

## Swan Model of Care for patients at the end of life launched by UHMBT

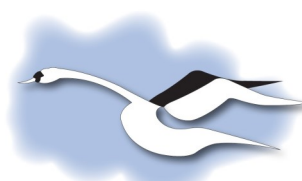
The Swan Model of Care for end of life care and bereavement was formally launched within UHMBT on Friday 9 December at a special event in Kendal.

The launch event was an opportunity for colleagues throughout UHMBT, patients, partner organisations and stakeholders to get together to share knowledge, ideas and learning on how to provide the best possible end of life care.

Patient stories about end of life care and bereavement were shared during the launch day so that everyone could listen and learn from people's experiences. There was a strong focus on how everyone working at UHMBT and in the wider community can make a difference to patient care and leave a positive professional legacy.

The well attended and inspirational Swan launch event was organised by Emma Fitton, Associate Chief Nurse, Emily Henry-Farncombe, Deputy Associate Director of Nursing for the Medicine Care Group, Lindsay Anderson and Danielle Sadler, Bereavement Nurse Specialists, with excellent support from the Trust's Palliative Care Team and many other colleagues. Emma Miller, Community Specialist Palliative Care Nurse, and Emma Shereston, Consultant Specialist in Palliative Care, have been at the forefront of driving the educational plan forward.

Emma and Emily explained that the launch of the Swan Model is part of the Trust's 'Fundamentals of Care' work-stream of the Recovery Support Programme (RSP). You can read in full on the [intranet here](#).



## Patients delighted by carol singers

The Abbey Musical Society paid a visit to Furness General hospital on Sunday 18 December.

The group delighted patients, staff and visitors to the hospital with their carol singing.

Suzanne Lofthouse Head of Charities and Fundraising Bay Hospitals Charity said "It was an emotional festive spirit invoking afternoon watching patients come out of their beds to join in. This is what Christmas is about spreading joy to those in hospital at Christmas."



## Celebrating our Mass Vaccination Community teams for role in successful vaccination programme



**As the Mass Vaccination Community Sites come to a close this week, we take a moment to thank the teams and individuals who have played a significant role in protecting our communities during the most challenging few years in the history of the NHS.**

Over one million vaccines have been administered in Cumbria and the Mass Vaccination Sites have greatly contributed to this.

Dedication and passion has been demonstrated by the teams and volunteers across Morecambe Bay to bring vaccination into the heart of our communities and also working to make vaccination accessible for people in areas where it can be more difficult to access these services by delivering home visits and an outreach service to citizens as well as supporting the occupational health covid vaccination offer in our three hospital sites.

Dee Houghton, Deputy Chief Operating Officer said "The success of the programme is a real testament to the incredible work of every individual involved and as a Trust, we want to sincerely thank them for their hard work, dedication and the flexibility required by all the teams to respond to the ever-changing requirements of the programme as it responded to surges."

We must also recognise the contribution of our partners to support the programme and also our local communities who have freely offered their time and resources to support our staff to deliver a successful programme.

Photos featured are from a pop-up vaccination site led by the Ulverston Mass Vaccination team at Millom Fire station, which was supported by local volunteers.

Anglea Fox, Operational Site Lead said "A fab day was had by all and a fantastic service provided to the community. I'm proud to be a part of this team!"

"The photo at the end was our treat at the end of the day... we got to dress up as fire fighters!"

If you would like to get your vaccines this year our Occupational Health and Wellbeing Team (OH) are running a roving vaccination campaign. You can hear from the team about how this works and the importance of receiving your vaccinations in this short [Bitesize Briefing video](#). You can see dates and times for upcoming sessions on the [intranet here](#). You can find out more information about why having the vaccines is safe and important on the NHS website: [Influenza Vaccination](#); [COVID-19 Vaccination](#).

If you have had your vaccinations at a local site such as a pharmacy or GP, please send our Occupational Health and Wellbeing Team (OH) a quick email on [occhealth.referrals@mbht.nhs.uk](mailto:occhealth.referrals@mbht.nhs.uk) to let them know so we can update our records accordingly.







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## Membership newsletter - Winter 2022

We produce a newsletter bi-annually to update our Members about everything that's happening across the Trust. The latest edition includes contributions from colleagues, Governors and our public members, and showcases the milestones and top stories from the past few months.

Please take a few moments to have a look at our [Winter 2022 Membership newsletter](#) and if you would like printed copies, need further information about memberships or would like to become a Member, please contact the team at [FTmembership.Office@mbht.nhs.uk](mailto:FTmembership.Office@mbht.nhs.uk)

## Working together as one with a culture of Continuous Improvement in 2022 and beyond



**Well, we're nearly at the end of the year! How did that happen? It only seems like yesterday when we were in the midst of a heat wave!**

And with the end of the year approaching, it's normally a time for reflection on the year gone by - what went well and what didn't go so well – what have we learnt?

As individuals, teams, and as an organisation, we have unwaveringly forged ahead in our ambition to continually improve and learn, by underpinning everything we do with a culture of improvement, ensuring we continually improve the quality of our services for everyone who uses them creating UHMBT as a great place to be cared for and a great place to work.



As part of the Trust's Strategy, 'We are UHMBT. Putting Patients First,' our Visions and Values, and our newly developed Leadership Training, the emphasis is on **everyone taking the opportunity to continuously improve**, whether that be large scale improvement projects or small, everyday improvements. With this in mind, let's take this forward into the improvements of 2023!



As always, the Hive is here to provide you with the support and tools you need to make improvements, however big or small! Visit the [Hive intranet site](#) for guidance, support, resources, and training opportunities. Or get in touch through our [Support Request Form](#).

And with the closing of the year, the Hive Improvement Team has one last message for you - have a fun-filled, festive Christmas and a very happy New Year!

## Thank You from the Council of Governors

The Council of Governors would like to give thanks to all staff for the tireless efforts to provide safe care to all our patients. The Governor's appreciate all the work they do under the extreme circumstances and wish all staff a very Joyous Festive Season.



"Creating a great place to work and a great place to be cared for"



## Patients to benefit from new therapy space at RLI



**Work is ongoing to build a new dedicated Stroke therapy space at RLI. The space will be an extension of the existing therapy space at the Huggett Suite Stroke Ward.**

The Integrated Community Stroke Team (ICST) have been working in collaboration with Estates Team to Capital Services to create a multi-functional space for therapy.

Work on the extension started at the beginning of October this year with the teams aiming to finish by the end of January 2023.

Paul Coward, Capital Project Lead said "Capital Services are undertaking the project in conjunction with Pinington Construction through the Measured Term Contract. The project has been developed and designed with internal and external stakeholders. This is a challenging project being located within an internal courtyard with restricted access. Careful planning and communication with all respective parties has been essential for the delivery of the project to date."

The new space is part of the ongoing work set out in the Improvement programme to improve the Stroke Service and Stroke pathway for patients.

The programme also included the creation of the dedicated stroke therapy space on level 6 at FGH, which opened its doors to patients on the 8th March 2022 and has since received positive feedback from patients and colleagues.

The extension at RLI will provide a dedicated space to deliver therapies- providing space for plinths and static bike for physiotherapy sessions. There will be space for a large table to provide group therapy.

There will a quiet room that can be used for assessments by occupational therapists and Speech and Language Therapists. The patient kitchen is also being revamped as part of the project, which will improve the facilities for patients to complete a kitchen assessment before going home.

Yvonne Hastings, Clinical Service Manager for Integrated Community Stroke Team (ICST) and Service Manager for Speech and Language Therapy (SLT) said "The new therapy extension will allow for therapies to be provided in a shared space on Huggett Suite, which will support integrated delivery of therapy to patients on our stroke pathway."

Photo L-R: Matthew Walker, Colette Squirrel, Sam McKinnon, Mark Hampton, Mark Forrest, Paul Coward, Brian Walsh

## Thank You - Endoscopy Team

*"Thank you to everyone for looking after me so well at my endoscopy from the receptionist to consent nurse RJ (Ruby), Ruth Connelly and the endoscopy team and to Kiranjot in recovery. The whole team were very friendly, very caring and very professional. Thank you all so much."*







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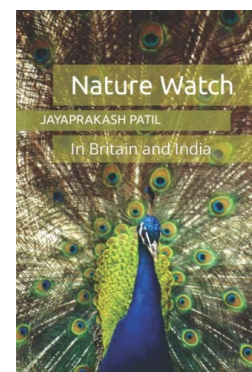


## Consultant's new book will raise funds for Bay Hospitals Charity

**A consultant ophthalmologist based at Royal Lancaster Infirmary is donating the proceeds from his new book to Bay Hospitals Charity.**

Jayaprakash Patil has published a new book of photography called 'Nature Watch: In Britain and India'. The book brings together a collection of Jayaprakash's best photos alongside written descriptions of his experiences of capturing the images.

Read more on the [charity website](#).



## Lisa's amazing Christmas spirit



**Bay Hospitals Charity would like to say a special festive thank you to Lisa Walker, one of our charity champions based at Royal Lancaster Infirmary.**

Lisa has spent the lead up to Christmas collecting and wrapping nearly 120 presents for adults staying in the hospital this Christmas.

She says: "People always think about children at this time of year, but not everyone remembers the more mature amongst us and how they might be

feeling. For some of them, Christmas can feel like a very lonely time, especially if they are feeling poorly.

"People don't want to be away from their loved ones on such a special day and, in some cases, some patients don't have relatives or loved ones who could visit them in Hospital on Christmas Day.

"We wanted these patients to know that someone cared and was thinking of them. If it puts a smile on just one person's face or gives someone who is lonely hope that they are still important, then all the efforts are worthwhile."

If you would like to support Lisa's amazing work next year, donations of gifts such as toiletries and snacks as well as wrapping paper can be dropped off at the Bay Hospitals Charity office at RLI.

## Christmas in our hospitals

**Thank you to everyone who was part of the Christmas lights switch-on events at Royal Lancaster Infirmary and Furness General Hospital last week.**

Visit <https://www.facebook.com/bayhospitalscharity/> for more photos from these festive community events, organised by Bay Hospitals charity for patients, families and our amazing Trust colleagues.

Merry Christmas and Happy New Year!



## Gillian Day recognised with Star Award for making a 'positive difference'

**Congratulations to Gillian Day for winning the Healthcare People Management Association's (HPMA) Star award.**

Gillian retired from the Trust in August, after a career in the NHS spanning the last 30 years.

The finalists attended the awards ceremony on 1 December at the ICC in Birmingham.

The HPMA Excellence in People Awards recognises and celebrates the work of HR, OD and workforce professionals across the UK. The Star award aims to recognise workforce practitioners that do their role brilliantly well.

The award representatives stated "Everyone needs a Gillian in their life. One of those people who just gets stuff done. Never seeking applaud or recognition, simply focussed on making a 'positive difference' for colleagues, thereby improving services for patients. Delivering change through 'Bias Interrupters', the Forces and Disability networks and simply being herself."

Judges praised Gillian's dedication over a sustained period and her clear desire to improve the working life of those in the trust.

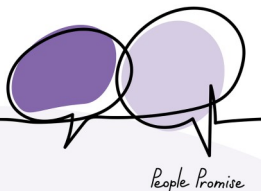


## Next wave of People Pulse starts soon!



### The National Quarterly Pulse Survey

We each have a voice that counts. We're here to listen and respond to your views.



We each have a voice that counts

**NHS**

**A huge thank you to over 3,000 colleagues who shared their thoughts in this year's national NHS Staff Survey. We will be sharing the results once they have been independently verified. Watch this space!**

Though an important yearly measure, the NHS Staff survey is not the only way we listen to our colleagues. We also run the quarterly People Pulse survey that is open to ALL colleagues. This short survey focuses on different themes from the NHS People Promise and helps us develop a two-way conversation with colleagues so we can regularly check in and respond to feedback. We receive this feedback very soon after the survey closes, so that we can take more responsive action.

The next People Pulse survey takes place in January and will be focusing on 'We work flexibly' and 'We are safe and healthy' with specific questions about how the cost of living is affecting you. Listening and responding to your concerns is as important as ever and your health and wellbeing remains a top priority for us. The survey is entirely anonymous and voluntary. Your feedback will help inform local and national changes that improve the experiences of our people and patients.

## Thank you—Caroline and ward 22

*"As a family we would like to thank everyone who looked after and cared for my nana Teresa Isaac, you all went above and beyond and we are grateful for the way you looked after her and us from the time she came to you until the time of her passing we will be forever comforted knowing you did everything in your power to make it a peaceful end thank you all."*





## UHMBT Respect and Civility Facilitators



Welcome to the refresh of the Respect and Civility Team previously known as the Respect Champion Network. The team are here to provide a confidential listening service for colleagues who may have issues with other colleagues around working behaviours including bullying or harassment. You will see some of the team if you complete the Civility/Behaviours at Work workshop.

Lee Jenkinson Respect and Civility Team Lead said "Champions are now known as facilitators as we feel this best describes their role. We have recruited an amazing 12 new facilitators and I am looking forward to introducing you all to them in new year after they have completed their induction."

The team is trained in listening skills, how to signpost effectively, mental health awareness and unconscious bias. The email inbox is only monitored by members of team. Those who have used the team have said -

*'Ready to deal with my issue. We tested what I was going to say'*

*The respect walk around a is good idea. I had been waiting to see if I could see Barry on-site then I could have a chat. I didn't want to bother him via phone.'*

### UHMBT Respect and Civility Facilitators

Our Respect and Civility Facilitators are approachable and empathetic to all colleagues that seek help and advice. They offer support and advice to colleagues (outside of their own department) and signpost people to the relevant teams and services, to help resolve any concerns as quickly as possible.



Lee Jenkinson  
Respect and Civility  
Team Lead



Barry Rigg



Karl Hinchcliffe



Andrea Hutton



Thomas Plant



Maemi Wynne



Jimmy Page

We are...  
Respectful and  
inclusive

If you need to contact the team for  
confidential advice call or text 07970 204 132  
or email [Respect.Team@mbht.nhs.uk](mailto:Respect.Team@mbht.nhs.uk)

## Hanukkah Sameach!

Hanukkah dates back more than 2,000 years, and was traditionally known as Chanukah, but this has become less commonly used.

Hanukkah is celebrated for eight nights from Sunday 18th December until Monday 26th December. At the heart of the festival is the nightly menorah lighting. A menorah holds nine flames, one of which is the shamash ("attendant") used to kindle the other eight lights. On the first night, just one flame is lit and so on until by the eighth night, all eight lights are kindled.

Often, food consumed during Hanukkah is often fried in oil, which refers to the oil of the miracle that inspires the celebration. Common foods include latkes with apple sauce and sour cream, doughnuts filled with jam, fried chicken, mashed-potato pancakes, olive oil-fried aubergines, and honey-soaked dough fritters. Children were traditionally gifted money ('gelt' in Yiddish) although now chocolate coins are traditionally given. It is also becoming more common for people to give presents to each other over the eight days, while many families give to charity over the festival.

We are wishing our Jewish colleagues, patients, and communities warmth and light this Hanukkah season.

## Thank You—Kathryn and Julie of the Urology Team

*"Just to thank you for your professional, cheerful and kind attention today. [I] couldn't have been made to feel more relaxed and comfortable. 10/10 score for everything, including the "double-bubble"! Have a great Christmas."*



## Managing Conflicts of Interests policy - what you need to know

**With Christmas just around the corner I wanted to remind all staff of the Managing Conflicts of Interests policy and how it relates to gifts and hospitality for staff.**

The policy is available to search for on the [Trust Procedural Document Library](#) called Managing Conflicts of Interest, but in broad terms it states that:

- Personal gifts valued at more than £50 should be declined; if not they should be donated to the Bay Hospitals Charity and declared through this link: <https://uhmb.mydeclarations.co.uk/home>
- Personal gifts valued at less than £50 may be accepted and need not be declared. The public however expect the highest standards of you, so please treat with caution and ensure that the gift could not be seen by anyone as an attempt to gain influence or an advantage.
- Cash and vouchers must be declined - unless for a specific charitable donation
- If patients or relatives are insistent, please ask them to give a joint gift to the team.

Hospitality must only be accepted when there is a legitimate business reason - please see the policy for more guidance. Please do not accept meals, travel, or hospitality that may affect or be seen to affect your judgement - especially from actual or potential suppliers.

If you have any further queries, please contact Paul Jones on ext 46684 or Olivia Caton on ext 45314

## Social media Snapshot

**Shane Byrne** @shanlepoo2000 · Nov 4  
Our new @UHMBT International nurse cohort started their OSCE training yesterday. What a nice bunch. #nursing #nhs #education #teaching #practicefacilitator



**Jessica Read** @jessreadmidwife  
★ Delighted to present HCSW and MSW awe Alex and Nicola this morning @UHMBT shinin huge congrats 🌟 @teamCNO\_ @TeamCM @theRCN @MidwivesRCM @FelipeMidwife



**Aaron Cummins** @aaroncumminsNHS · 45m  
I absolutely love this time of year - a real privilege to serve Xmas dinners on each of our 3 sites with fantastic teams. @cateringUHMBT @UHMBT

And a real honour to serve colleagues from @dfnsearch today 🙌🙌🙌🙌



## Thank You—Labour ward and the maternity ward

*"I just wanted to say a huge thank you to the staff on labor ward and the maternity ward during my stay there last week. They were able to assist and support me at such a frightening time and every single midwife and doctor were incredible. I feel so grateful that this fantastic team took care of me and will be forever thankful for their kindness and support. Particularly I want to thank Hannah (labor ward), Vicky, Jay, Sarah and Chantelle (maternity). When my husband couldn't be with me you took the extra time to make sure I was ok and made me feel safe. You are all angels!!"*







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## Access support with the UHMBT Staff Wellbeing site

Did you know we have a colleague health and wellbeing website which is accessible 24 hours a day, 7 days a week?

The website has been designed in collaboration with our colleagues across the [Lancashire and South Cumbria Integrated Care](#) Partnership and provides colleagues with a variety of health and wellbeing information, tools and resources. You can find the following topics covered within the website:

- Personal wellbeing - including mental wellbeing, physical wellbeing, healthy lifestyles, and financial wellbeing
- Relationships
- Professional support

You can access the site via this

link [www.LSCWellService.co.uk](http://www.LSCWellService.co.uk) or by scanning the QR code. The username for all colleagues to access the site is: UHMBTWELL



## Free YOLO Wellness Massage when booking a Better Health Better You Appointment



**Better Health, Better You appointments can focus on 5 different topics: Mental Health & Wellbeing; Alcohol; Fitness; Sleep & Rest; Nutrition & Hydration.**

Colleagues can personalise their appointment by choosing two of the above topics in which they want to seek advice, guidance, set targets and or gain general support to suit their personal health needs. In every Better Health, Better You appointment, you will get the opportunity to Know Your Numbers, have a Blood Pressure, Cholesterol and a BMI check - if you want to Know Your Numbers only appointment this can be requested when booking. [Book your appointment here.](#)

As well as getting a Better Health, Better You appointment, you will also receive a booking link for a free YOLO Experience massage - 15 minutes of pure relaxation. Ease aches, pains and reduce stress with a head, neck & shoulder massage delivered in the YOLO mobile calm space. These appointments will be held across all three acute sites, but be aware, there are limited spaces available so book early! Remember, you can only have one once you've booked a Better Health, Better You appointment.

## Thank You—Urgent Treatment Centre; X ray; pharmacy

*"I just wish to thank every individual who I met for their courtesy and kind attention. At every stage - reception, triage, examination, x-ray, pharmacy - I received the same warm welcome and professionalism. Just being through the process of being seen and spoken with in such a calm setting did me good in itself. Thank you very much, everyone."*



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## Colleague Christmas pay dates

Please be aware of the deadlines for December and January pay days. This includes the arrangements for bank holidays over Christmas and New Year 2022/23. Find the dates on the intranet [here](#).

## Supply update around white aprons on a roll (PPE016)

**Unfortunately, we are aware of issues around lack of perforations on some of the white aprons on a roll, that is provided as part of the PPE consumables.**

Following your feedback, we have raised and reported our experience of these consumables back to the National PPE Team. The national team advised that following similar complaints from other Trusts a full investigation and audit of the supplier was undertaken. UHMB have recently been informed of the results of this product investigation. It was found that the tolerance for faults on the white aprons was less than 10% which for these items are within tolerances expected and no with no alternative supplier available, we will continue to use these products. This means with some rolls of aprons distributed, we will continue to experience some wastage and frustration as we continue to have to use these high use consumables. Whilst not ideal, should you receive any apron rolls affected by this issue, please contact your Materials Management team and they will replace the rolls.

## Thank You—Ophthalmology

*"[I] felt quite nervous to be going in but they were so nice and lovely, I felt a lot more comfortable and feel generally less anxious about the hospital."*



## Photo of the Week

**This weeks Photo of the Week is from Deborah Skelly :**

"This is my Mum & Dads dog Paddy on the beach in Morecambe."

"He's a rescue dog from Dogs Trust in Northern Ireland."

If you'd like to be featured, send a photo that made you smile, your name and a short description to [Weekly.news@mbht.nhs.uk](mailto:Weekly.news@mbht.nhs.uk).

*Please note: Weekly News is shared with the public via the trust website and on notice boards across the sites.*

## Trust Procedural Document Library

Please see the link below for procedural documents updated in the last 30 days. If you have any queries contact [policy.coordinator@mbht.nhs.uk](mailto:policy.coordinator@mbht.nhs.uk). [Trust Procedural Document Library - Documents Updated in the Last 30 Days](#)

## Have you won the Bay Hospitals Charity Lottery this week?

This week's winning numbers are:

Draw date: Friday 16th December

6 8 9 2 4 1

Play the Bay Hospitals Charity Lottery online now!

Visit [www.bayhospitalscharity.org/lottery/](http://www.bayhospitalscharity.org/lottery/)

and help make a lotto difference across  
Morecambe Bay Hospitals.

