

Want a job but also flexibility?

Then join our Bank staff on p4

Did you know you can 'earn while you learn'?

See p5 for more

Would you qualify for a Golden Hello of £2000?

Find out on p7!

Community Rocks!

News and views from Surrey's largest and longest established NHS community provider, CSH Surrey



Spring 2018

Inside!

Meet some of Surrey's community nurses and therapists who are making a difference to people's lives every hour of every day...



A bright IDEEA for Surrey's future healthcare

Do you wish healthcare services could be more joined up? Where, as a patient or a clinician, you are part of a multi-disciplinary team of nurses, doctors, therapists and others who all work together to provide the best care?

Then look no further! In February 2018, a partnership between CSH Surrey (us, the community provider), Epsom Hospital and local GPs was chosen to run the adult NHS community services in the Epsom, Leatherhead, Dorking and East Elmbridge areas.

The partnership, called IDEEA, is one of the first in the country to offer such integrated NHS

services. Together we're determined to ensure that frail and elderly people get the right health and care services to keep them safe and well at home, where they want to be, rather than ending up in A&E and hospital.

If this type of healthcare appeals to you, join CSH Surrey and be part of a new way forward for NHS community services in Surrey.



Better healthcare together

Better healthcare for Surrey

Hard work by our community hospital teams in North West Surrey means patients are able to return home much sooner than this time last year, when the services were being run by another organisation.

Meanwhile, a new CSH Surrey service to support elderly patients with a health crisis is also proving a success. Launched in December 2017, the service is an extension of the award-winning services that are already offered at the Bedser Hub in Woking Community Hospital. The team, led by a GP and community matron,

assess patients and get them the health and care support they need at home that day, thus preventing them going to A&E or being admitted to hospital. CSH Surrey is launching a similar Hub service in Ashford, Middlesex in April 2018.



Watch a video about the Bedser Hub https://youtu.be/s1d_BALX_PE.

Our teams are rated 'Outstanding' for how caring they are.

Care to join them? Check out our current vacancies on NHS Jobs www.jobs.nhs.uk and search for 'CSH Surrey'.

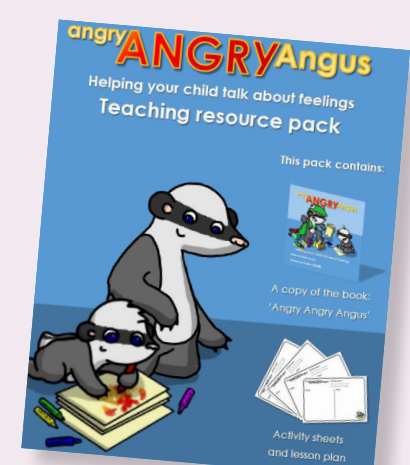
Rising Star of the Year



Kat Sealey, who works within our children's service, was named 'Rising Star of the Year' at the annual Nursing Times Awards in November.

She caught the judges' eyes after writing a story book to help young children to better understand and express their feelings. She drew on her own experience of school nursing as well as that of health visitors and paediatric therapists.

We are now supporting Kat to get her book into all primary schools in Surrey.



Central Surrey Health, Head Office

CQC Overall rating

Good

30 June 2017

Making a Daily Difference

Nursing in the heart of the community



Lisa Dhibette, Senior Staff Nurse, has worked with our East Elmbridge District Nursing team since 2012. She joined as a newly qualified nurse after an early career as a Health Care Assistant.

"I love my job! Not only do I go home at the end of my shift feeling I have done my best for my patients, I also get to work with a fantastic team of Administrators, District Nurses, Senior and Staff Nurses, Health Care Assistants and Phlebotomists.

"It's a real privilege to provide nursing care in people's homes. You get to know your patients, young and old, as people, not just nursing tasks. I like building a rapport with them and their families. It's nice having time to spend with them: sometimes I'm the only person they will see all day so it's good to hear about their children and grandchildren, life, work and loves.

"You get to see how they really are living and coping. This, for me, is very special, and is different from the fleeting contact you have in acute hospital nursing."

"I also love the variety of community nursing. Every day is different: one day I'll be doing wound care, intravenous antibiotics and injections, the next it could be supporting a family making decisions about moving a loved one into a care home or getting in care to help them stay at home, and another day I could be providing end-of-life care to make someone's last days as comfortable as possible and supporting their family.

"I wouldn't swap nursing in the community for any other job!"

'Baby Friendly' services

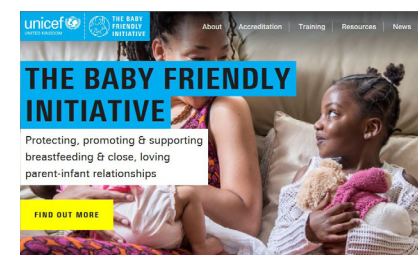


Our Health Visiting teams have been praised by Unicef for the quality and depth of their skills and knowledge in supporting infant feeding, and their caring approach.

The Unicef team visited CSH Surrey in January 2018 to assess our services for its 'Baby Friendly' accreditation, which we have been subsequently awarded.

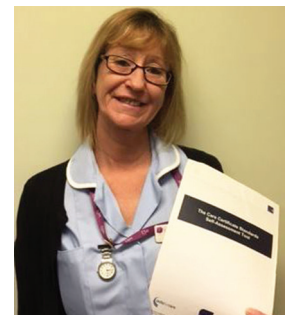
The feedback report noted that: **"Staff demonstrated a real interest, knowledge and passion to support mothers with feeding and relationship building with their baby."**

"It is remarkable that 100% of mothers reported that staff had always treated them with kindness. It was notable that many mothers continued to breastfeed for prolonged periods and often attributed this to the support received from the health visitor or the breastfeeding groups."



www.unicef.org.uk/babyfriendly/

NEW! Career progression opportunities for Clinical Support Workers and Health Care Assistants



Our non-qualified clinical staff now have a clear route to progress their careers, starting with the national Care Certificate programme. This provides the stepping stone into apprenticeships, which can ultimately lead to qualification as a registered nurse or therapist.

The Care Certificate is a 15 module course that's covered through a mixture of on-the-job and workbook-based learning. It covers all of the fundamental elements of care, and, being a nationally recognised qualification, it is transferable to other employers.

Once you complete the Care Certificate you can access a range of Level 2 and 3 Apprenticeships (see p5) as long as you have Level 2 Literacy and Numeracy, which CSH Surrey provides through specially designed Literacy and Numeracy Workshops.

Our Level 2 Apprenticeship employees can also access one week clinical skills programmes on topics such as Complex Wound Care, Continence and Phlebotomy (taking blood). These build on the Care Certificate programme skills and provide a route to progressing to Level 3 Apprenticeships and beyond.

Michelle Nugent, a Health Care Assistant with the Epsom Community Matron team, says:

"I started the Care Certificate programme last year as it was something I wanted to achieve and I've nearly finished it now!"

"It's a really good course - I've learned a lot and I feel much more confident in my clinical practice now, it's helped me a lot."

I want those jobs!

We have a range of great nursing and therapy roles available within our adults services.

We're particularly looking for Band 5 and 6 therapists and rotational therapists in Speech and Language Therapy, Physiotherapy and Podiatry, as well as Band 7 Team Leaders within our Physiotherapy and Dietetics services.

We also have roles available for Band 5 and 6

Staff Nurses in a number of services, including our community hospital inpatient teams and our community nursing teams. These are available as Bank and permanent posts.

To find out more, visit www.jobs.nhs.uk and search for 'CSH Surrey', or contact our friendly recruitment team via email on csh.recruitment@nhs.net or call them on 01372 384 338.

Quick acting nurse saves baby's eyesight

Community Nursery Nurse Wendy Crawl from our Guildford and Waverley Health Visiting Team acted fast after listening to a mum in a drop-in clinic describe concerns about her daughter's sight.

She made an urgent referral to Great Ormond Street Hospital, which diagnosed a type of eye cancer, retinoblastoma.

"Wendy's quick actions undoubtedly saved the baby's eyesight."

Our school nursing teams provide eyesight tests for Reception year children across Surrey as part of the national health screening programme. These tests detect most common eye problems, which, if picked up early, can often be treated successfully.

It is recommended that children have their eyes tested every two years. NHS eye tests are free for children under 16 and for those under 19 in full time education.

My life as a Children's Community Carer



Vicki, Children's Senior Community Carer

"Before working as a Community Carer I worked in a nursery. I love working with children but felt like I wanted to do something more clinical."

"When I joined the team they trained me up in everything, I wasn't clinically trained before this at all. We have a brilliant training room where you get taught about tracheostomies, ventilators, gastrostomies and all the medication you have to give. You do shadow shifts until you feel comfortable working on your own."

"You are given particular children to support so you get to know them and the family really well. All the children have their own little characters, they're just brilliant."

"When I start my shift I make sure I've got everything I need and do all my checks. On a typical shift I will clean and change the child's tracheostomy and give them medication if they need it. I will also read and check the care plans and document the care that I have given."

"I was quite nervous when I first started, but now it feels normal and I feel really comfortable on a night shift when the parents go to bed or if they go out when I'm on a day shift. Although I work on my own, someone from the team is always available on the end of the phone and I feel very supported and safe."

"I love my job and can't recommend it enough if you are a caring person who really wants to make a difference to children's lives."



<https://youtu.be/ukllzmEqn70>

Have you got what it takes?

Do you want to make a difference to the lives of some of the 500 children and young people in Surrey who are living with complex illnesses and disabilities? To be part of a skilled, passionate and dedicated team of nurses and carers who have the privilege of helping to care for these children, who often have life-limiting conditions, at home and at school? To have a fulfilling and rewarding role in helping them gain independence so they can go to nursery and school despite their often complex health needs?

If the answer is 'yes', you should join Children and Family Health Surrey! We run three NHS specialist children's nursing services and are currently recruiting for:

- Nurses and Health Care Assistants to work within our Children's Community Nursing Team. They care for children who need

additional nursing support at home when they are undergoing complex and prolonged treatment programmes, such as chemotherapy

- Nurses and Health Care Assistants to join our Specialist School Nursing Team. They support the school staff at Surrey's eight specialist schools to care for the children and young people during the school day
- We're also recruiting Nurses and Carers for our Children's Continuing Healthcare Team who help look after children with the most complex health needs in their own homes, often overnight.

If you have the right attitude, we can give you the right skills! These are special children who need special people to help care for them. We want to recruit naturally compassionate and motivated

people who really want to make a difference to these children's lives. We will provide the training, education and ongoing support, as well as the generous NHS pension, high cost of living allowance (5% extra salary), holiday and other benefits, and travel expenses. For Registered Nurses (both children and adults trained) we offer comprehensive Professional Development and support with NMC (Nursing and Midwifery Council) Revalidation. For people who want to work as community carers and healthcare assistants, we will train you in the clinical skills you'll need, and also support you to undertake the national Care Certificate. In addition we offer nursing and care apprenticeship opportunities.

If you are interested in joining the service, call Sarah Taylor, Manager, on 01483 783 157.

Career and Learning



RCN NURSE AWARDS

Nursing Award Finalist Just Keeps on Nursing...

Mahen, 66, was one of three highly deserving Finalists in the 2017 Nursing Times Awards, Bank Worker category. Mahen retired from his role as a District Nurse six years ago. Since then he's worked as part of our temporary ('Bank') workforce as a Band 5 Staff Nurse for two community nursing teams and a twilight team.

"I love my job so much I can't stop working! I am passionate about nursing and providing the best care to our patients."

Colleagues describe Mahen as an exceptionally kind and caring person who will always go the extra mile.

"He always puts quality at the heart of his practice," says Leatherhead District Nursing Team Leader, Debbie Bryant.

"This is reflected in him keeping up to date with training and always being willing to share his skills and knowledge with colleagues. We couldn't live without him!"

Soft Skills

In addition to clinical and leadership training, CSH Surrey's staff can also access courses ranging from presentation skills, change management and assertiveness to mindfulness, stress management and resilience.

Nursing Associate programme gets the thumbs up

In September 2017, five of CSH Surrey's health care assistants were among the first in the county to take the plunge and join the new Nursing Associate (NA) Programme! This Level 5 Apprenticeship programme uses a blend of study days, placements and work based learning. After two years you qualify as a Nursing and Midwifery Council (NMC) Registered Nursing Associate and can go on to the Level 6 Clinical Degree Apprenticeship to become an NMC Registered Nurse.

We meet one of this years Nursing Associate students, Lauren Glanville (second row, third from the right), who tells us more.

Q What were you doing before you joined the NA programme?

A *Since April 2016 I have been working as a Health Care Assistant with the Banstead and Tattenham Community Team. Before that I had spent almost 10 years working in various roles supporting adults and children with disabilities.*

Q Why did you want to join the programme?

A *I had been encouraged by colleagues to do my nursing training, and having spoken with the Learning and Development team, they advised I apply for the Nursing Associate course.*



Q How's it going so far?

A *It is going well. At times it can be hard being a student, particularly finding time to experience learning and development opportunities, but I'm enjoying it a lot.*

Q What's next for your career?

A *It has always been my plan to continue training to become a Registered General Nurse and I hope to do this after completing the Nursing Associate course.*

Q What advice would you give others considering the Nursing Associate course?

A *Be prepared to travel – the placements are all over Surrey and it is a big county! Be confident, ask questions, be open about your challenges and weaknesses, seek support when you need to and celebrate your victories, however minor they may seem!*

Coming soon!

Career pathways and development plans for qualified staff nurses to progress to Senior Staff Nurse, Clinical Team Leader, District Nurse and Community Matron.

Is 'Bank' work for you?

There are many reasons why our 500 or so Bank workers choose to join our temporary workforce, from dipping a toe back into work after a break or using it as a way to gain skills and work experience to finding it a useful way to earn some extra money or to fit around family commitments.

Healthcare Assistant, Mark, is a team leader in a residential home but wanted to gain more rehabilitation experience, which is what he'd been trained in.



"I enjoy working at the community hospital on the Bank – it's a friendly team and I like being in a hands-on role again."

Contact our Flexible Workforce Team by email on csh.flexibleworkforce@nhs.net to find out more or call them on 07507 64 0034.

Development opportunities galore

We know how important training and career development opportunities are when considering a new employer. That's why we offer a whole range of courses and support – from clinical skills and soft skills training to apprenticeship, leadership and management programmes for all levels.

Our training has received the sought after 'Skills for Health' accreditation and we are also an approved provider of programmes for the Institute of Leadership and Management, meaning your qualifications gained at CSH are recognised nationally.



Approved
Centre



Quality Mark

Earn while you learn!

What courses can you do? People in Band 2-4 clinical roles can access Health and Social Care Levels 2 and 3, Physiotherapy Assistant Level 3 and the two year Level 5 Nurse Associate Foundation Degree (see p4).

Four year degree Level 6 Apprenticeships are available in Nursing, Occupational Therapy and Podiatry. People aspiring to be District Nurses can complete the Level 7 Specialist Practitioner programme.

We also offer a range of administration, business and management Apprenticeships, from Levels 2 to Masters Level 7.

How much do you earn while doing an Apprenticeship? You earn a salary based on your Band, which is the NHS salary scale for different roles (see p7). Degree level Apprenticeship fees are fully funded by employers and the Government.

What qualifications do you need? To apply for a Level 2 Apprenticeship you need to have Level 2 or equivalent in English and Maths, which we provide through Literacy and numeracy

workshops. To prepare people for Level 3 entry, CSH Surrey offers one week Clinical Skills programmes, and then a 12 week 'Bridging Programme' in partnership with a university to prepare people for the Level 5 foundation degree programmes. People spend a day a week at university where they consolidate previous learning and learn skills such as writing essays and research.

Do you go to college? All of the Apprenticeships use a mix of learning that includes study days at college or university, as well as placements and work-based learning. The study days may be a regular commitment for Level 5 to 7 programmes, or occasional days for Levels 2-4.

Will I have to do exams? A range of assessments is used depending on the Apprenticeship level. These include on-the-job work, written assignments, practical observations, verbal assessments and formal exams.

To find out more: contact our Learning & Development team via email on CSH.LearningDevelopment@nhs.net.

Success for Physio apprentice

One of our recent Level 3 Physiotherapy apprentices, Tillie, was named 'Clinical Apprentice of the Year' in Kent, Surrey and Sussex.



Tillie says:

"I didn't get into university to study my dream career of physiotherapy so I applied for an apprenticeship to get the clinical experience I needed to try again."

"The apprenticeship allowed me to work in a hospital while being able to learn formally at the same time. It has given me core knowledge and provided a stepping stone to progress in my career. I'm really happy that I chose this pathway and am thankful to CSH Surrey for supporting me."

Tillie's manager, Lavinia, says:

"Tillie has been a true asset to the service. She epitomises the apprenticeship scheme by being extremely eager to learn and progress her development. I have seen her develop and grow into a valued member of my team."

Health and Benefits

NHS Benefits, and more...

All of our employees are on NHS Terms and Conditions

As well as the generous NHS holiday and other leave allowances, we also provide tax-efficient salary sacrifice schemes, including childcare vouchers.

Our employees can also buy items such as TVs, laptops, cars, bikes and household appliances before tax is paid, meaning the items can be up to 45% cheaper than when purchased normally.

On yer bike!

Inspired by feeling fitter after going to one of the work-based exercise classes, Head of Communications, Rebecca Jones, took the plunge and decided to enter her first triathlon in 2016. Although she could swim and cycle, she hadn't done either regularly for years, and hadn't run for a long time either.

Not to be put off, she set herself an eight week training schedule: she downloaded a 0-5km running App, started swimming the 16 length sprint triathlon distance twice a week, and dusted off her old mountain bike for 20km Sunday morning rides.

"I quickly realised that riding a mountain bike on roads was hard going so a friend kindly took pity on me and lent me a road bike," says Rebecca. "I'd never ridden a bike with drop handle bars, but I gradually got used to it and before I knew it, I was hooked!"



Despite pre-event nerves, Rebecca enjoyed her first triathlon enough to enter a second. It was after this event, where she came first in her age category, that Rebecca set her mind on buying her own road bike. "I beat the next competitor by nearly five minutes on the cycle section and was so enjoying discovering a new hobby that I decided it was time to give my friend's bike back and buy my own."

Rebecca took advantage of CSH Surrey's 'cycle to work' salary sacrifice scheme to buy a bike, which saved her over £250 off the retail price. "I now go cycling most Sunday mornings with friends and plan to enter my first cycling sportive in 2018."

Health and Wellbeing

Since 2015 CSH Surrey has provided a Health and Wellbeing programme for its employees, believing that if its workforce feel physically, mentally and emotionally well and strong, they will be better able to care for their patients. The programme includes a range of exercise classes run by colleagues, taster sessions in things

ranging from self-defence to mindfulness, and monthly health campaigns.

"I love the Wednesday circuit classes. It takes me away from the desk after a long day at work and it's precious 'me time'."

Taking
Care
of You

body | mind | spirit

Physio Service

After noting that back and neck problems were the highest cause of sickness absence, we launched a physiotherapy service for our employees in 2017, which is highly valued by those who have used it.

"I used to suffer daily neck and shoulder pain from doing so much computer-based work, but after seeing the physio just four times, I now hardly ever get problems!"

Valuing You

Everyone likes to feel valued and their hard work to be recognised. Which is why we have monthly 'Spirit' awards and our annual CoCo awards. Our employees also created a special 'vibe' card for colleagues to give to each other.



Listening to You

CSH Surrey is owned by those who work there, so listening to their ideas and views is really important to us. Our Directors regularly get out and about to meet teams, and our employee council, The Voice, also helps to ensure people's voices are heard.



Supporting You at Work

We provide our employees with a free and confidential Occupational Health service to support them with health and wellbeing matters throughout their employment at CSH Surrey.

CSH Surrey is a values-led organisation. Our values are important to us and we don't let bureaucracy or organisational boundaries get in the way of doing what's right for our patients.

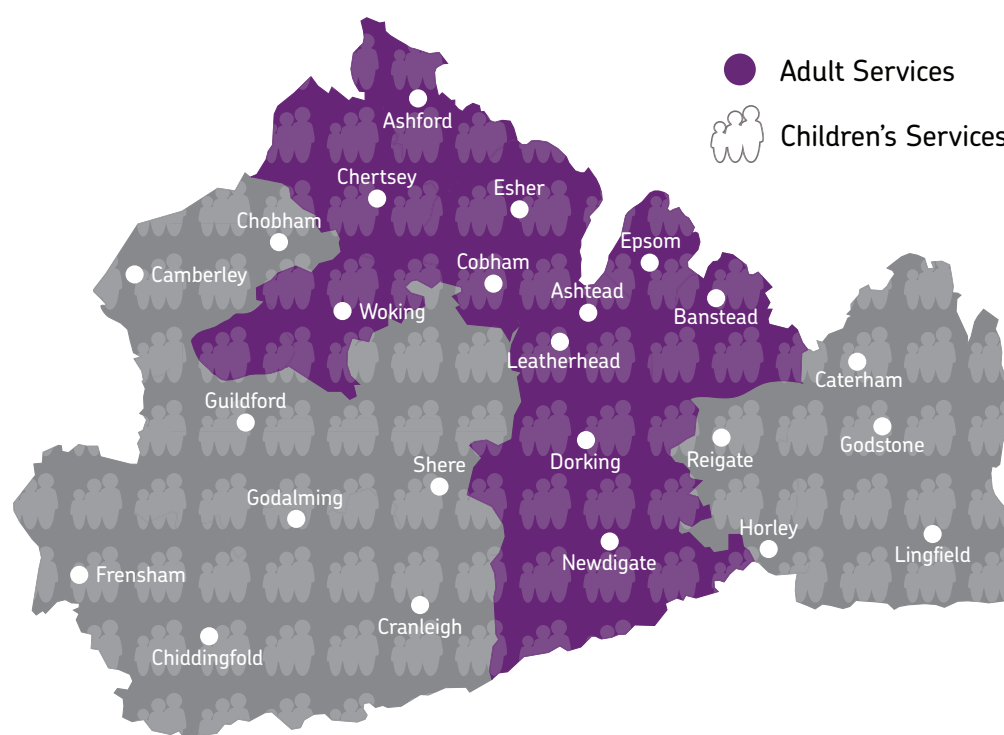


Tell me more!

CSH Surrey is Surrey's largest and longest established provider of NHS community healthcare services.

We are part of the NHS, so our 1500+ employees get NHS pay and pensions, and also receive the Outer London 'High Cost Allowance' of 5% on top of their salary.

Our nurses, therapists and support staff provide adult community health services in the mid and north west Surrey areas, and children's community health services for the whole of the county. Together we serve a population of more than 1 million people.



Adults' services

- 5 community inpatient hospitals that focus on rehabilitation. They provide nursing and therapies to support people to return home after illness, falls, health crises or surgery
- Multi-disciplinary community nursing and therapy teams
- 2 Walk In Centres and other urgent care services
- Therapy services, including speech and language therapy, physiotherapy, podiatry, dietetics and occupational therapy
- Specialist nursing services.

Children's Services

- 0-19 years health visiting and school nursing services
- Paediatric therapies (physio, occupational therapy, speech & language therapy, dietetics)
- Immunisation service
- Specialist children's community nursing services
- Family Nurse Partnership.



NHS Pay Bands Explained

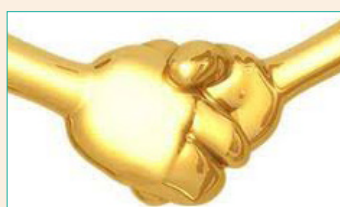


All NHS jobs fall into 1 of 9 role and salary bands, which are based on the type of work and level of skills and knowledge required. Each band has a lower and an upper limit. For example, Band 3 roles (eg some administrators, Health Care and other Clinical Assistants and Community Carers) earn between £16,968 and £19,852,

while Band 5 (Staff Nurse) salaries range from £22,128 to £28,746. CSH Surrey staff also get a 5% 'high cost living allowance' on top of this basic salary. NHS salaries are set each year by the Government. The 2018/19 salary bands have not yet been announced. For more information visit www.nhsemployers.org and search for 'pay scales'.

Golden Hellos

We pay a £2000 Golden Hello to people successfully appointed to our 'hard to recruit to' roles of Community Nurses, Community Hospital Nurses and Paediatric Occupational Therapists. Terms and conditions apply. Contact our recruitment team for more information. Email: csh.recruitment@nhs.net



Refer a Friend bonus

Once employed by CSH Surrey, you will be able to receive a bonus of £500 if you introduce a job candidate who we subsequently employ. So get applying for your role at CSH, and then encourage your friends to join as well!

REFER A FRIEND & EARN MONEY



People First: so people feel respected and valued as individuals
Integrity: so people feel listened to and involved
Enterprising: so people feel supported to innovate and find solutions
Exceptional Delivery: so people feel safe and assured by our high quality standards

A Wonderful Team

A business with a heart



In the last 5 years, CSH Surrey has given more than £55,000 in grants to support health and wellbeing projects run by charities and other groups.



Our Community Fund's most recent award, a £2000 grant in January 2018, went to Sebastian's Action Trust (SAT), a charity that offers emotional and practical support to families of seriously ill and life-limited children. The money will support its 'Connecting Families' programme, which

runs events, activities and workshops to tackle the social isolation experienced by these families.

A £1000 grant to the Sunnybank Trust charity is helping fund weekly music and games sessions that reduce social isolation for adults with learning disabilities. Two of our grant panelists paid a visit to see first hand the difference our Fund is making.



A different kind of NHS employer

CSH Surrey is different. That's because we're owned by the nurses, therapist and support staff who work for us.

Why is that important? Because if you own something, you care more about it.



Our people are passionate about giving patients, children and families the best care they can.

And from the feedback we receive (below), our service users think they're doing a pretty good job!

Latest patient feedback submitted for CSH Surrey

★★★★★ (113 reviews)

Walton Community Hospital
★★★★★
12th March 2018
Written by a patient
The radiographer was friendly and really efficient. Very impressed with the speed.

Walton Community Hospital
★★★★★
09th March 2018
Written by a patient
Quick and efficient service

Epsom General Hospital CSH Surrey
★★★★★
09th March 2018
Written by a patient
Very professional service by caring compassionate staff. Treatment was given at appropriate time intervals that were convenient and the treatment that I have received was tailored to my individual needs and has helped restore the best function following my injury. A great service that I would definitely recommend and for which I am extremely grateful.

iWantGreatCare The trusted site for healthcare reviews

97%

Of CSH Surrey patients/clients would recommend our services to friends and family

Source: 2017 average FFT rating

Join our wonderful teams!

If you're motivated, compassionate and want to work for an NHS healthcare service where it is all about doing the right thing for children, patients and their families, join CSH Surrey today!

Go to www.jobs.nhs.uk and search for 'CSH Surrey'. We look forward to you joining us.

