OVM trains a wide range of people, regardless of technical ability. The Mobile Storytelling and Community Reporting workshops use a combination of community activism and mobile journalism to show participants the ways of smartphone film-making and compelling storytelling.

OVM has taken underrepresented voices all the way to Parliament when Veronica was invited to speak at a Parliamentary event earlier this year. It followed the release of a national social enterprise impact report about the Lloyds Bank and Royal Bank of Scotland Social Entrepreneurs Programme, of which Veronica is a Fellow: "It was beautiful for me as founder to read the feedback from beneficiaries. [...] 96% of the people that we worked with said that we had a positive impact on their community."

The skills learned are increasing people's confidence and self-esteem, as well as providing modern digital skills for personal and professional development. To showcase this, OVM hosts an annual community stories screening at MAST Mayflower Studios, showing the short videos that learners made during their workshops. Veronica described this as an inspiring and uplifting event that celebrates local people and their stories, and provides opportunities for connecting, sharing and networking. Even after graduation, Veronica was happy to say that OVM keeps in touch with people, through additional media skills development, opportunities, and supporting them in their various endeavours.



It's about empowering everyone. With storytelling skills, people can advocate for themselves.



023 8254 7321

<https://ourversion.media/>

@OurVersionMedia



Our Version Media



OurVersionMedia



Connors Toy Library

Hubs for families



There's so much peer support that goes on, we see a lot of interactions and friendships formed from parents talking on the mat.

Portsmouth based charity Connors Toy Library celebrates 50 years of supporting families in 2024, not only by lending toys to families, but also providing a network for parents that may find themselves isolated.

Brought about in 1973, Connors Toy Library was funded by Lord Mayor Dennis Connors Fund and initially supported parents and families of children with Down Syndrome. Families, carers and professionals could see the benefits of having these support groups for families and it wasn't long before Toy Library sessions were opened across the city.

During term time, Connors Toy Library facilitates daily play sessions, providing children with the chance to play with their wide range of toys, including specialist toys for children with additional needs. The sessions also allow caregivers a chance to exchange tips, seek support and be signposted if necessary. Connors Toy Library have also been involved in an outreach project, where families are referred to them by social or healthcare organisations. Reasons for referral can range from needing help with managing sleep alongside a new-born, learning about caring for a child with additional needs, or preventing social isolation due to caring responsibilities. Whatever the case, Connors Toy Library has been working alongside parents, carers and family members to integrate them back into their community, and develop healthy routines within households.

Connors Toy Library create space and time for meaningful relationships to form between parents, child minders, carers, extended family members and of course the children themselves. This helps to build a supportive network, and many families that access their services remain part of this network even after the child is grown up.

To find out more about play sessions or sign up to a membership, check out their website below. There are also a series of fundraisers coming up which will be advertised on their Facebook page, so please show your support!



02392 832926



toylibrary@ctlib.org.uk



Connors Toy Library



<https://www.cctoystore.org.uk/>



Plans for the state-of-the-art rehabilitation centre at Western Community Hospital are steaming ahead, and we sat down with Deepa, Allied Health Professional (AHP) Clinical Lead to talk about how it's going so far.

Whilst developing the Rehabilitation Centre of Clinical Excellence, Deepa and the team have been passionate about keeping the community at the heart of their decision-making. They have been working closely with the clinical staff from the existing rehab units as well as patients and partners to meet the needs of their staff and service-users.

“We're meeting with a lot of people to get things right, but we don't want to just meet with our clinical staff, we also want to meet with our patients”



“We want the patient's voice to be heard in this building as well, not just staff and and clinical voices. We want to hear the voices of our patients.”

Employing a holistic approach, Deepa has liaised with a vast range of services and organisations to ensure the building is truly purpose built. From arranging the rooms according to Infection Prevention and Control guidelines, to designing light, open spaces to improve patient wellbeing, no stone has been left unturned. Part of the work to re-imagine the centre has involved the reviewing of discharge pathways and talks with acute Trusts, social care organisations and Community Response Teams to ensure that service-users feel supported once they are discharged out into the community.

Deepa's passion for rehabilitation was practically vibrating through the room as we spoke, she urged anyone who would like to get involved in this project to come forward and share their views with the team.

A piece of work currently in motion is the naming of the new wards that will be inside the rehabilitation centre, which will be decided after they've reviewed the responses from the engagement sessions that have been conducted. And the programme is holding regular patient forums to hear about what matters to the people that the team at Western Community Hospital Care for.

To get involved with questions or ideas, email Deepa below.



The Homeless Healthcare Team

Supporting homeless people in Southampton

The Homeless Healthcare team has been in action for 20 years caring for people who are homeless, sleeping rough or temporarily homeless in Southampton. Situated next to the Two Saints Day Centre, the surgery is in an ideal location for visitors of the day centre to access.

We sat down with Diana Hogsflesh, Surgery Manager, to talk about how they're combatting barriers to care for their patients, including their outreach programme and their recent expansion to provide more mental health services.

The Homeless Healthcare team faces constant challenges when contacting their patients, without an address, a phone or access to a computer, most of their interaction has to be face to face. For the staff, this means a lot of dashing next door to the day centre, working hard to check up on people in their outreach programme, and recognising one of 500 patients over the phone just by their voice. The team constantly goes the extra mile for their patients, one of the nurses wheeled a client over a mile in a wheelchair to ensure they received the treatment that they needed at the surgery.

“We're a really strong team here, we all want to be here and we support each other”



The outreach programme requires one of the practice nurses to go out into the community with Change Grow Live (CGL) every Monday and Wednesday to check up on their patients and people they hope to care for, and encourage them to come to the surgery for care. Diana said it's been really helpful to keep an eye on those who don't wish to engage with the surgery, and make sure they're signposted to services that could be of use to them.

The surgery also runs mental health groups twice a week where one of the clinicians will take people on a walk, allowing participants to chat and complete a task together. This has been recognised by the team to massively improve the mental health of those who take part, helping with motivation and giving a sense of achievement for people who don't have anything else to do or anywhere else to go. There are hopes that these walks will gain popularity when the weather gets warmer in the summer, and word travels about the benefits of joining in.



Connect with us



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Community Engagement and Experience Team



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