

The CNTW NHS FT Schwartz Team Entry for the 'Best Schwartz Innovation' Category 2020

A little bit of information about us

Cumbria Northumberland Tyne and Wear NHS Foundation Trust (CNTW NHS FT) is now one of the largest Mental Health and Learning Disability Trusts in the Country stretching from the East to West coasts of the North of England and from Sunderland up to Berwick-on-Tweed. Services are provided from more than 70 sites across Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland. We offer a wide range of mental health and learning disabilities services across the lifecycle and a number of regional and national specialist services (e.g., Neurorehabilitation, Gender Identity, Eating Disorders, Mental Health and Deafness). Along with partners, we deliver support to people in their own homes, and from community and hospital-based premises. In order to deliver the care in these services, we have more than 7000 staff from a wide range of disciplines, as well as a growing number of peer support workers.

One of our Strategic Ambitions is for the Trust to be regarded as a “great place to work” and as a Mental Health Trust, ensuring staff well-being is a key priority. As such Schwartz Rounds have been embraced from ‘board to ward’.

Our Journey so far-the headlines

- 26 rounds since June'16 with focus on emotional impact of our work
- Monthly rounds since 2019
- Additional 'pop up' rounds including at our CNTW Annual Nursing and Psychological Services Conferences
- Attended by a good range of staff from different areas of the Trust, discipline & grade, including non-clinical. Attendance is from Ward to Board and we have a growing number of regular and new attendees, usually attracting 45-80 people to each round
- We have progressed from one venue to rotating rounds around 5 regular sites with an additional site later this year
- A well-established steering group
- Each Round has a resource information sheet produced by our Library Services that signposts people to relevant information about the topic of the rounds
- We rotate the time of rounds to offer a mix of lunch and breakfast rounds
- We have grown our facilitator numbers from three to six, with a plan to develop more
- We are now developing research and are currently moving through the formal process to register our first study (sponsored by our Finance Director) on panellist experience
- We have good links with the Great North Schwartz Network



So what is our “Schwartz Innovation”

Our innovation is based on how we have achieved sustainable rounds across such a huge geographical footprint on multiple sites with such a large group of staff. So how have we achieved this?:

- **Good branding:** We have ‘house style’ in the Trust for our posters and banner that staff recognise
- **Amazing support staff on different sites:** whether its catering or administrative support, we have developed relationships with local support networks on different sites so it is now a predictable routine about when food and refreshments arrive and having all of our stationary (i.e., evaluation sheets, CPD certificates, library services information sheets) printed out and ready at the start of every round
- **Fidelity to the Schwartz model is a core component of the Schwartz gold:** We have adhered to the traditional model which makes the rounds run very smoothly and provides a safe and predictable environment to those who attend. A Schwartz round in Morpeth will follow exactly the same format as one in Sunderland, the only difference is the room
- **Good relationship with our Trust Communications Team** that ensure that our poster artwork is designed and distributed in our Trust Bulletin before the round and the feedback from the round goes into the Trust Bulletin afterwards
- **A fantastic Library Services team** who develop our topic resource sheet for each round

They say ‘team work is the dream work’ and our innovation is how we have developed a network of relationships and infrastructure to support a multiple site model of Schwartz whilst maintaining fidelity to the model

Submitted by the CNTW Schwartz Team

Ms Veronica Locatelli-Booth



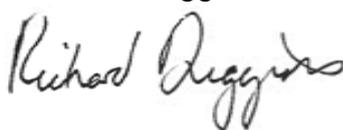
Ms Karen Richardson



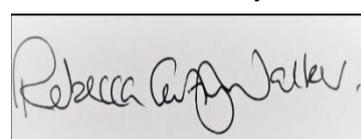
Dr Phil Goldblatt



Dr Richard Duggins



Dr Rebecca Courtney-Walker



Ms Emily Barber

