New treatment for stroke patients
Consultation period comes to an end

NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group (CCG) has extended its thanks to everyone who has contributed views and opinions towards the future model for children’s, maternity and special care baby services at the Friarage.

At the end of November, the three-month formal consultation, which gave people the opportunity to hear and provide views about the current challenges facing the service and possible options for the future, drew to a close.

The CCG has also given people the opportunity to submit ‘unique’ proposals which will be considered alongside the original two options and three were handed over.

The consultation included nine public events held across the area with GPs, clinicians and managers from the trust, where feedback was captured, along with a survey which was available both online and in printed format at health and community venues across the area.

The CCG also attended a range of mother and baby groups to ensure the views of those who have recently experienced children’s and maternity services were considered as part of the consultation.

Clinical chief officer for the CCG, Dr Vicky Pleydell, said: “I’d like to thank everyone who has taken time to share their views during this consultation and I can assure them that their feedback will be reviewed and used to inform our final decision.

“Due to the volume of feedback we have received through surveys and public events, we expect this will take a number of weeks. The three new proposals presented to us will also go through a rigorous assessment using the same framework that we used to develop the original two options for consultation. This will include external independent expert clinical assessment.

“Following this assessment, each one will be judged alongside the present options against a set of agreed criteria by each GP practice within the CCG. Our council of members will then make a recommendation which will be presented to the CCG governing body at an extraordinary meeting on 27 February 2014.”

Copies of the final report will be made available on the CCG website one week before the governing body meeting.

Outstanding dementia care winner

HEALTHCARE assistant Jamie Goldswain has achieved national recognition for the care he provides to dementia patients at James Cook.

Jamie, who works on ward 2 (acute medicine), won the Outstanding Dementia Care Support Worker Award at the National Dementia Care Awards 2013.

He was nominated by Debi McKeown, nursing sister in therapeutic care, who was impressed by his calm and reassuring approach and the excellent rapport that he has with his patients.

Debi said: “Jamie is an absolute pleasure to work with, he steps into the patient’s reality and does everything he can to ensure their experience is positive. He demonstrates compassion and respect in every interaction, he deserves this recognition.”

Jamie said: “I really did not expect it. It was a bit overwhelming. But it’s nice to have been noticed for what I do.”

Jamie receives his award from Catherine Ross, editor of the Journal of Dementia Care and BBC Breakfast’s Bill Turnbull.

Octagon Marketing Company Ltd specialise in gaining advertising support for magazines so Talking Point is now produced, packaged, distributed and delivered at a minimal cost to the trust.
SUPER-fit footballer Matt Crossen had an unexpected fixture in November – an emergency admission to hospital following a stroke. The 23 year-old Marske United defender was rushed to James Cook, where, after clot-busting drugs showed no improvement of his condition, he underwent thrombectomy (clot extraction) carried out by consultant interventional neuroradiologist Dr Rajeev Padmanabhan.

Matt was the second young patient to have had this new emergency procedure within a 48-hour period, after 32 year-old nursery nurse and mum-of-two Rachel Brace was admitted and underwent the same treatment.

Dr Padmanabhan said: “It is rare that a patient so young has a stroke. To have two such patients in such a short period of time is extremely rare.”

A stroke is caused by the blockage of the brain arteries due to the formation of a blood clot within the brain vessels. The standard treatment at present is the administration of clot-busting drugs to dissolve the clot.

Dr Padmanabhan added: “Thrombectomy in acute stroke is a promising new development, but is not applicable for all stroke patients. The standard treatment for stroke is the use of clot-busting drugs. NICE (National Institute for Health and Care Excellence) recommends thrombectomy in those patients in whom the intra-venous clot-busting drugs do not work.

“Currently, trials are on-going comparing thrombectomy with intra-venous clot-busting agents, in which we are hoping to participate. In our experience we have seen very promising results with thrombectomy in acute stroke.”

To perform a thrombectomy the neuroradiologist inserts a ‘stent retriever’ – a very small mechanical device mounted on a wire - into the brain artery through a small keyhole incision in the groin, under x-ray guidance.

The stent retriever is designed to ‘catch’ the clot, which is subsequently pulled out of the body through the tiny groin incision.
A FIVE-YEAR drive to improve hospital care for patients with dementia has been launched across the trust.

With more than 32,500 people in the North east living with dementia, and this number expected to double in the next 30 years, the trust is aiming to make all of its sites dementia friendly and is offering dementia awareness training to all staff.

A number of measures are already in place to improve care for dementia patients such as introducing dementia friendly crockery, signage and clocks, using interactive screens to help trigger memories and having details such as likes and dislikes to hand at each patient’s bedside.

But now the trust has launched its own dementia strategy with five key aims:

1. Modernise our approaches to communicating, seeking and acting on feedback from people with dementia and their carers
2. Become a dementia friendly organisation with environments and processes that cause no avoidable harm to patients with dementia
3. Deliver person centred care that supports the patient with dementia and their carer
4. Develop partnership to improve care and outcomes
5. Develop a skilled and effective workforce able and unafraid to champion compassionate care

Dementia project manager Beth Swanson said: “As many as one in four people accessing acute hospital services have some form of dementia so it’s vital all our staff are dementia aware, whatever their job role.

“We want people to see the person not the condition and have the confidence to stop and help anyone who needs assistance.

“Coming into hospital can be very confusing but simple things such as having clear signage can really help which is why we are encouraging all wards and departments to complete our dementia awareness training.”

The launch event featured an emotive video looking at dementia through the eyes of a patient and dementia awareness training.

The dementia strategy has been launched in response to the Prime Minister’s Challenge for Dementia, the Counting Cost report (2009), and the Dementia Action Alliance (DAA) Call to Action.

It has been developed in consultation with local carers, dementia charities and patient feedback, and is based on current best practice advocated by the National Institute for Health and Care Excellence, The Royal College of Psychiatrists and the DAA.

Beth added: “The strategy will improve dementia care and patient experience in all our acute and community hospitals.

“We want the trust to be recognised as a dementia friendly organisation delivering compassionate person centred care, in the right place, every time for each patient with dementia.”

For more information on dementia training for your ward or department contact Beth Swanson at James Cook on extension 55928 or see trust website.

Staff pledges from the launch to improve dementia care
PATIENTS who need minor surgical procedures are now having surgery at their local hospital - Redcar Primary Care Hospital.

Providing treatment in the community is a positive development for patients enabling them to be treated closer to home and making it more comfortable and convenient for them and their families.

Clinical matron Valerie Gair and surgical admission unit manager Jacqui Bancroft worked with a team of staff during summer 2013 to set up the day surgery service at the hospital.

The brand new theatre suite enables patients needing minor surgical procedures to be treated under local anaesthetic.

Surgeon Mr Chelliaya Ramanathan performed the first operation in October 2013 and up to seven surgical lists are now performed each week.

Day surgery started with the plastic surgery directorate treating patients needing a local anaesthetic for skin disorders - some needing skin grafts. Other procedures taking place in the unit include orthopaedic surgery - such as carpal tunnel release and patients with renal disease undergoing vascular access procedures.

Patients with more complex conditions continue to have their surgery at James Cook and the move freed up space in the accident and emergency department helping provide more capacity for emergencies.

Lucy Tulloch, associate divisional manager (pictured second right) said: “We are delighted to provide theatre services in the heart of the community and look forward to providing more services there in the future. Redcar Primary Care Hospital has first class facilities and provides a lovely environment for patients.

“A big thank you to the staff and everyone who made this possible from the surgeons and day unit team to the information and information technology staff, as well as NHS Property Services, who all played their part in making the transition to Redcar Hospital a success.”

Dr Ali Tahmassebi, Langbaurgh locality lead for South Tees Clinical Commissioning Group (CCG) said: “As commissioners of local health services for people in the Redcar and Cleveland area, we worked hard with our colleagues at South Tees to ensure our services are cost effective and sensitive to the needs of people using them.

“Redcar Primary Care Hospital is a fantastic resource, one that local people should be proud of. By working closely with local doctors, other clinicians and managers across the health service we are able to make real improvements to the lives of our local people.”

THE SUCCESSFUL working partnership between the Ministry of Defence Hospital Unit (MDHU) Northallerton and the trust took on a new direction when commanding officer, colonel Tony Bek, and his second in command, Major Saskia Meerhoff, from the Central Military Hospital, Utrecht, Netherlands paid a visit to James Cook.

Escorted by commander of The Defence Medical Services, commodore Peter Buxton and MDHU staff, they continued their fact finding mission to discover more about effective working partnerships between the military and the NHS.

A question and answer session with Susan Watson, operational services director was followed by a tour of the trauma division where divisional manager, Carol Dargue, explained about the military/trust relationship and its importance in a level one trauma centre. Geri Appleton, senior nurse for anaesthesia and theatres also showed the group around the hospital’s theatre complex.

The Dutch Medical Services are currently looking to restructure the way they do business and visiting the MDHU and the trust gave them plenty of avenues to explore on their return to the Netherlands.

Major Ruth Truscott, trust liaison officer, said: “The visit went extremely well and it was a very positive and enlightening experience for our Netherlands colleagues, demonstrating why James Cook was chosen for a visit.”

Delivering day surgery on your doorstep

Partnership working pays off
Big push raises fantastic amount for patients

A MAMMOTH fundraising campaign has resulted in a massive £44,812 donation to help future patients at the Scott suite breast cancer unit at the Friarage Hospital.

Thanks to the Black Sheep Brewery’s ‘Big Push Up’ fundraising campaign specialist medical equipment has been provided to support the division of surgery’s breast service at the hospital.

A mammotome machine used in the breast department by consultant breast specialist, Rosalind Tetlow, and advanced practitioner, Gill Pyman, and a microtome used by a consultant pathologist - will help in both the diagnosis and treatment of breast cancer.

Examination couches have also been provided for the Scott and Mowbray suites at the hospital.

A host of fundraising events helped raise this fantastic amount enabling the brewery to provide the specialist equipment. A big thank you to everyone who helped and supported the brewery’s campaign.

An intrepid team from the Black Sheep completed an Arctic trek, led by team leader and business development manager, Brian Smith, riders Allan Russell, Mark Allison, John Oldridge and supported by Paul, Sue and Rob Theakston, to raise the money.

Friends, family and colleagues had all been touched by cancer at some time and the brewery team wanted to do something to help local patients at the Friarage.

The hi-tech equipment will keep the Friarage at the forefront of breast cancer treatments.

The mammotome machine is used as a diagnostic tool - instead of conventional core biopsy - to gather more diagnostic information and in some cases it may be used as a treatment to remove small benign breast lumps. This reduces the need for patients to have general anaesthesia and surgery.

The microtome is used by the division of pathology to provide finer tissue samples for diagnostic purposes and complements the work of the mammotome.

Rosalind Tetlow, consultant breast specialist, said: “The Friarage is the first hospital in England, other than the trial centres, to use the new mammotome machine.

“We are very grateful to the Black Sheep Brewery for this wonderful donation. This is a fantastic achievement and will enable us to develop and enhance our diagnosis and treatment for breast cancer patients.”

For more amazing fundraising and donation stories visit: http://southtees.nhs.uk/about/fundraising/helping-hands/.

Now we 'CAN'!

THE TRUST’S health visiting and school nursing teams have been promoting the ‘CAN parent’ pilot project in Middlesbrough, which was one of only three areas in the country chosen to take part in the trial to support and promote positive parenting.

The community nursery nurses have been heavily involved in undertaking training and delivering a ten-week course to support parents in understanding their child’s behaviour. There have been many success stories and the groups have been well attended with positive feedback from parents.

One such family is the Mohammed family from Linthorpe, mum Sameena and dad Akhtar. The couple, who have five children including two-year-old twins, have found the ideas brought forward in the group sessions have transformed their family life and given them confidence as parents.

(1) Judith Curtis, specialist nurses in breast care, Brian Smith, Rosalind Tetlow, consultant breast specialist, Allan Russell, Claire Boyle, Dr David Henderson, consultant histopathologist, Louise Sadow, specialist nurse in breast care, Elaine Carlsson, specialist biomedical scientist and Louise Trewhitt, associate healthcare scientist from pathology, Mark Allison, Gill Pyman, advanced practitioner, John Oldridge and Mr Rob Bryan, breast consultant.
It all started with a ‘big bang’!

OVER the last 12 months a huge amount of work has taken place on improving our discharge processes across the trust as part of the improving patient pathway programme…

These include redesigning our existing systems, making significant improvements in partnership working and holding discharge workshops which have really helped with patient flow and reducing waiting times.

Between May and October, 43 teams completed the workshops including all adult wards in both our acute and community hospitals, plus the orthopaedic and trauma discharge team and case management team.

The aims of the workshops were to:

- Change culture
- Standardise our discharge practices through a consistent approach
- Implement a ‘home before lunch’ concept on the wards
- Give teams dedicated time away from their work environment
- Be sustainable, meaningful, interactive and fun

Deputy director of operational services for service transformation Gill Collinson said: “We used a range of service improvement methodologies and techniques and the workshops ranged from three to five days depending on the size of the teams attending.

“Evaluation was very positive and interest in attendance grew as the programme gained momentum. Each workshop was then followed by 15 and 30 day report outs and a lot of early benefits have been reported by the wards, equally with further areas identified for improvement.”

The culmination of all the workshops was a ‘big bang’ event where staff were invited to host a stall highlighting their own team’s achievements.

Some examples of the early benefits reported by wards include:

- Ward 11 – at their 30 day update reported that over the previous two weeks, 22 prescriptions out of 29 were written the day before and subsequently 17 patients went home before midday (12 of these patients were discharged before their planned date of discharge)
- Ward 12 – introduced a multi-disciplinary team daily board round to take place Monday to Friday at the patient status at a glance board (PSAG). Between 29 July and 26 August a total of 90 discharges took place – an average of 22 to 23 per week. (The previous four weeks there were a total of 64 discharges – an average of 16 per week)
- Community hospitals have developed an aide-memoire for staff in terms of discharge planning and amended their discharge checklist
- Ward 9 reported since the workshop they now discharge patients earlier in the day and have had a 21% increase in discharging patients before lunch
- Cardiology has negotiated and secured designated slots with the radiology department, to ensure patients who’ve had a pacemaker implanted have an early morning x-ray the day after their procedure
- Since the start of the workshops, the organisation has seen a 14% increase in the application of the planned discharge dates

Further details, eligibility and courses can also be accessed on line via the voucher scheme on the website at www.canparent.org.uk. Parents can also attend a course without a voucher as this can be easily given to parents when they first attend any courses.

Non-executive director Hugh Lang awards Ann-Marie Hall and the surgery team the prize for ‘best stand’ at the discharge workshop showcase event in November
SOUTH Tees has been ranked among the best in the country in a comprehensive review by the health service regulator. The Care Quality Commission’s new hospital inspection programme places 161 trusts across the country into six bands according to performance in 150 key areas and the trust was one of only 37 trusts nationally - and two in the North east - to be rated as band 6 - the lowest risk group.

The intelligent monitoring report looks at key areas such as patient experience, staff experience and statistical measures of performance and is used to guide the CQC as to which trusts should be prioritised for inspections, which means we will not be in the first or second wave of visits under the new regime.

Among the first to recognise our achievement was Middlesbrough MP Andy McDonald who said: “The ranking by the CQC of the excellent care provided by the trust is thoroughly deserved and warranted. It is a terrific recognition of the professionalism and dedication of all the staff and they deserve our heartfelt thanks and congratulations. The modern NHS faces enormous challenges and it is good to have confirmed what we knew already - that we have the benefit of a local health service of the highest quality. Congratulations South Tees!”

In the last couple of months, the CQC also visited James Cook over two full days as part of its inspections of hospitals in England to ensure they are meeting national standards. Inspectors spent time in wards 11, 12, acute admissions unit, cardiothoracic outpatients, radiology and accident and emergency.

Further visits followed to the Lambert, Friarage and the Rutson. Their informal feedback on all our hospitals was extremely positive, particularly about our staff and the care they give to patients. Chief executive Professor Tricia Hart said: “We could not be more delighted that we’ve been rated in the lowest risk group (band 6) and that, subsequent visits by the CQC to both acute and community hospitals have been really positive.

“This is a testament to our 9,000 staff who are working so hard day in, day out, to continuously improve care but as I always say, we cannot be complacent and need to shine a light in every corner and do the best for our patients every shift, every day.”

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The Nuss procedure

Patients with chest wall deformities can now undergo a life-changing transformation without the need for a hugely invasive operation. The Nuss procedure involves inserting a bar behind the sternum to push the sternum forward using just three small incisions in the site of the chest.

“One in 4,000 people have problems with a dipped chest which can greatly affect their confidence,” said Joel Dunning, cardiothoracic consultant at James Cook.

“People can be very self-conscious about this problem. Many don’t want to go swimming, take their top off or go on holiday with their friends and some have even been bullied because of it.”

“Many people are told nothing can be done about it and they just have to put up with it because surgery traditionally involved a big incision in the chest and a long recovery time.

“But this new procedure enables us to put a bar behind the sternum and it just pushes the sternum forwards. The bar is inserted using three small incisions and is removed after three years.

“When you see the patients in clinic afterwards they are so delighted. They feel like new people and they want to get out into the world and go on holiday and go swimming and do all the things they did not have the confidence to do before.”

James Cook is now one of only a few hospitals in the country to offer the advanced procedure.

“A lot of people have a dipped chest but many do not know about this operation and many GPs do not know there is now a minimally invasive way of fixing it,” said Mr Dunning.

“If GPs see someone with this problem we want them to refer them to us for a chat so we can explain all their options.”

A dipped chest can affect people of all ages but is often identified in older teenagers and young adults.

Family donates first cuddle cot to hospital

A cuddle cot has been donated to the maternity team at James Cook to enable bereaved parents to spend more time with their baby.

The special cot was donated by Richard and Emily Hannah, who held a charity night at the Salvation Army in Guisborough in memory of their baby girl Charlotte Sofia.

Used in a Moses basket so it doesn’t look clinical, the cuddle cot keeps babies cool for longer, enabling parents to have their baby at their bedside or take them home to grieve and say goodbye.

Emily said: “Charlotte only lived for a very short time but we wanted to do something to thank staff at the hospital for their fantastic support and to help other parents.”

Bereavement support worker Wendy Henderson said: “We are extremely grateful for this donation which will enable other families to spend precious time with their babies.”

Richard and Emily would like to say a big thank you to everyone who supported their fundraising efforts, including family and friends who ran the Middlesbrough 10k.

The couple, together with four-year-old son Will, are pictured here presenting a cheque for more than £6,000 to bereavement charity 4Louis which has used the funds to give James Cook its first cuddle cot. More than £1,300 was also raised for the charity via JustGiving.

Clean team

THE EFFORTS of domestic staff working at the Friarage have helped to reduce infection rates at the hospital.

Always keen to embrace new technology in their bid to fight infection, the dedicated and hardworking team has embraced the use of steam cleaning, hydrogen peroxide and ozone equipment on a daily basis to provide not only an infection free environment, but also one that is aesthetically pleasing to the eye for both visitors and staff.

There have been huge advances in the sophistication and complexity of the tools and processes available to those responsible for maintaining cleanliness and hygiene in hospitals. The Friarage team have all undertaken qualifications in cleaning sciences in recent years which enables them to carry out their daily work to the high standards required by the trust.

Nursing and housekeeping staff also perform certain cleaning duties, working closely alongside domestic staff in ensuring the hospital environment is clean.

Cleaning is an extremely important part of reducing infection, especially Clostridium difficile, which can cause severe infections. The numbers of Clostridium difficile infections have reduced considerably at the trust in the past few years, from 323 in 2007/2008 to 49 in 2012/2013.

Dr John Hovenden, microbiologist/infection control consultant, said “It is certain cleaning has contributed significantly to the reduction in the number of infections at the Friarage. Congratulations to the team and keep up the good work, it is really appreciated.”
PLAYTIME At West Acklam Centre in Middlesbrough is so much more fun now that the new outdoor facilities are in use, following the garden's official opening.

Trust chairman Deborah Jenkins was asked by the centre’s service manager Katrina Blenkinsopp to perform the honour, but how much do you know about the work carried out there? Talking Point takes a closer look.

The centre on Birtley Avenue is home to several different paediatric and therapeutic services from health visiting and school nursing services to occupational therapy, physiotherapy and podiatry as well as dietetics and speech and language therapies.

The great advantage of having all these services under one roof is that it benefits the child, young person and their families by ensuring a smooth transition of services ensuring a common goal of effective communication.

Health visiting and school nursing ‘locality team 2’, covering the wards of Ayresome, Grove Hill, Linthorpe, Brookfield, Acklam and Kader is located within the centre.

The health visiting and school nursing team delivers the National Healthy Child Programme 0-16 years for the children, young people and their families in the local community. This is delivered through the universal, universal plus, child in need and safeguarding models.

Public health underpins the role of both health visiting and school nursing, on an individual level and on a community level. There are currently 2,531 children and families who access the health visiting and school nursing services which provide support to 13 primary schools and one secondary school in the area.

The paediatric physiotherapy service sees almost as many with 2,379 children and families passing through the doors each year. This service supports children and young adults from birth through transitions up to the age of 25.

For young people with a physical disability in Middlesbrough, services continue from age 25 years. Children with a learning disability have a planned transition to our Tees Esk and Wear Valley colleagues at the age of 19.

Children access occupational therapy from four years old and stay with the team until they are 16.

Katrina Blenkinsopp, service manager at West Acklam Centre said: “Children’s therapy services aim to ensure children and young people receive appropriate high quality individualised intervention and support to help them achieve improved outcomes.

“The provision of services at West Acklam has supported parental suggestions that a single base for services with a single contact would be more purposeful and useful than the range of bases previously across Middlesbrough.

“Our bespoke services include facilities for hoisting, personal care and toileting for individuals with disabilities, and sensory assessment and intervention which is a unique NHS facility and provides a local service for children. The new outdoor therapy area provides a safe environment for young children to develop confidence, skills and self-esteem in outdoor play. The activities provide balance and co-ordination opportunities and supports the delivery of therapy in a play setting.”

Additional children’s sessional clinics include community dietetics, podiatry, orthotics and joint speech and language. The facilities support the provision of joint clinics with all professions improving integrated support for children, young people and their families.

Adult podiatry clinics are also provided for residents referred in the local area. The children’s community workforce is also based in West Acklam Centre and they are supported on a weekly basis by the safeguarding team based at James Cook, ensuring safety and quality of care through regular supervision.
THANK you to everyone who gave up their time over the festive season to support Christmas parties, fundraising events and the performing arts programme.

**Starlight panto:**
Youngsters enjoyed cheering and booing along to a pre-Christmas performance of Sleeping Beauty performed by four talented actors from Starlight Theatre. The fantastic show took place in a cleared side-bay on ward 22 at James Cook to rapturous applause. The pantomime is just one way Starlight brings fun, laughter and distraction to poorly children across the UK. The charity also grants once-in-a-lifetime wishes to children with serious and terminal illnesses.

**A Christmas story:**
Children from the Cleveland Unit performed their annual nativity. Proud parents, friends and staff members were treated to carols – complete with actions – and an array of colourful costumes!

**Festive tradition:**
Several children from the trust’s Playdays nursery welcomed a ‘peace light’ brought all the way from Bethlehem to the chapel at James Cook. It was brought to the chapel by Arthur and Sue Wooff from the fourth South Bank Scout Group. Lead chaplain Malcolm Masterman said: “The aim is for the light to reach as many people as possible around the world to share with them the message of peace.” Pictured left to right are: Emily Allen, Oscar Whitfield, Ava Loughran, Jonathan Hanlon and Harry Wright.
Seasonal songs:
Staff, patients and visitors joined lead chaplain Malcolm Masterman for a festive sing-a-long at the Friarage. It was an opportunity to thank staff for their hard work during the year and military colleagues, volunteers and fundraisers for their fantastic support.

Celebration of volunteering:
A celebration of volunteering was held at James Cook, when a 45-piece local choir sang carols while others visited the Macmillan stall and watched a DVD compiled by volunteer Mark Oxley about the fantastic and varied jobs volunteers do in the trust. Young children from the Playdays nursery also had fun crafting. View the video at southtees.nhs.uk/about/volunteering/videos/.

Christmas quartet
The Opus Four string quartet added a touch of class to this year’s festive programme, performing music with a Christmas theme in the atrium at James Cook as part of the hospital’s performing arts programme.

Festive sing along
James Cook’s atrium was alive with the sound of music when some of the committee of the South Cleveland Heart Fund and friends sang popular Christmas carols for patients, visitors and staff.

Carols around the Christmas tree:
Pupils from Beech Grove Primary School entertained guests at the Trinity Holistic Care Centre’s Christmas coffee morning with a range of favourite carols and songs.
Daring dippers!
Staff and their friends from Sainsbury’s in Middlesbrough braved the North Sea off Redcar on Boxing Day and raised over £300 for their chosen charity of the year, the Trinity Holistic Centre at James Cook.

From left, Rebecca Melton, Linda Smith, Caitlin O'Donnell, Pete Gardiner, Tommy Harrington, Greg Paul, David Hockney Adam Barnes and Emma Taylor

Presents galore:
Asda’s Community Life Champion Lauren Bywater and her colleague Paul Green (Santa) dropped off some wonderful gifts for the children on wards 21 and 22 at James Cook.

The Santa below (John Hyde) also delivered presents from Asda to the children’s ward at the Friarage.

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Party time
There was plenty of dancing, games and fairy dust at the Playdays nursery Christmas parties. Funky Kids Party provided the entertainment and are pictured here with the two and three-year-olds.
Boro stars kick off the festive season

Boro players ensured young patients on the children’s wards at James Cook had a Christmas to remember when they turned up at the hospital with bags full of presents and Middlesbrough Football Club merchandise. The players chatted to the youngsters and their families and signed autographs.
New specialist team to support acutely ill patients

A SPECIALIST critical care outreach team has been set up to support clinical staff in managing acutely ill patients in hospital in a major drive to improve outcomes for all ill patients in South Tees.

It’s hoped the new service will improve patient safety – and reduce unexpected deaths – by providing a higher vigilance of ‘at risk’ patients, i.e. patients who are seriously ill and who are managed in the ward environment.

This would be achieved through earlier detection of patients whose condition is deteriorating, so that staff can immediately respond and deliver the most appropriate treatment.

By recognising and treating patients who are very sick earlier in their illness, this may reduce the numbers of patients who subsequently may need critical care (such as intensive or high dependency care) or help their earlier admission, and may improve the outcome for sick patients in hospital.

A key function of the team, which consists of nurses and doctors with critical care skills, will be to support ward staff in caring for patients recovering from critical illness following a stay in intensive care.

The service will be provided day and night in James Cook and seven days a week in the Friarage.

Another important role for the team is providing training and education for clinical staff during ward rounds and on-call visits to areas so their assessment skills and clinical-decision making is enhanced. A rolling educational programme is also being continued to give healthcare professionals the knowledge and skills required to identify critically ill patients.

Anticipated benefits of the outreach service include:

- Increased appropriateness and timeliness of intervention for patients leading to better patient outcomes
- Reduction in cardiac arrest calls
- Reduction in clinical risks
- Better use of critical care facilities

Nurse consultant Lindsay Garcia said: “Our ability to recognise, react and treat patients whose condition suddenly deteriorates is a key patient safety priority for us. Patients who come into hospital want to feel safe and cared for and comforted in the knowledge they’re in the best place for prompt and effective treatment if they do become very ill, very quickly.

We’re already doing a lot of work in this important area – it’s one of our priorities in the trust’s 2013/2014 quality account – and this service will enhance our work in avoiding harm and clinical risk to patients, hopefully improving their overall outcomes.”

“Patients who come into hospital want to feel safe and cared for.”

Haley puts her back into posture post

HALEY Whelpton, senior clinical specialist in postural care management, works in the complex disabilities team with Linda Sidgwick, team leader for learning disabilities, paediatric and complex disability physiotherapy service. It is hoped her post will be the precursor to a big development in the trust’s service to people with complex postural care needs.

The catalyst for this innovative acute post was the experiences of some patients with severe and complex disability during their in-patient journey. Bespoke equipment to support posture and prevent deformity at home is prescribed, but while immediate medical emergencies were dealt with in hospital, it was identified postural needs were not consistently met. This can have severe consequences such as development of deformities, scoliosis, and subsequent compromise of the respiratory system.

This post is centred on advising and educating the workforce to raise the awareness of these issues and ensure any patient journey has the best possible outcome. The influence of poor posture transcends most specialities and interest has been shown at consultant level across many directorates.

Haley is excited at the potential changes it could bring about. She said: “If we can begin to address postural issues, we should see a reduction in chest infections, admissions and the need for antibiotics.

“Working together with the wound care management team is also a vital part of the project in a bid to help reduce the incidence of pressure ulcers caused by the lack of postural care management.”

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Capturing patient experience

IMPROVING patient experience is a key aim not only for our trust but for the entire health service.

Seeking out, monitoring and acting on the feedback of patients and their families – good or bad – has always been the key to delivering responsive and consistently high quality care and treatment.

Plus, it’s only right that all our patients should be treated with dignity, compassion, kindness and respect.

We know a lot of good work is already taking place across the organisation – real time patient experience videos, the friends and family test, patient questionnaires – but are we recording everything? The trust’s patient experience team – Linda Oliver, Rebecca Boal and Jody Hamilton – is currently doing a piece of work to capture everything that is going on across the trust in this important area by setting up a central database.

And it’s easy to get involved… Staff simply need to complete a registration form available from Rebecca and Jody on extension 55964 (James Cook), who are available to advise and support you through this work.

The team is also looking at other key areas including:
• Making better use of the patient experience website
• Focusing on gathering real time patient experience using technology
• The friends and family test

Patient experience co-ordinator Linda Oliver said: “Involving our patients, relatives, carers and the community to improve patient experience is central to our success as an organisation and a key indicator of a performing trust.

“But we need all staff to get involved regardless of position, staff group or profession – it’s everyone’s business and often it’s the little things patients and families remember – a smile, a kind word, someone there to hold a hand or spend a little longer explaining things.

“There’s also increasing evidence that positive patient experience leads to positive clinical outcomes and good quality and financial performance so it’s really important staff get involved – even if that’s just taking the time to encourage patients to fill in the friends and family test.

“We’re hoping to capture and record all of the work our staff do on a central database so we can share good practice, not only across the organisation but also through our website so we’re really open, honest and transparent about the work we do and the improvements we make.”

If you’d like further information about any of the work we’re doing please contact the patient experience team.

Continuing improvement journey

OVER the years South Tees has grown – and continually improved – as an organisation and we aren’t strangers to making efficiency savings and improving our performance, while safeguarding the quality of services we provide.

However to continue to provide safe, effective and efficient care, during what are undoubtedly challenging times in the NHS, it’s recognised radical change is now needed to protect the future of the trust and our services.

We’re now doing rapid process improvement workshops (RPIW) – an approach to service development which achieves quick and meaningful change through people working together to identify areas of concern and proposing solutions to improve the patient journey and experience.

Leading this journey – and the first to receive their training – was the chief executive, plus several corporate directors and chiefs of service, as well as staff within the corporate improvement team.

This will be followed by an ‘exam’ – known as a module marathon – in the new year, and staff will then facilitate a series of workshops between February and September, the first focussing on recruitment.

Once accredited, the team will be equipped to deliver and support changes in culture and practice, with the corporate development team eventually being in the position to offer in-house training to other staff members.

RPIW is based on the Virginia Mason Hospital (Seattle) long-term strategy to improve patient safety and quality of care which:
• Was recognised as being first to fully adopt ‘lean’ principles into healthcare environment
• Has a proven track record of increasing patient outcomes whilst reducing costs
• Has increased ‘value added’ for patients while reducing wasteful activities
• Successfully changed organisation culture to one of continuous improvement
• Empowered staff to redesign their services for the benefit of patients and organisation as a whole

Service improvement lead Susy Cook said: “The training has been successful and has raised awareness of lean tools and techniques to aid continuous improvement.

Delegates are now preparing for their assessment in January ready to start leading the rapid process improvement workshops. A programme of RPIWs are underway and momentum is building.”
State-of-the-art treatment for cancer patients wins national efficiency award

A NEW state-of-the-art radiotherapy treatment for cancer patients at James Cook has won a national efficiency award.

The technique called stereotactic ablative body radiotherapy – or SABR - uses the latest developments in radiotherapy technology from Elekta to deliver very high doses of radiation to tumours in the chest with millimetre precision.

By maximising the dose to the tumour, the risk of damaging surrounding normal tissues in minimised, increasing cure rates for patients as well as reducing side effects.

Treatment times for some patients undergoing radiotherapy have also been reduced by up to a fifth.

The team picked up the prize for efficiency in medical technology at the Health Service Journal (HSJ) Efficiency Awards in London.

Clinical lead for the SABR programme, Dr Clive Peedell, said: “We’re delighted to receive this award. This is an exciting new field in radiotherapy and Middlesbrough is one of the UK’s leading centres. We can now deliver extremely high doses of radiation to tumours in the chest with very high precision. Local control of tumours is achieved in over 95% and side effects are minimal.

“As well as being more effective than conventional radiotherapy, SABR is also much more convenient for patients as it requires fewer visits. It is typically delivered in three to five treatments compared to the 20-30 treatments of conventional radiotherapy.

“Even very frail patients can tolerate the treatment and this is a big breakthrough in the management of early stage lung cancer.”

At present, SABR is only used to treat early lung cancers in patients who are not well enough to undergo a major operation, but as the technique develops it will be used to treat localised tumours in liver, kidney, bones and prostate.

The trust won the award for their project, SABR for management of medically inoperable early stage lung cancer with the judges commenting: “There have been significant benefits in delivering improved quality with a substantial reduction in cost to the health system.”

Sue Thompson has been appointed as Bliss family care sister for a three year period. Based at James Cook, Sue will cover all 12 neonatal and special care baby units in the northern neonatal network. This includes the Friarage at the south, Wansbeck General Hospital, north, South Tyneside District Hospital, east and West Cumberland Hospital, west and all in between.

Sue’s role is to support parents who have a sick or premature baby in hospital, especially around the parent experience, but primarily to make sure their parenting role is strengthened. This includes providing practical help with breastfeeding, skin to skin care and helping them understand cues from their baby as he or she develops.

It also includes other essential aspects which are sometimes difficult for unit staff to provide, such as emotional support, help with financial issues and someone to talk to when the parents are stressed and a long way from home.

Part of Sue’s role will also be to monitor care in all 12 units and attempt to break down some of the inconsistencies parents face if their babies need to be transferred around the region, improving the overall package of care for each family in the North east.

Sue can be contacted on the neonatal package of care for each family in the North east.

Nick Golding, HSJ news editor, said: “The NHS’s funding is broadly flat but the demands on it are increasing rapidly – unless the health service makes changes it will be overwhelmed by the challenges it faces.

“Projects such as South Tees’ help safeguard the future of the NHS, ensuring its resources are used to their full potential, helping to make savings in a way which enhances, rather than damages, patient care.”

New nursing post is bliss

THE NEONATAL unit at James Cook is delighted to be hosting an exciting new neonatal nursing post which will support families of premature and sick babies.

Jointly funded by Bliss, the special care baby charity and the trust, the post is only the third of its kind, with others in London and Norfolk. Bliss is currently involved in fund raising to support the development of 28 nurses in each region of the United Kingdom by 2020.

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Sue can be contacted on the neonatal unit on extension 53714 or email susan.thompson2@stees.nhs.uk.

Vicki Oman, mother to Grace and Olivia, said: “From a parent’s point of view, Sue’s job is to support parents and families during one of the most difficult times in their lives. She is there for us to talk to, she is there to listen to us, not just hear the words we say.

“She is a central point for information or can direct us to where we can get it. She acts as an advocate for us and supports us when we need to ask questions. It also helps that she knows from a nursing point of view what the babies are going through.”
Behind the scenes with medical illustration

THE MEDICAL illustration department provides an extensive clinical and non-clinical photography and video service across the trust. However, there is more to the department than just photography...

With a team of six, the department sees over 4,000 patients each year and this number is continuing to rise. Providing an ad-hoc service, clinical images of patients are captured for the purpose of medical records to monitor and document treatment, as well as for training and research purposes.

South Tees clinical photographers are qualified to at least degree level and adhere to the code of professional conduct outlined by the Institute of Medical Illustrators (IMI) to ensure that high quality, standardised representational photography is captured for the comparison of images between a single patient’s treatment and multiple patients.

Medical illustration manager Lisa Fisher feels it’s important clinical photographers are registered with the Council for the Accreditation of Medical Illustration Practitioners. Lisa is an active member of IMI and has been a member of council for over three years, working on national guidelines for members and departments.

Lisa said: "It's important that all practising clinical photographers are appropriately qualified and registered to ensure high calibre and consistent standards of practice across the UK. At South Tees we ensure patient dignity, confidentiality and consent are respected in our daily practice."

The department captures imagery for all clinical divisions across the trust including oral surgery and orthodontics, dermatology and plastic surgery. The team is flexible and regularly attend theatre, outpatient clinics and wards if patients cannot be photographed in the studio.

Recently, medical illustration has achieved a long-standing ambition; introducing a medical image management system (MiMs) into the trust. The web-based system allows clinical staff to securely access patient images from any workstation within the trust. MiMs administrators are responsible for training trust staff on system access and use.

Catherine said: "MiMs enables all users to access relevant clinical photographs and videos in an appropriate place at the appropriate time, supporting patient care and valuing confidentiality and consent."

Since MiMs has been introduced, the department manage all clinical images centrally and provides a new secure service, ensuring images captured by healthcare professionals using medical illustration ‘loan cameras’ or white listed trust cameras, are stored securely in compliance with the Data Protection Act (1998), protecting both the trust and staff against litigation.

Service development is important and the team are eager to develop professional skills while introducing future income generation schemes.

In relation to trust development, other projects include supporting pressure ulcer management. The department works closely with the lead nurse in wound care and have undertaken basic wound care assessment training, ensuring that only grade three and four pressure ulcers are photographed to assist with correct grading and reporting, in a bid to help limited resources.

The clinical photography and video recordings policy (G82) is available on the trust intranet. You will find important information about the service, along with consent forms and the ‘request to access MiMs’ form. For further information you can contact the team on extension 52669 or 01642 282669.
Drama as Madathlon raises £11,000 for critical care

THE MADATHLON event was born from an idea to raise £10,000 to buy some much needed equipment for the intensive care unit at James Cook in memory of Claire Gardiner who passed away there very suddenly at the age of 30, in December 2012.

The event saw a group of Claire's family and friends take on a series of challenges starting with the National Three Peaks Walk, followed by the Coast to Coast cycle challenge and finishing with the Great North Swim all over three consecutive weekends in June.

On weekend one, the intrepid team first tackled Ben Nevis which, even in June, had three feet of snow on the summit and a temperature of -7ºC. Scafell was next before the party conquered Snowdon.

Weekend two saw the team set off on the Coast to Coast cycle ride and all made it over the finish line despite there being a collision with another cyclist and the air ambulance called out. Thankfully all parties involved were not seriously hurt.

On the third and final weekend it was a one mile swim in Windermere. Nothing could prepare the team for the wake produced by the ferries pulling in and out of Ambleside, the currents in the water and the waves created by the wind, not to mention the other 300 swimmers in the group.

All finished within an hour and a half including one member of the team who could not swim 25 metres in the pool eight weeks beforehand. He completed the swim, but needed medical attention afterwards for exhaustion. What an achievement!

The Madathlon team raised enough funds to purchase an £11,000 CritiCool machine which they presented to the intensive care unit.

Dr Stephen Bonner, clinical director of critical care services, said to Claire’s family: “What you have done for the service is absolutely fantastic. I truly admire you and the whole family for putting yourselves through so much hard work and exhausting effort to fund a vital piece of equipment such as this. It will be a life saver for many critical care patients.”

For more amazing fundraising and donation stories visit: http://southtees.nhs.uk/about/fundraising/helping-hands/

Exercise mini mash

A SPECIAL event raised awareness of the Defence Medical Services - uniformed medical and dental personnel from all three services - and their important role and responsibilities.

Exercise mini-MASH provided the ideal opportunity for hospital staff, patients and the public to see what an Army Field Hospital looks like, and to find out all about what military staff do when they go on operational duties around the world.

The mini MASH facility was located next to the Academic centre at James Cook and specialist staff from the Ministry of Defence Hospital Unit (MDHU) Northallerton, alongside the Army Engagement Team were on hand to explain the equipment used on overseas deployment and the challenges of working in austere settings from a tent.

Staff had the opportunity to see the other side to their military colleagues work and gain better understanding of their roles and responsibilities when they deploy.

Commanding officer, Lieutenant Colonel Ian Simpson, said: “The MDHU prides itself on an excellent working relationship with the trust and we were delighted to run exercise mini mash in the hospital grounds.

“It was a fantastic opportunity for our NHS colleagues and the public to gain a further insight into the role of defence medical staff on operations and to see first-hand a tented medical facility.”
NURSING teams won two national titles at this year’s Nursing Times Awards.

Senior nurse for speciality medicine Audrey Kirby was named nurse leader of the year and the heart failure team came home with the cardiovascular service award.

The trust had six finalists at the prestigious event at the Grosvenor House Hotel in London – more than any other trust.

His Royal Highness The Prince of Wales hosted a celebration reception at Clarence House for Nursing Times Awards finalists. His Royal Highness met the more than 120 nurses and healthcare leaders, including several from South Tees, ahead of the evening ceremony.

The cardiovascular team were nominated for successfully integrating acute and community heart failure specialist nurse services. Cardiac rehabilitation manager Annette Johnson said: “We’re delighted to receive this award. Its great recognition for the team as they have all worked so hard to make sure every heart failure patient receives the highest quality care.

“The changes have been challenging but they have enabled us to increase access to heart failure services and combine resources.”

Audrey saw off tough competition from across the country to claim the nurse leader title. The senior nurse was nominated not only for providing excellent care in speciality medicine but also for changing culture - one of the key aspects of the Francis report.

Judges heard how Audrey has a unique ability to instil confidence in individuals and recently helped transform the cancer inpatient ward into a centre of excellence. “I’m overwhelmed and very proud to receive this accolade,” she said. “I have been privileged to work with some fantastic teams at South Tees and there are many people that have supported me both personally and professionally throughout my career.

“A huge thank you goes to the division of speciality medicine, I am proud to be the senior nurse in a division that has embraced change and we truly are now as a team a centre of excellence for care, compassion, courage, commitment, competence and communication.”

Dr Nicholas Bradbury, nursing and midwifery programme lead at the NHS Leadership Academy, added: “We are delighted with Audrey’s achievement in winning this award. Audrey actually enrolled on one of our nursing and midwifery development programmes in April this year and we are really proud of her continued success.

“As a sponsor of the Nurse Leader of the Year category, we feel that Audrey really does embody the leadership qualities, which through our development programmes, we aim to bring out in every one of our participants - she is an excellent role model who demonstrates commitment to her role and compassion to her patients.”

The Nursing Times Awards brought together the best of the industry for a glittering evening of recognition, celebration and networking.

Jenni Middleton, Nursing Times editor, said: “We receive a huge amount of entrants for these awards and to be shortlisted is a fantastic achievement.”

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The cardiovascular team receive their award from Sam Sherrington from NHS England (left) and Jenni Middleton (right). Team members (left – right) Jeet Thambyrajah, Mary Sweeting, Jane Crouchley, Elaine Gray and Annette Johnson

Audrey Kirby (centre) receives her award from Dr Nicholas Bradbury, and Jenni Middleton

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